Community Administrative Assistant II

Quick Reference Guide

January 2010

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As an Administrative Assistant II, you play a critical role in the operation of our department! You are also a vital link between the students and out department. Looking at the Department of University Housing's mission statement you can see how important your job is!

The Department of University Housing's mission reads:

The Department of University Housing provides comfortable, affordable and secure
on-campus housing options in residential communities
where the academic success and personal growth of residents are encouraged and supported.

Additionally, the department's work is guided by the following values and principles:

- Living in the University housing has intrinsic worth realized through involvement in educational and social programs, self-governance, resident-staff collaboration, student employment and personal responsibility.
- Individual rights and differences are recognized and respected.
- An appreciation of diversity is taught and bigotry is challenged in the residential communities.
- Integrity and dignity guide service to residents and the University community.
- A meaningful work environment is provided that can lead to employee satisfaction and productivity.
- Stakeholders' interests are considered in decisions that affect them.
- Sound fiscal management is essential.
- Quality of programs and service will improve through on-going assessment and evaluation.

Material found in the Quick Reference Guide is intended to help you navigate your responsibilities and give you the information you need as you live the mission and values of the department. If more detailed information is needed, your Area Coordinator can assist you.

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This guide is intended to be a quick reference for how to do the most basic tasks of the Administrative Assistant II position.

Tasks are arranged in alphabetical order for easy reference.

Housing Management Information Systems Manual (HMIS) – This resource is a detailed instruction manual for the Housing Management Information Systems (often referred to as TSO). This computer program allows you to find out about occupancy, assignments, etc., (this program is labeled as "TSO" on your desktop).

Housing Staff Listserve Address - HSGSTF-L@listserv.uga.edu (contact Lawanna Laird, 2-8525 or Matthew Ionno, 2-8490 to be added to the listserve)

University Housing Online Links Summary -www.housing.uga.edu/secure/HousingLinkList.html Complete listing of all Housing online processes, including all administrative access.

Important websites that you will want to bookmark:

Housing website – www.uga.edu/housing - This website contains many useful pages.
(1) Housing staff polices and procedures – www.uga.edu/housing/staff
(2) Community Guides (traditional residence halls and East Campus Village) www.uga.edu/housing/policies/index.html
(3) Housing Link Page – https://www.housing.uga.edu/secure/HousingLinkList.html. This page has most, if not all, of the different websites you will need to access Housing applications, databases, etc.

UGA website – www.uga.edu
This is the general website for information about UGA. You can use the "Search UGA People" at the bottom of the page to get student or staff contact information.

UGA email website – www.ugamail.uga.edu – E-mail access for the University of Georgia. This can be accessed from any computer with internet access. Most Housing computers are set up for you to use Thunderbird mail to manage your email account.

Computer Remedy Ticket – www.citp.uga.edu/clients/housing - Report computer problems at this site. Click on "University Housing" Ask A Question – Report a Problem" link. Someone will respond to your request in a timely manner.

Oracle calendar website – There is a calendar icon on your desktop http://calendar.uga.edu (note: there is NO "www" at the beginning of the address)

Judicial Action – http://judicialaction.stuact.uga.edu (contact the Coordinator of Housing Judicial Programs at 542-8191 with any questions)

Housing work order website – https://www.housing.uga.edu/secure/HousingWorkOrder/index.php – Use this site to request a housing work order. You can also contact the office at (706) 542-3999. Another way to access the site is to go to the Online Links Summary.

The Department of University Housing uses a lot of acronyms.
Many are listed below:

AAC	Assistant Area Coordinator	**GA**	Graduate Assistant	**RIC**	Room Inventory Card
AC	Area Coordinator	**GR**	Graduate Resident	**RFP**	Request For Payment
CA	C.L.A.S.S Advocate	**HBO**	Housing Business Office	**SDJP**	Staff Development &
CRB	Conduct Review Board	**HJO**	Housing Judicial Officer		Judicial Programs
CRC	Conduct Review	**INF**	Information Notes Form	**STW**	Skilled Trades Worker
	Conference	**NTA**	Notice To Appear	**VCA**	Village Community
DA	Desk Assistant	**OA**	Office Assistant		Assistant
DAP	Double (room) As Private	**RA**	Resident Assistant	**VPA**	Village Programming
DI	Doctoral Intern	**RHD**	Residence Hall Director		Assistant
ECV	East Campus Village	**RHES**	Residence Hall Education		
EVC	East Village Commons		& Services		

ACCESS SYSTEM

Residence hall residents (and staff) gain access to the residence halls via hand geometry readers. The reader requires a resident to first swipe his or her UGA Card or ID badge and then, when prompted, place his or her right hand on the scanning surface. Doing so will release the magnetic lock and allow access if the resident has been assigned to live in that building and matches the hand image on file. Stickers with initials of the building, and in different colors, are given to the residents at check-in to place on their UGA Card. Note: If a resident has a physical limitation that prohibits scanning of his or her hand, the hand scanner can be programmed to allow access with only the swipe of the card. Contact the UGA Card Office in order to make such arrangements. If a resident is unable to swipe a card a remote control can be issued from the Community Office to unlock and mechanically open an entrance for access. This feature is readily available in Reed, Creswell, and Myers Halls. Remotes can be requested through the Disability Resource Center.

Other Facilities:

In addition to the residence halls, hand scans are used to grant access into the Ramsey Center and the Food Services dining halls. However, a student need only have his or her hand scanned once for the image to be on file for all facilities using Hand Geometry Readers. Hands may be initially scanned (or re-scanned as necessary) *at the Tate Student Activities Center, the Cashier's Office in the Ramsey Student Activities Center, or the Food Services office in the basement of Snelling Hall.* Hand imaging is only available at these three sites.

If a resident's ID does not allow access into the community:
- Utilize flow chart to determine what the problem is and follow the flow chart to resolve the issue
- You will use the software program to resolve most problems.
    - Click on Access icon on computer (called either: Housing Access, Hand Reader or Tera TermPro)
    - Follow the instructions from Biometric Hand Reader Training (available in the appendix)
    - Email or call UGA Card Office at 706-542-9226 or ugacard@uga.edu with any questions

Procedure

Hand Geometry Readers FAILING to Grant Access

There are five potential problems that could keep an individual resident from gaining access to his or her residence hall:

i.   **Hand Scan Failure**: A resident will not be able to gain access to his or her residence hall unless a matching hand image is stored in the computer. Such failure is indicated when, after swiping the UGA Card and being prompted to place the right hand on the scanning surface, placement of the hand does not grant access. A resident with this problem should again attempt to gain access by
re-swiping his or her UGA Card and making sure that his or her hand is (a) placed flat on the scanning surface and (b) devoid of any jewelry that was not present when the hand was originally scanned at one of the three scanning locations. The resident should confirm that sunlight is not reflecting into the device and that any heavy bags are taken off to avoid uneven pressure. Residents still unable to gain access should first request that the Community Administrative Assistant utilize the hand scan software to re-send their hand image to the reader. If after the image is re-sent the student is still unable to access their hall then they will need to have their hands re-scanned at one of the three scanning locations. This failure is indicated by a message on the reader to place the right hand on the reader and after several attempts, the resident is not able to gain access.

ii.   **Assignment Failure**: Residents will not be able to gain access to a particular residence hall unless they have been properly assigned to that hall by the Housing Assignments Office. Such failure is indicated when swiping the UGA Card results in two "beeps" and does not result in a prompt to place the right hand on the scanning surface. Residents and staff should check with their Community Office to make sure they have been assigned to the proper building and that the proper building is listed under "current residence" in the hand scan software. Note: After proper assignment, the hand reader data base will not be updated until early morning hours (approximately 2:00 a.m.). If the currently assigned hall is listed under "current residence" then the Community Administrative Assistant can utilize the hand scan software to re-send their hand image to the reader to refresh the building access.

iii.   **UGA Card Failure**: A resident will not be able to gain access to his or her assigned hall if the wide magnetic stripe on the UGA Card has been demagnetized or severely scratched. Such a failure is indicated when the Housing Assignments Office confirms that a resident has been properly assigned to a hall, but the symptoms of an "Assignment Failure" (as described in procedure I.A.ii above) persist. A resident with a damaged UGA Card should go to the Tate Student Center to attempt to repair the card, or purchase a replacement card. Residents must use the most recent issue of their UGA Card as all previous issues are immediately invalid.

iv. **System Component Failure:** If a hand reader completely fails (allowing no residents or staff to gain access), technical support is available to replace the reader. Contact the UGA Card Office when such failure occurs so that repairs can be coordinated.

v. **Lockout**: If a resident has three unsuccessful attempts in a row their ID will be locked out of the system as if the resident is not assigned to the building. This is indicated by two "beeps" as in procedure I.A.ii with an assignment failure. The resident can make another attempt after a different resident successfully scans their hand. If access is still denied the Community Office can log into the hand scan software and re-send the resident hand image to the machine.

Should students experience problems with the following stations where the UGA Card is used, contact the appropriate person(s). Work orders can be submitted online at the Housing Work Order website or by calling 542-3999.

- Laundry Room and Copier – Contact Bulldog Bucks Office at 706-542-8257.
- Computer Lab – Contact the EITS Help Desk at 706-542-3106.

All Housing Assignments Office Staff, Community Administrative Assistants and Area Coordinators have access to the hand reader database to troubleshoot problems. Questions can also be directed to bbucks@uga.edu.

BILLING PROCEDURES

Students Accounts - A centralized billing and payment system where all housing miscellaneous charges are transmitted.

This process is to be used when assessing miscellaneous charges such as lock security program fees, damages, improper check-out, etc.
- The Administrative Assistant must send all charges to the Housing Assignments Office via memo or email to Inez Finch at ifinch@uga.edu.
- Include the building assignment, resident's name, last four-digits of the student's social security number, the charge type and the charge amount.
- Paper bills are not mailed to the residents.
- The Housing Assignments Office will post all charges to the Student Account System.
- PAYMENTS ARE NOT ACCEPTED IN THE COMMUNITY OFFICE OR THE HOUSING ASSIGNMENTS OFFICE.
- Student Accounts (located in the Business Services Building at 424 East Broad Street, 542-2965) will accept all payments for the Housing miscellaneous charges via cash, check, money order, or webcheck. Payments may also be made by credit card via a third party vendor. A fee of 2.75% or a minimum of $3.00 is assessed when using the credit card method.
- Students can also pay on-line at www.bursar.uga.edu .
- When the students make inquiries regarding their miscellaneous charges, the Bursar's Office will forward them to the Housing Assignments Office.
- If the Assignments Office needs additional information to assist the student, the community office will be contacted regarding a specific charge.
- All appeals must be handled through the AC.
- If the AC grants the appeal, the AC or the Administrative Assistant II will send the appropriate information to the Housing Assignments Office via email or memo to Inez Finch at ifinch@uga.edu.

Assignments Office will remove the appropriate charge(s) from the Student Account System.

CALENDARS
All professional staff, support staff, graduate and doctoral staff, in addition to various other staff, has their calendars online through a program called Oracle. Many of the Department's community/conference rooms are also on Oracle. A class is offered through the University's Training and Development Department on using the Oracle calendar. Your own Oracle calendar should have been set up during your first week of employment. Lawanna Laird is the contact for setting your calendar up.

In regards to the calendar, your responsibilities may include the following:

For AC, AAC, RHD and GR
Enter appointments as requested by AC/AAC/RHD/GR.

Room Reservations
In order for someone to request a facility reservation, they must belong to a university department or registered student organization. Please refer to Housing policy for facility reservations to see what spaces are available for non-Housing groups.

When someone requests to use a community/conference room:
- Have them complete the Facilities Reservation Request Form.
- Make sure they have read and understand the reservation guidelines listed for the housing facility reservation policy available on-line at www.uga.edu/housing under Policies & Staff.
- When approved by the AC, contact the person to let person know their request has been approved.
- Enter reservation in Oracle for the room requested.
- Some halls have special rooms (i.e. guest rooms) or room set up forms for which the AC will provide information.

CHECK –IN (FALL OPENING)
Please check with your AC for specific responsibilities in your area.

Manage Check-In
- Create a schedule for student staff to work check-in.
- Organize materials used during check-in, which typically includes the following:
    o Room Inventory Cards (RICs) **OR** ECV Room Inventory Cards
    o Information Cards (white)
    o Temporary Key Issue Cards (blue)
    o Access Pass-In Cards (green)
    o Bed Ends and Bed Springs Agreement (only in Mary Lyndon, Rutherford, and Soule)
    o Loft Policy
    o Check with your AC for specifics
- Arrange check-in area stations with signs and tables. Check with your AC for station specifics.
- Designate areas for keys, information packets, etc.
- Work with student staff to put together Welcome Packets. Ask you AC how the packets are distributed.
- See the AC for the community-specific preparation checklist.
- Please note you may be asked to work Saturday and/or Sunday, as check-in weekend is an extremely busy time for residence hall staff.

UGA Card Check-in System
- For questions regarding this system, the IT Professionals in the Department of University Housing.
- Each community will receive training with written instructions on how to navigate the Tera Term system.
- Each check-in area will be set-up with laptops for early check-in.
- Staff will swipe their UGA card into the Tera Term system.
- Each community will be given back-up early check-in rosters for the students to sign in case their UGA Cards fails to swipe or the system is unavailable. In this case the Administrative Assistant or professional staff will enter the students manually in the Tera term system
- Each morning beginning the day after the first early check-in day the Assignment Office staff person will retrieve the early check in data via CD from the UGA Card Office and deliver to Mike Carey (AIS) to transmit all the charges on the CD to the Students Accounts
- The reconciliations of these charges will be done each day by the Assignments Office
- Various reports can be generated and emailed or printed from the Tera Term system
- These reports also include daily counts/total number of students checked in
- After move in (early check-in and regular check-in days) each community will send over the back-up early check-in rosters to the Housing Assignments Office for Record Retention purposes

General Key Preparation (community specific)
- Complete a key inventory prior to check-in (Fall Opening)**.**
- Label a key envelope for each assignable space.
- Place the room number on each envelope. Then place one key per resident in each envelope (depending on the community, a separate mail key may need to be added to the envelope).

- Put the envelopes in order for easy access during check-in.

Prepare Mail Room
- Put new name labels on mailboxes.

Other Duties Related to Fall Check-In
- Assist with manuals for student staff.
- Order office supplies.
- Check with AC for community specific information.

CHECK-OUT (Including Closing and Individual Check-Outs)
- Make sure all Room Inventory Cards (RICs) and keys are turned in to the Community Office.
- Make sure the student forwarding address card (ivory) was completed.
- Make sure old information, key and access cards were pulled.
- Remove the mailbox label.
- Have staff fill out a new Room Inventory Card for the next resident (if it is a checkout that occurs during the semester).
- See room change process for check-out procedures.
- Bill if necessary (see "Billing" section of this Guide).
  - Reasons to bill include, but are not limited to, lost keys, improper check-out, damages, etc.
- Send white copy of the RIC to the Assignments Office when submitting weekly occupancy report.
- For improper check-outs, do an administrative checkout: fill out RIC by signing and dating in the staff box and writing "Administrative Checkout" in the student box, as soon as you become aware of the move. Send the white copy of the RIC to the Assignments Office when submitting weekly occupancy report.
- Students will continue to be charged rent until they officially checkout.
- Cancellation of Contract
  - If a student cancels his/her contract, the Assignments Office will email the Administrative Assistant II.
  - The Administrative Assistant II should have the student checkout and send the RIC to the Assignments Office, as soon as possible.
  - If a student informs the Administrative Assistant II he/she plans to or has withdrawn from classes, the Assignments Office should be contacted immediately for further instructions.
  - The Administrative Assistant for Occupancy will enter the cancellation on the occupancy report.
- Student Withdrawals
  - Go to the online Housing occupancy report. Click on Academic Withdrawals. Then click on Withdrawal Guidelines. Print a copy and follow the instructions. Letters should be sent certified mail to the student's home address as well as sending the email. A move-out email should be sent in every case, even if the student has planned to move-out the day the Administrative Assistant receives notification. Please call the Housing Assignments Office Manager for additional information.
- Failure to cancel the contract or withdrawal
  - Contact the student
  - Enter student name and identification number as a cancellation on the occupancy report.
- FOR ALL CHECKOUTS: Keep the yellow copy of the RIC with any billing information on file for three years.

CLEANING SERVICE PROGRAM IN ECV
In ECV, students are responsible for cleaning the bathrooms in their apartment. There is, however, a cleaning service available for students to purchase.

The actual cost to each resident depends on the number of residents that share a particular bathroom and the date they completed the Cleaning Service Agreement.

Reference the apartment type on the Cleaning Service Price Sheet to determine the exact cost per resident for each semester of the service. Residents in spaces A and B or C and D in four bedroom/two bathroom apartments will split the costs of the bathroom cleaning for the bathroom closest to their bedrooms. In order to maintain the privacy afforded by living in ECV, residents who share a bathroom must both agree to the cleaning service program and sign the agreement form in order for the service to be provided. Cleaning service agreements are for one term (fall, spring, summer) only and must be renewed each term to continue throughout the year. There are two different plans available: a weekly cleaning and bi-weekly cleaning plan.

COMMUNITY/HALL COUNCIL
- Check with your AC for your specific responsibilities within your community.
- The Accounting Assistant III, in the Housing Business Office, is assigned to community hall council budgets and provides printouts of council budgets on a monthly basis.
- When you receive the updates, verify with your records.

Allotted Money
- Some Community Administrative Assistants keep track of allotted money to staff members.
- Some Community Administrative Assistants meet with the GAs/GRs/RHDs/AACs to discuss budgets and compare for accuracy.
- Some Community Administrative Assistants meet with the Community/Hall Council to make sure budgets match.
- Check with your AC for your specific responsibilities.

Purchase Authorization Cards (laminated card from HBO)
- Check with the AC, as community specifics will vary in terms of who keeps the card and how cards are made available to student staff.
- Each year new purchase cards are assigned and once you receive the new cards, you must return old card to HBO.

Request for Payment (RFP)
Request For Payment (RFP) forms are used to inform HBO of how funds were spent, where they were spent, and what account is to be charged; this form also identifies who is to be reimbursed (i.e., the store, the staff member, etc.). There is an example of the RFP in the appendix.

For those community administrative assistants responsible for allocations, complete RFP, assign a number (kept in numerical order within each community).
- Have the AC sign the form.
- Keep the *pink* copy for office records.
- Send the *gold* copy to the community/hall council advisor.
- Send the *white* and *yellow* copies to HBO.
  - When turning in the RFP to the HBO be sure the following information is included.
    - Completed RFP (with appropriate information & signatures) goes on top.
    - Invoice or receipt from the vendor goes next.
    - Entertainment form (if food was purchased).
    - Program Flyer.
    - Community council minutes are optional IF a program flyer is included. Minutes should be attached when using student allocation or RA/CA/VCA spending. Include last and highlight the corresponding allocation.

COMPUTERS
Training
For questions about various training opportunities, refer to the UGA Training and Development Department at http://www.hr.uga.edu. To report any problems contact the IT Professionals in the Department of University Housing via telephone or by using the www.citp.uga.edu/clients/housing website.

Printer Problems (Administrative Assistants printer)
If your printer needs to be serviced submit a remedy ticket at www.citp.uga.edu/clients/housing

Computer Usage
Use of the computer in the Administrative Assistant II's office is governed by the following guidelines and expectations in addition to the UGA Computer Usage Policy, http://www.uga.edu/compsec/use.html
- The Administrative Assistant II is the primary user during the hours of 8:00 am - 5:00 pm and other times she/he is at work.
  - The Administrative Assistant II's access to the computer should not be interrupted during these hours.
  - Office Assistants may use the computer during this time as directed by the Administrative Assistant II.
- No software is to be loaded onto or deleted from the computer under any circumstances by any person other than the IT Professionals, and no software is to be downloaded from the Internet or other sources under any circumstances.
- No staff other than the Administrative Assistant II may access the departmental computer network using the password assigned to that respective Administrative Assistant.

- o Staff having access to the computer should be instructed on the procedures for turning on the computer and accessing the programs without accessing the network.
  - o No further access should be granted.
- No changes are to be made in the Windows configuration by anyone other than the Administrative Assistant II, AC, or IT Professionals.
  - o This includes modifying desktop settings such as screen savers, screen colors, and icons/shortcuts.
  - o No changes are to be made in the established e-mail configuration by anyone other than the IT Professionals.

Log-Ins and Passwords
- Because the Administrative Assistant II's computer has access to many of the Department of University Housing's files, the computer is password protected.
- You will be prompted to enter the first password after you turn on the computer.
- This login is your UGA MyID and password.
- This password is specific to you; no one else should know it.
- You are responsible for all actions while you are logged in under your username.
- This password must be changed periodically and you will be prompted to do so every 90 days.
- There are separate passwords for accessing your email account and the mainframe.
- If you have trouble, please contact the IT Professionals in the Department of University Housing.

COPIERS IN LOBBY
- Maintain the working order of the copier/printer by ensuring that the copier/printer has sufficient paper, changing the toner, and calling for maintenance as needed.
- For service on a copier, contact Xerox directly at 1-800-822-2979. You will need to provide the model number and serial number, found on the copier.

COURTESY CHECKS IN ECV
Courtesy Checks are completed once each semester and once during the summer.

During a Courtesy Check, a VCA, STW, Custodian, AAC and/or AC will enter each apartment unit to check the condition while referencing the RIC that was completed at move-in. This is to resolve any potential facility or sanitation problems. All students will receive advance notice of scheduled Courtesy Checks. If there are items that warrant resident action, they will be given a designated time to correct the condition. Failure to comply within the allotted time may result in an assessment of an administrative fee. Any damages noted in an apartment may result in that resident being charged for repairs and/or replacement.

E-MAIL
Community E-mail
Each community has a central e-mail account. This email account MUST be checked every business day. Do not change the passwords or settings to the account or forward to another email account without permission from a Housing IT professional. This account is used for sending notifications to students and is the e-mail address used with our online Housing applications, such as room changes. Area Coordinators need to be able to log-in, view, and understand normally received emails from Housing application websites to be able to maintain them in your absence. E-mails in this account must be saved in accordance with Records Retention. Any inter-office emails and all communications (incoming and outgoing) between customers and the community office should be saved. Incoming emails from the room change/hall transfer, and single/DAP sites can be deleted because the information is stored at the website.

Each year emails will need to be moved to the local folders on your computer, and save the files on a zip disk or CD. The zip disk or CD should be accessible to the Area Coordinator for research if needed. Please contact the Administrative Assistant for Community and Summer Assignments for more information.

Email Management Tool
The AC, AAC, RHD and community administrative assistants have access to the online E-mail Management Tool. This system is able to query residents meeting requested conditions to send out official communications from the Community Office. Only send official emails that need to be recorded in student records when using the system. This system automatically keeps a record of each message sent and the sender of each message can be set to a variety of email addresses. Guidelines are distributed to each Community Office. The Administrative Assistant for Community and Summer Assignments will conduct training on this tool.

JUDICAL ACTION
Entering an incident

1. Log in with your general community log in account for "quick entry" status (i.e. brumbysec, cressec, etc.).
2. Retrieve notes on the "incident notes" form.
3. Open Internet Explorer and go to http://judicialaction.stuact.uga.edu
4. Log into the program .
5. Click on "enter a new incident."
6. Search by student name, date of birth and/or address.
7. Enter incident information.
8. If there are multiple students involved, click on "copy incident."
9. Repeat steps 4-6 for each individual involved. Do not create a record for witnesses.
10. When finished, log out of Judicial Action.

*Note: Each Area Coordinator has the ability to manage his/her own quick entry staff. You are able to add and remove these users as needed. Each of these users will have his/her own ID to access Judicial Action.

Entering incident information from someone without Judicial Action access
1. A person without a Judicial Action password who wishes to report an incident should use the Incident Notes Form to report that incident. That person will turn in the report to the Community Administrative Assistant.
   a. Note: The Community Administrative Assistant does not have access to enter new case information from his/her normal Judicial Action login. Therefore, the AC should create an additional Quick Entry user for them. The login name should be the generic community email address. For example, Creswell will be "cressec."
2. Once the report is submitted, either the OA or Community Administrative Assistant will enter that information into Judicial Action.

Community Administrative Assistant Tasks Related to Judicial Action

Receiving a Case
1. Community Secretary will receive an email from the AC with instructions for each case.
2. Log into Judicial Action and select "choose the possible offender" or look up by case number.
3. When you find the correct student, you will be directed to the student view page.

Sending Notice to Appear
1. Click on "documents" for the appropriate case
2. Click "create a document using a template"
3. Select the appropriate notice to appear document, either "Grad Student CRC Notice to Appear" for CRC cases heard by a GR or "Housing Notice to Appear" for cases heard by professional staff.
4. When given the option, save the document. (Note – you may want to create a special folder on your computer to house all of these documents.) Review the document to make sure everything is correct. If you make any changes, resave the document.
5. Go back to the documents page in Judicial Action and select "upload/email/delete/view a previously created document".
6. Select "upload document" and find the document in your files.
7. Once the document is uploaded, select "email file". Change the subject to "Judicial Hearing". Copy the text from the document and paste in the text section. Email the document.

Recording Sending of Notice to Appear
1. Select "notifications and comments" for the correct case.
2. Enter the date that the notification was mailed (today's date) and the deadline date for the student to contact you before records will be flagged (five business days).
3. Click "save hearing information."
4. If the student does not respond by deadline date, email or call the Coordinator for Housing Judicial Programs to flag the student account.

Preparing case information for GRs (and AC/AAC/RHDs if requested)
1. Locate the correct case on the student view page and select "more case options."
2. Select "Printer friendly view of incident" and print the incident.
3. Prepare a folder for the GR with the incident report, a blank CRC Notice of Decision Form and a blank.
4. Sanction Completion Form (if needed, some GRs keep forms).

When the student calls to make the appointment
1. Log into Judicial Action.
2. Select "individual" and find the student's case by last name.
3. If you are not sure who the hearing officer is, you can select "more case options" and then "printer friendly view of incident". The hearing officer is listed there.
4. Check the Hearing Officer's Oracle Calendar to determine availability and set the appointment. Record it on that calendar.
5. Return to the incident in Judicial Action and select "notifications and comments". Record the date and time of the hearing there.

If you have any questions regarding judicial incidents, contact your supervisor or the Coordinator for Housing Judicial Programs at 542-8191.

KEYS
Please check with your AC for community specifics in regards to keys.

Community Keys (ex. AC office, AAC office, electrical room, etc.)
Keys to the doors and offices of the community are kept in the community office. This includes the outside door keys, academic offices, etc.
- Individuals with authorized access can check out keys as needed.
    - Always check-IDs to verify the person checking out the key is an authorized person.

Lock Security Program
When a resident room key or mailbox key is lost/stolen or not returned:
- Enter a request on-line at: http://www.arches.uga.edu/~hsgwkodr/ for a lock change (give them the student name, reason for the change, room number, key code, and if applicable, the mail key code. To obtain key codes, use your community's key code manual.
- When the new key is returned to the community office, record the new key code in the key code manual.
    - Keep the old keys in a secure location to be picked up and recycled.
- Bill the resident for the lock change (see "Billing" section of this Guide).

Resident Room Keys
- Maintain record/inventory of keys for resident rooms (and mailbox keys where appropriate).
- Room keys are kept in a locked box at the community's 24-hour desk.
- At the beginning of each shift the desk staff should:
    - Inventory the keys to make sure the appropriate number of keys are on each hook in the key box.
    - Enter missing keys in the key log.
    - Check to confirm the missing key has been checked out by a resident using the resident's temporary key issue card.
    - Follow up with the Administrative Assistant II about missing keys or keys not turned in within 72 hours.
- If the student requests a key and states the key isn't lost (i.e., it's at home, etc.), tell them how long they have before a lock change will be done and the cost of the lock change.
- Some Administrative Assistants send a warning letter or give a courtesy call to remind the resident that he/she has a key past due.

KRONOS
The Kronos Time and Attendance System has recently replaced paper time sheets. Usage of this new electronic system is required by every employee who submits a paper time sheet, including student staff. Usage instructions can be found in the appendix of this manual. Training will be conducted by HBO and all questions regarding Kronos should be directed to them.

LOBBY COPIER
- Maintain the working order of the copier/printer by ensuring that the copier/printer has sufficient paper, changing the toner, and calling for maintenance as needed.
- For service on a copier, contact Xerox directly at 1-800-822-2979. You will need to provide the model number and serial number, found on the copier.

MAIL
- Campus mail from the community offices should be brought to and retrieved daily from the Assignments Office located in the Russell Hall.
  - o Campus mail is delivered to the Assignments Office on Russell Hall and placed in the designated box for each community.
- U. S. mail will be picked up and delivered to each community by Campus Mail daily.
- Communities typically coordinate a morning and afternoon mail runs, which can be carried out by an OA.
- See your AC for community specific information.
- Questions regarding mail procedure should be directed to Richard Miller at 542-5286 or rlmiller@uga.edu.

OCCUPANCY REPORTS/NO SHOW REPORTS

Occupancy Reports
Occupancy Reports will be completed by the Community Administrative Assistant and are submitted online to the Housing Assignments Office on each Monday by 12:00 pm, beginning one week after classes have started.

Data from the Room Change and Hall Transfer Request and DAP and Single Room Request websites is electronically fed into the Occupancy Report. When a student agrees to the online Contract Amendment, data is automatically entered into the report for room changes, hall transfers and DAPs. The Administrative Assistant for Occupancy will enter "New Assignments" and "Cancellations" in to each new report. A Community Administrative Assistant can enter a cancellation if a student departs from housing, has checked out with a completed *Room Inventory Card* and the cancellation is not on the report.

The Community Administrative Assistant is responsible for verifying all information and submitting the report. All *Room Inventory Cards* from student departures or moves should be submitted to the Housing Assignments Office by Monday at 12:00 pm. If a *Room Inventory Card* is not available it should be submitted with the next report.

Changes indicated on the Occupancy report will be made by the Administrative Assistant for Occupancy on Monday.

No-Show Report
No-Show reports are due at the start of every new semester. Due dates will be dispensed by the Assignment's Office. No-show reports are a component of occupancy; instructions to prepare a report are online at the Housing Occupancy Report website. Click on No-Show report at the menu. Click on No-Show Report Guidelines, print and follow instructions.

PRINTER IN STUDENT COMPUTER LABS
- EITS will maintain printer paper, toner, etc.
- Students will typically approach the desk or community office with problems.
- Problems with EITS printers should be referred to EITS at 2-8366 or go to http://www.eits.uga.edu/sites/reportproblem.html

PURCHASING
Purchase Authorization Card
- To be used at places where we have a charge account.
  - o Current lists of vendors may be obtained from the Housing Business Office.
- Policy varies by Community; see your AC for information on how/when to use the card.

Charge Card (P-card/Visa)
- Card is held by the AAC/RHD in your community; work with them to arrange for payment of purchases.
- Cardholder must make purchase (you cannot use their information to make purchase, take their card, etc.).
- This card is accepted anywhere credit Visa cards are taken.

Office Supplies
- All office supplies must be purchased through Staples using our statewide contract.

RADIOS
Radios
- Radios are located at the Administrative Assistant II's desk or the community's 24-hour desk in each community.
- Radios should be turned on and set on channel 1-A during business hours.
- Radios are generally used to contact Maintenance and Custodial.
- Radio courtesy dictates that communications remain brief.
- If a longer conversation is necessary, ask the recipient to call you on a telephone line.
- Whenever radio is not in use, it should be turned off and placed on the battery charger.
- If you have specific questions about how to use the radios, contact the Area Coordinator or Director for Residential Facilities.

Housing Call Signs

Each hall or activity generally uses their own name as their call sign:

Brumby Community	= "Brumby"	Facilities Office	= "Operations"
Central Zone Maintenance	= "Central"	Hill Community	= "Hill"
Creswell Community	= "Creswell"	Myers Community	= "Myers"
East Campus Village	= "ECV"	Oglethorpe House	= "O'House"
East Zone Maintenance = "ECV"		Reed Community	= "Reed"
Family Housing	= "Family Housing (Channel 1C)"	Russell Community	= "Russell"
		West Zone Maintenance	= "West"

- Within each hall or activity, generally numbers are assigned to functions or individuals (there are some exceptions):
    - State the call sign first, then the person's code number.
        - Typically:
        - 1 = Building Supervisors
        - 2 = Maintenance Personnel (Skilled Trades Workers)
        - 4 = Area Coordinator
        - 5 = Administrative Assistant II

- Within the Maintenance the following signs are registered:
    - ECV 12 & 13   = Locksmiths
    - West 4, 5 & 6   = A/C Mechanics
    - FH 9 & 10 (CH 1C)   = Carpenters
    - ECV 10 & 11   = Electricians
    - ECV 9   = Second Shift Maintenance (4:00 pm to 12:00 am Monday-Friday)

- Within the Facilities/Operations Group the following signs are registered:

    - State "Operations" first, then the person's code number.
        - 2 & 6 = Project Coordinators
        - 3 = Director for Residential Facilities
        - 4 = Custodial Superintendent
        - 5 = Facilities Main Office, Procurement and Receiving

Examples:

Brumby Building Supervisor calls Brumby Administrative Assistant II	"Brumby 1 to Brumby 5"
ECV AC calls ECV Maintenance Supervisor	"ECV 4 to ECV 2"

Myers Desk Assistant calls for 2nd Shift Maintenance	"Myers Desk to ECV 9."

RADIO HANDLES AS OF JANUARY 2010

Facilities/Operations

Tom Battenhouse	Operations 3
Matthew Deason	Operations 1
Joel Eizenstat	Operations 2
Roger Peck	Warehouse 1
Barbara Ann Lee	Operations 5
Steve Marcotte	Operations 4
Grant Myers	Operations 6
Work Order Office	Work Order 1

Residence Hall Education & Services

Rick Gibson	RHES 1
Ralphel Smith	RHES 1
Tom Zimmerman	RHES 1

Locksmith Shop

Gary Cabe	Locksmith 12
Dean Smart	Locksmith 13

Maintenance/AC

Sammy Cofer – East Sup	ECV 2
Tim Carithers – West Sup	West 1
Steve Smith – Central Sup	Central 1
Mike Archer	West 8
Travis Bennett	ECV 3
Wayne Bennett	Russell 2
Tim Bennett	Reed 2
Jerry Clark	Brum 2
Ahmad Daftarian (A/C)	West 4
Paul Dillon	ECV 4
Randy Gabriel	ECV 7
Scott Gabriel	Central 8
Mick Gerely (A/C)	West 6
Ismael Gomez-Diaz	West 9
Lee Gray	Hill 2
Cantrell Gresham	Myers 2
Stacey Jewell	Central 6
Johnny Kesler	OHouse 2
Johnny Lynn	ECV 6
Chris Massey	West 3
Ricky McRorie	ECV 10
Bob Murphy (2nd Shift)	ECV 9
Richard Sixtos	ECV 8
Donnie Strickland (A/C)	West 5
Larry Weldon	ECV 11
Rico Barrow	West 7
Andrea Woodall	Cen 7
VACANT	Creswell 2

Brumby Hall

John Trawick	Brumby 4
Marcella Smith	Brumby 5
James Anderson	Brumby 1

Creswell Hall

Scott Oliver	Creswell 4
Angie Switon	Creswell 5
Bobby Johnson	Creswell 1

ECV

Kathryn Hall	ECV 4
Ray Williams	ECV 5
Gail Martin	ECV 1

Hill Hall

Nyerere Tryman	Hill 4
Erica Lemasters	Hill 5
Mary Sutton	Hill 1

Myers Hall

Mark Whitesel	Myers 4
Anne Nielson	Myers 5
Donald Brooks	Myers 1

Reed Hall

Kenya McKinley	Reed 4
Lauren Ladd	Reed 5
Veronica Monroy	Reed 1

Russell Hall

Louis Gustafson	Russell 4
Ali Steen	Russell 5
Sue Coleman	Russell 1

Family Housing – Channel – 1C

Nick Ayala-Toro	Family 8
Cameron Jacob	Family 11
Nichole Elder	Family 1
Matt Murray	Family 3
Ken Goyen	Family 1
Melvin Jackson	Family 7
Jill Kidd	Family 1
VACANT	Family 9
McArthur White	Family 6
Shonda Smith	Family 4
George Thornton	Family 5
Jamie Wilkes	Family 2
Billy Wilkinson	Family 10

RECORDS RETENTION

This policy pertains to the length of time that records (files) need to be kept. See the Records Retention Policy in the online Housing Policy and Procedure Manual for specific details. This policy covers who is responsible for retaining records, the length of time records must be retained, where records may be sent for storage and how large quantities of records may be destroyed.

Of specific interest to Administrative Assistant II:
- Room Inventory Cards will be stored by the Assignment's Office. However, keep the yellow copy in your possession for one year should disputes arise.
- Information Report Forms will be stored by the Office of Staff Development and Judicial Programs.

Please see the appendix for a detail information and specifics on records retention for certain documents.

REFUNDS
Coke/Vend
- Maintain a petty cash fund of $10.00 and give out refunds for Coke and Vend.
- Maintain a binder divided into on section for Coke and the other for Vend.
  - When an individual loses money, they must complete the information on the refund log.
  - When the Community Office needs more money for refunds, talk to the Coke or Vend employee and let him/her know you need refund money; give the representative a copy of the refund page.
- If an individual loses money on the Bulldog Bucks card in a vending machine, the Administrative Assistant II provides a receipt from the receipt book for the lost money. The resident takes the receipt to the Bulldog Bucks Office near the bookstore for a refund.

Other Refunds
- If an individual loses money in a copier, printer or laundry machine, the Administrative Assistant II provides a receipt from the receipt book for the lost money. The resident takes the receipt to the Bulldog Bucks Office for a refund.
- Call Mike Ward with Vending Services and he will contact the Vendors if you need a refund.

ROOM CHANGE AND HALL TRANSFER WEBSITE OFFER SYSTEM (RCHT)

This site will allow students to submit a request for a room change and /or hall transfer. All requests for changes are maintained throughout the academic year and will be deleted in May.

The Assignment's Office Administrative Assistant for Occupancy oversees the website. Students that want to access the website should be instructed to do the following:
- Go to www.uga.edu/housing
- Click on link: Waiting List Sign-up
- Click on link: Room Change Hall Transfer Request Site

For administrative access to make offers, go to: the *University Housing Online Links Summary* at: www.housing.uga.edu/secure/HousingLinkList.html (this site has a complete listing of all Housing online processes, including all administrative access)

Make sure a student actually *accepts* an offer before making a move to another room/hall.

Please follow this sequence to make offers at the RCHT website:
Identify all vacancies that are ready to receive new occupants.
- From the main menu click on swaps:
  - Offer specific swaps for your area (Resident has specific room/space request).
  - Offer regular swaps if possible for your area (Resident has specific hall request).

- From the main menu click on requests:
  - Offer all type 1's first (requesting a specific space).
  - Proceed to offer in type order (2 thru 5).
  - The applications are in date order within each type, so next on the list should be offered.
  - For communities with multiple halls: If you have a vacancy for the next student on a waitlist and it is not the student's first choice, you can look to see if you have a vacancy for the first choice. If you have a vacancy for

the first choice you must look at the waitlist (that lists the first choice) to see if the student is next in order to offer, if the student is not next you will simply need to offer that student their second or third choice. You have the option to skip the above process and just make a second or third choice offer, without researching the first choice. If so, it will mean you may make some immediate concurrent offers, and you will be tying up 2 rooms.

    o   Students read the following both at the website and in the emails we send to them generated from the website (refer to screenshots for more detailed information):

Below is a prioritized request list that shows the order in which requests will be honored:

Request Type Guide
- Type 1: A student requests a space in a specific room and identifies the roommate that they are requesting that is currently assigned to the room (this type of request will receive top priority).
- Type 2: A student requests an empty space in another room in the hall in which they are currently assigned.
- Type 3: Two students request each other as roommates and request to room together in the hall in which both of them are currently assigned.
- Type 4: A student requests an empty space in another hall.
- Type 5: Two students request each other as roommates and request an empty room together in another hall.

- When you submitted your request, you indicated you understood the following information:
- Your request will be prioritized by the date and time when this request is submitted and according to the type of request you make.
- Your ranking on the waiting list may change because of the types of requests submitted after you submitted your request.

Go online or view screenshots to view additional information provided to students.

Helpful Hints:
- CHECKING WITH YOUR AC: Be sure to do this if using an empty room. The AC may be holding the room for a specific reason. For example, a roommate conflict or two residents who wish to move in together.
- RESIDENT RESPONSE TIME: Give students until 4 PM (not 5 PM), which will allow you to approve or decline the request.
- MAKING OFFERS: Due to the 48 hour response time, avoid making offers after Thursday, unless there is a special circumstance.
- INTERACTION WITH SINGLE/DAP WEBSITE: If your area offers DAP's you can print a DAP list prior to making offers at the RCHT website. It is helpful to refer to this list to help you decide which spaces to offer and what to hold back for a potential DAP, (only hold back if there are other spaces available to fill requests of the RCHT site). Remember the order of priority is to do room and hall changes first, and DAP's last, based on availability.
- TYPE 1: If a student wants a type 1 request in an entirely vacant room, he/she should enter their own UGAMyId in the roommate request MYID field. The system is set up to request the roommates' UGAMyId and will not process if the field is blank.
- PENDING OFFERS: If a student does not respond to an offer it will remain in pending mode at the website. The administrative assistant should click on "pending" and decline the offer immediately after the due date if the student does not respond. The student can go to the website at anytime and accept the offer, even though past the due date, and perhaps the room is offered to another student, so it is extremely important to check the pending list frequently.
- ACCEPTED OFFERS: Please check your Community Email account daily. When you are notified of an acceptance of an offer you made, or of an acceptance to move to another hall, please follow up and ensure that the student completes his/her move within the 48 hour requirement.
- DEMO: Go to the RCHT website and click on "help" at the main menu. Scroll about midway down the page and go to "Description of the process to make an offer" and view the demo. There are screen shots available in the "Community Administrative Assistant Quick Reference Guide" which outlines the entire process from a student's perspective. The Assignments Office is happy to provide additional training upon request.
- SCREENSHOTS: Screenshots are available in the Quick Reference Guide. They offer the ability to view the website on paper format from a student's perspective.
- TERM OFFICE CODES: You may notice some 2 letter codes at the website. These indicate the student is in a special program, such as IE for International Exchange, HS for Honors, DR for Disability, etc. You can make offers to any of these students except the following: At for Athletes, and SC for Schedule Cancellations.
- NO MATCH/ORPHANS: The Assignment's Office Administrative Assistant for Occupancy will generate emails to these students.

- SITE MAINTENANCE: Secretaries should check the websites at least twice a week. Offers should be made consistently until a vacancy is filled.

The FRC Room Change Hall Transfer Request Site (Myers Only, used by the FRC Coordinator)
This can be used by residents in FRC assigned to Rutherford Hall as well as other residents that are accepted into the Franklin Residential College program. Students that want to access the website should be instructed to do the following:
- Go to www.uga.edu/housing
- Click on link: Waiting List Sign-up
- Click on link: FRC Room Change Hall Transfer Request Site

The administrator of the FRC program has access rights to the website and makes offers, maintains the site, and communicates with the Myers Community Administrative Assistant regarding Occupancy Report submission for Rutherford Hall. The Assignments Office Administrative Assistant for Occupancy oversees the FRC website.

Double as Private (DAP) and Single Room Request Site
This site will allow students to submit a request for a double as private (DAP) and/or single room. DAP room requests are maintained throughout the academic year and are deleted in May. A DAP is a room designed for two studens that is offered to an individual student to live in the room by him/herself. Students may request a DAP in all buildings with the exception of East Campus Village. Single room requests are maintained as long as the student remains an on-campus resident. Single rooms are available in the following halls: Mary Lyndon, Myers Hall, Oglethorpe House, Payne Hall, Reed Hall, Rutherford Hall and Soule Hall.

The Assignments Office Adminstrative Assistant for Occupancy oversees the website. Students that want to access the website should be instructed to do the following:
- Go to www.uga.edu/housing
- Click on link: Wating List Sign-up
- Click on link: Double as Private and Single Room Request Site

For administrative access to make offers, go to: the *University Housing Online Links Summary* at: www.housing.uga.edu/secure/HousingLinkList.html (this site has a complete listing of all Housing online processes, including all administrative access)

Make sure a student actually *accepts* an offer before making a move to another room/hall.

DAP's are offered based on availability; therefore, please do not offer DAP's until the Assignments Office announces that offers can commence.

HELPFUL HINTS FOR DAP'S and SINGLES
- DAP INTERACTION WITH RCHT WEBSITE: If your area offers DAP's you can print a DAP list prior to making offers at the RCHT website. It is helpful to refer to this list to help you decide which spaces to offer and what to hold back for a potential DAP, (only hold back if there are other spaces available to fill requests of the RCHT site). Remember the order of priority is to do room and hall changes first, and DAP's last, based on availability.
- PENDING OFFERS: If a student does not respond to an offer it will remain in pending mode at the website. The secretary should click on "pending" and decline the offer immediately after the due date if the student does not respond. The student can go to the website at anytime and accept the offer, even though past the due date, and perhaps the room is offered to another student, so it is extremely important to check the pending list frequently.
- ACCEPTED OFFERS: Please check your Community Email account daily. When you are notified of an acceptance of an offer you made, or of an acceptance to move to another hall, please follow up and ensure that the student completes his/her move within the 48 hour requirement.
- DEMO: Go to the website and click on "help" at the main menu. Scroll about midway down the page and go to "View Demo" and view the demo. There are screen shots available in the "Community Administrative Assistant Quick Reference Guide" which outlines the entire process from a student's perspective. The Assignments Office is happy to provide additional training upon request.
- SCREENSHOTS: Screenshots are available in the Quick Reference Guide. They offer the ability to view the website on paper format from a student's perspective.
- TERM OFFICE CODES: You may notice some two letter codes at the website. These indicate the student is in a special program, such as IE for International Exchange, HS forHonors, DR for Disability, etc. You can make offers to any of these students except the following: At for Athletes, and SC for Schedule Cancellations, and RA/CA/VC for staff.

- SITE MAINTENANCE: You should check the websites <u>at least</u> twice a week (Monday and Wednesdays work well), but checking every day is best. Offers should be made consistently until a vacancy is filled.

SECURITY AND VIDEO and DIGITAL MONITORING
The following information regarding VCR monitoring was initially distributed to staff in a memo in August 1997. The Department of University Housing's video monitoring equipment serves two purposes. First, it enables staff to observe residents before passing them into a building. Second, it provides a visual record of individuals entering our halls that may be accessed at a later date should the need arise. A more detailed description of the Security and Video Monitoring Policy can be found in the Department of University Housing's online staff manual at www.uga.edu/housing/staff/manual.html.

Digital Monitoring
The digital system digitally stores video input onto a hard drive, just like a computer. Each of the systems on campus have a different memory capacity, depending on the number of video inputs and the size of the hard drive.

- At the beginning of each desk shift change, desk staff need to make sure the unit is on and recording. The system can be left alone until there is a maintenance issue that needs to be resolved or a power outage.
- ACs have access to the system manual.
- Community Administrative Assistants and ACs are able to search and play back video footage if needed.
- All maintenance issues and questions regarding the digital system should be immediately referred to the AC and Maintenance Supervisor.
- The system saves the video until the memory is full and deletes the oldest footage saved, therefore continuously making room for new footage to be recorded.
- Most of the systems have footage stored from a year ago that have not yet been deleted; so loosing footage because it was taped over is not an issue.

No procedures are more important than those relating to the safety and security of resident students.

No procedures listed above or in the Department of University Housing's online staff manual should be modified without receiving approval from the Assistant Director for Residence Life or another Management Team member.

STUDENT EMPLOYEES
All student applications for employment will be kept in the Office of Staff Development and Judicial Programs in Creswell Hall. These include applications for Office Assistant, Desk Assistant, Mail Clerk, and any other student positions. In ECV, Office Assistants are cross-trained to do the work of an Office Assistant, Desk Assistant, and Mail Clerk. All applications are completed by the student online.

If you need to hire a student employee…
- Review the files of student applicants online.
- If you interview applicants, notes that you take should be recorded in the "Administrative Comments" section of the student's application..
- Once you have selected a candidate to offer to, please contact the Coordinator for Undergraduate Staff Development via e-mail or at 542-8191.
- When a candidate accepts an offer, the need to be sent to HBO as soon as possible. All the necessary paperwork must be completed <u>BEFORE</u> the student can begin working. The student must present TW*O appropriate* IDs in order for the paperwork to be completed.   Appropriate IDs are:
    - o   Drivers license AND EITHER a Social Security card OR birth certificate.
    - o   Non US citizens must present VISA and I-20 form
- Contact Linda Peck in HBO with any questions, lbray@uga.edu, 583-0709.

Training Student Employees
- Training is required for all new student employees and different communities handle this as they see fit. Consider the following:
    - o   Providing a manual.
    - o   Giving a building tour and tour of the Community Office/Desk area.
    - o   Providing an introduction to mail service.
    - o   Setting expectations.

- o   Review performance expectations, mailroom procedures.
- o   Kronos Procedures

Supervising Student Employees
- Create work schedule
- Delegate tasks
- Offer feedback and evaluate performance

TELEPHONE PROCEDURES
- These numbers are for staff use only.
  - o   Questions about 542 & 583 phone numbers should be directed to Denise Stanchek, 2-8318, denisest@uga.edu.
  - o   Questions about 357 & 389 phone numbers should be directed to Inez Finch, 2-8306, ifinch@uga.edu.

Long Distance Calls
- Administrative Assistants, ACs, AACs and RHDs each receive a long distance code (GIST code). To obtain your code, contact your AC, who will then be the one to contact the Administrative Specialist in Russell Hall to obtain a GIST code.
- To place a long distance call, dial 9 plus 1 plus the 10-digit telephone number.
- After the three beeps, enter your 7-digit authorization code that begins with an 8.
- Long distance calls may be made for official business only.

Transferring, Holding, and Forwarding Calls
There are two types of phones in the department, and therefore two slightly different procedures for transferring calls.
To transfer a call:
If your phone *has* a "transfer" button:
- Press the transfer button.
- Dial the number that the call is being transferred to, wait until the other party answers and tell them who is being transferred.
- Press the transfer button again.
- If the other party doesn't answer, retrieve the caller by pressing the pick up button; give them the option of leaving a message or being put through to voicemail, if applicable.
- Press the transfer button again.

If your phone *does not have* a "transfer" button
- Press the flash button.
- Dial the number the call is being transferred to, wait until the other party answers and tell them who is being transferred.
- Press the flash button again.

- To hold a call, press the hold button.

- To forward the phones to another location or voice mail:
  - o   Dial * 2.
  - o   Then, dial the number to which the phone should be forwarded.
  - o   Remove forwarding by dialing #2.

Voicemail
- After four rings, a call automatically transfers to voicemail.
- To check your voicemail, dial 2-4234 and enter your password.
- Primarily, the voicemail system should be used only during times that the Community Office is closed (i.e., after 5:00 pm, on weekends or during certain holidays or break periods) and a special message should be created indicating when the building is closed and when it re-opens.
  - o   To activate calls going directly to voicemail, dial *2, 2-4234.
  - o   To deactivate voicemail, press the call forward button (or dial #2).
- If you need to step away from your desk, your calls can be forwarded to the community's 24-hour desk.

TRAVEL

Some forms you will need for staff members when they travel are:

Request For Authority To Travel on Official University Business
- This form is available online at: https://busfin1.busfin.uga.edu/accounts_payable/travel_authority_emp.cfm
- Once the staff member has completed the form, send it to Denise Stanchek, Administrative Specialist, in Russell Hall. Denise will give the form to Dr. Gerry Kowalski to sign.

Travel Expense Statement
- This form can be found at the Accounts Payable website:http://www.busfin.uga.edu/forms/travel_expense.pdf
- Once the staff member completes the form, send the form to Jane Ivey in HBO.

UGA ALERT

In case of emergency on campus UGA Alert can notify students, faculty, and staff that have registered with the system. UGA Alert can broadcast announcements by phone and email. You can register for UGA Alert by going to http://www.ugaalert.uga.edu/.

WORK ORDERS

The Work Order Office phone number is 542-3999. Work orders can also be placed via the work order website: www.uga.edu/housing/workorder.

- Work orders should be placed for all maintenance and custodial issues.
- If maintenance cannot resolve a telephone problem:
    o Call Denise Stanchek at 542-8318 in the Directors Office for **542-** or **583-** office number issues.
    o Call Inez Finch at 542-8306 in the Assignment's Office for **389-** or **357-** staff room issues.
- If maintenance cannot resolve a pest control problem, the custodial supervisors or the community's Administrative Assistant II will contact Pest Control (a service contractor) as needed.
- For Internet problems the resident should call EITS at 542-3333.
- Do not just leave or send URGENT voice mail messages or e-mails to the work order office. Contact maintenance or your supervisor in addition to calling and submitting a work order online.
- When possible, please use the web address for multiple work orders rather than the answering machine.

If you have any questions please call the Facilities Analyst at 542-7990 during normal business hours.

FREQUENTLY ASKED QUESTIONS

What are the Community Phone Numbers?
Brumby Community: 706-542-8250
Creswell Community: 706-542-8344
East Campus Village: 706-542-2041
Hill Community (Includes Boggs, Church, Hill, Lipscomb & Mell Halls; Oglethorpe House): 706-542-5934
Myers Community (Includes Mary Lyndon, Myers, Rutherford, & Soule Halls): 706-542-5217
Reed Community (Includes Morris, Payne, & Reed Halls): 706-542-3753
Russell Community: 706-542-8331

How does the room assignment process work for new students? When will I receive my room assignment notifications?
Register as soon as possible after being accepted to the University of Georgia. Preferences are awarded based on date and time of registration, so the sooner you register the better your chances of getting the assignment you want. Don't forget that priority for roommate pairs are based on the last date and time registered, so make sure your roommate registers as soon as possible. Information on room and roommate assignments is sent in mid-July.

How can I apply for a private room?
A very limited number of single rooms are available within the traditional residence halls. You can make a request for one of these rooms online beginning the first day of classes, with all requests processed in the order in which they have been received. Inquire at your community office during check-in for more information. Be advised that there are generally very few single rooms available; waiting lists are utilized to ensure requests are processed in the order in which they are received.

Students interested in having a private room should consider requesting assignment/transfer to the East Campus Village residence hall community, where every resident enjoys a fully private bedroom within an apartment shared by one to three additional people.

How can I keep the same room for the following school year?
During the spring semester, returning students are given the opportunity to sign up for a room on campus. Residents may sign up for their current rooms or rooms in different halls across campus. A large percentage of spaces are reserved for incoming first-year students, so availability is limited. Information about returning room signup will be given later in the fall semester.

What are the rental rates for UGA residence halls?
Visit: http://www.uga.edu/housing/rates/index.html to find out the most current rates

When is housing rent due?
A $35.00 registration fee is due at the time of registration. All other housing fees are transmitted to student accounts and are due by the date set by the Bursar's Office. Please visit the Bursar's Office for more information.

Are there any other fees that I may be charged by University Housing?
Residents will be held responsible for any fees incurred and/or services rendered, such as early check-in, bike locker rental, property damage, the East Campus Village cleaning service, lock change due to lost key, room condition, and improper check-out. All charges will be transmitted directly to the resident's Student Account and must be paid by the date established by the Bursar's Office. Please visit the Bursar's Office for more information.

Whom do I pay the fees to?
All transactions will be made through Student Accounts in the UGA Bursar's Office. Credit card payments can be made online. Make checks payable to the University of Georgia. Do not remit any payments to the Department of University Housing's Assignments Office. Please visit the Bursar's Office for more information.

What is the residence hall visitation policy? When can I have guests in my room?
Three visitation options are available to accommodate the individual preferences of students; the options indicate times during which guests are permitted to visit and are noted in each community description.

See chart on next page for specific information.

Option A:	Visitation permitted noon to midnight Friday and Saturday.
Option B:	Visitation permitted Monday through Thursday from 10 a.m. to 2 a.m., and 24-hour visitation permitted beginning 10 a.m. Friday, through Saturday, ending at 2 a.m. Monday (Sunday night).
Option C:	Visitation permitted 24 hours a day, seven days a week.

Which halls are air-conditioned?
All residence halls are air-conditioned. No additional personal room air-conditioners are permitted.

Is Internet service provided for residents?
Yes, each resident room at UGA is equipped with two dedicated high-speed Internet access points for residents with computers. Visit Student Technology Support for more information about residential computing at UGA.

Is a long distance service provided or is it recommended?
You are free to use any long distance service you wish. The University of Georgia does not provide long distance or endorse any particular long distance company. Local telephone service is provided to each room. Each room has one telephone jack and line. Students must provide their own telephones, answering machines or other devices.

What type of security exists in the residence halls?
All residence halls feature controlled access using biometric hand readers, requiring UGA ID cards for entrance. All Communities have a community desk. The desk is the center for all operations in the Community and operates 24 hours a day. The University Housing security staff is also present in each Community from 10:00 pm to 6:00 am every day.

Students are encouraged to learn more about security in the residence halls and across campus by visiting Safe & Secure at http://www.uga.edu/safeandsecure/, a guide for the campus community that has been produced through collaboration between the University's public safety division, the legal affairs office, the student affairs division, and the university's public affairs office.

If you have additional questions, feel free to email us at housing@uga.edu us or contact us at 706-542-1421.

How do I use the University Housing laundry rooms?
Laundry rooms are conveniently located throughout the residence halls. Students are responsible for doing their own laundry. All laundry machines in the residence halls are operated using the Bulldog Bucks system, an innovative online account based debit card program that facilitates cash-free transactions at the Bookstore, Food Services Retail Operations, and at several other on-campus retail sites, as well as to pay for copying, printing, and vending in the residence halls. Students cannot use coins to operate the laundry machines.

What if I know who I want to room with already? Will we be matched up?
Every effort is made to accommodate roommate preferences when all of the following conditions are met: a) Both applicants request each other, b) The Assignments Office receives both original registrations and completed housing contracts. c) A double room vacancy exists. *Please note: Roommate preferences take priority over your hall preference in the assignments process!*

How will you match me up with a roommate?
Extensive research has been conducted suggesting no fail-safe roommate matching system exists. The University shall not unlawfully discriminate on the basis of race, color, age, sex, religion, national origin, disability or veteran status.

When do I receive my room assignment and when do I find out who my roommate is?
Information on room and roommate assignments is sent in mid-July.

If I would like to change rooms or transfer to another hall, how may I request that?
1. If you receive a contract in May, you may fill out the Reassignment Request Form available online from University Housing. Reassignment requests are processed in the order of each student's original registration date, though you must have a signed contract with University Housing and have made all required payments within the deadlines set by the Bursar's Office for a reassignment request to be considered. Notification of reassignment will be e-mailed to you.

Please note that while every effort will be made to reassign you to another space, the Department of University Housing

can in no way guarantee reassignment.

2. If you have a roommate preference, that person must also complete the Reassignment Request with the same preferences. Mutual roommate requests are assigned a higher priority than hall preferences.

3. Demand for East Campus Village, Myers Hall, Oglethorpe House, Reed Hall, and Soule Hall far exceeds availability of vacant spaces. Only individuals with very early registration dates are likely to be assigned to these residence halls.

4. After move-in, all room change requests or hall transfers will be completed through an online process that will begin on the first day of classes. More information concerning this process will be shared during check-in.

How do I transfer once the academic year has begun?
Students desiring a room and/or hall change after the first day of Fall classes may submit as many as three choices through University Housing's online system. Visit www.housing.uga.edu for more information.

What do I do if I have a maintenance problem in my room?
For routine work orders, students should call 706-542-3999 to report a problem. Work requests can also be filed online by going to www.uga.edu/housing/workorder. Maintenance staff will complete work orders in the order in which they are received.

For facilities emergencies, students should contact their 24 Hour Community desk to report the problem. The Desk Assistant will contact the appropriate Housing staff to address the problem.

What custodial service is offered in the halls?
The Department of University Housing custodial staff regularly cleans the common areas and bathrooms in each traditional-style residence hall. If you live in a suite-style room, custodial staff will be entering your room once each week to clean the bathroom, though students are still responsible for cleaning their own rooms.

A weekly apartment cleaning service is available to a limited number of East Campus Village residents for an additional fee above the cost of housing. Information on this service is available from the East Campus Village Community Desk in Building 1513.

In no case will the custodial staff take out the trash or otherwise clean individual student rooms or bedrooms. Students must take their trash to the hall's dumpster or trash chute, whichever is applicable.

Every residence hall room is subject to a comprehensive deep cleaning once each year in the summer.

Where can I eat on campus?
The UGA Food Services program is recognized as being one of the best in the nation. Maintaining fixed price and ala carte food service operations all over campus, their goal is to serve food in a courteous and friendly manner in pleasant surroundings. The University operates campus food services, but it is not a part of the Department of University Housing. Students may pay cash to eat at any of the dining halls or opt to purchase a meal plan. For more information on food services, call the UGA Food Services business office in Snelling Hall at 706-542-1256 or visit their website.

How do I get a parking permit? Where do I park my car?
Please visit the UGA Parking Services website or call 706-542-PARK to learn more about the parking rules and regulations.

How can I get around campus if I don't have a car?
UGA has an extensive transit system. In fact, it carries the highest volume of any University operated transit system in the United States. Access to the UGA bus system is provided through the student transportation fee. For more information, visit the Campus Transit web site.

What if I need special accommodations?
Some of the residence halls have been equipped to better meet the needs of students with disabilities. Please contact the UGA Disability Resource Center at 706-542-8719. They will conduct an assessment and forward their recommendation for your needs to the Housing Assignments Office.

How do I get signed up for Bulldog Bucks?
Bulldog Bucks is an online account based debit card program offered to the UGA campus community. Bulldog Bucks are accepted as payment at the Bookstore, Food Services Retail Operations, and at several other on-campus retail sites. In addition, Bulldog Bucks may be used to pay for copying, printing, vending, and laundry services in the residence halls. Click here to find out more about Bulldog Bucks.

What is the alcohol policy?
1. Georgia law prohibits possession or consumption of alcoholic beverages by those under the legal drinking age, and prohibits making alcoholic beverages available to persons under the legal drinking age. Underage students found in possession of alcoholic beverages will be asked to dispose of the alcohol under supervision of Housing staff.
2. Monies collected or generated by the Department of University Housing may not be used to purchase alcohol. Alcoholic beverages may not be sold, under any circumstances, or given away at organized student functions within the residence halls.
3. Common source containers (kegs, punches, or other containers) will not be allowed in the residence halls.
4. Residents of legal drinking age may consume alcoholic beverages in the privacy of their room or apartment unit; no alcoholic beverages may be consumed in any other areas of any residence hall.
5. No open containers of alcoholic beverages are permitted outside of individual residence hall rooms or apartment unit.
6. No student shall furnish, or cause to be furnished, any alcoholic beverage to any person under the legal drinking age.
7. Inappropriate behavior related to the consumption of any alcoholic beverage or any illegal drug is prohibited.
8. Failure to follow the alcohol policy will result in a referral to the University Judicial Process. In addition, the student may be subject to arrest for violating State and/or Federal law.

Can I smoke in my room?
Smoking is prohibited within all UGA Residence Halls. In addition, the burning of candles, incense, or other materials is not permitted. Each room is equipped with a smoke detector for safety purposes, and each hall has several fire alarm pull stations and fire extinguishers in case of emergency.

Where can I find out more about UGAMail and my email account?
If you have a MyID, then you have probably have access to UGAMail. Certain types of exception accounts and WebCT test accounts are not eligible for an UGAMail account.

- All faculty, staff, and students at UGA are eligible for an UGAMail account free of charge
- Your UGAMail account will be valid as long as you are affiliated with UGA
- Your UGAMail account gives you access to:
  - Webmail
  - Point-and-click IMAP e-mail access

Those using UGAMail accounts must comply with the University of Georgia Policies on Use of Computers as well as the policies specific to the use of UGAMail. These policies are binding on you as a UGA faculty, staff or student even if you haven't read them.

Is Internet service provided for residents?
Yes, each resident room at UGA is equipped with two dedicated high-speed Internet access points for residents with computers.

How will I receive mail while I am living on campus?
Resident mailboxes are provided in each Community. Correspondence should be addressed as follows:

Student Name   East Campus Village, UGA
Room Number, Hall Name   Athens, GA 30609
University of Georgia
Athens, GA 30609

For East Campus Village Residents:
Student Name
Apartment Number
Building Number

Can first-year students have a car on campus? How can I get information about parking?
Yes. Please visit the UGA Parking Services website at www.parking.uga.edu or call 706-542-PARK to learn more about the parking rules and regulations.

Where can I park my motorcycle?
A limited number of parking spaces are available around the residence halls for motorcycles. For more information about motorcycle parking at UGA, contact Parking Services at 706-542-7275.

Is bicycle parking and storage available?
Bicycles cannot be operated or stored in hallways, stairwells, or any other areas inside the hall; bicycle/motorcycle racks are available adjacent to each hall. Bicycles should not be attached to railings or other exterior locations that obstruct access to stairways, sidewalks, or entrances. Bicycles left unattended anywhere in the halls, other than inside student rooms, shall be turned over to UGA's Public Safety Division.

How can I get around campus if I don't have a car?
UGA has an extensive transit system. In fact, it carries the highest volume of any University operated transit system in the United States. Access to the UGA bus system is provided through the student transportation fee. For more information, visit the Campus Transit website.

Is public transportation available near residence halls?
The Athens Transit Authority has bus routes connecting University of Georgia students, staff and faculty to nearly every part of Athens Clarke County, all at no charge with display of a valid University of Georgia identification. Over 760,000 free rides were taken by UGA students and personnel in fiscal year 2003 alone!

Check out the Athens Transit Authority at www.athenstransit.com to learn all about the Athens bus system.