University Housing

Student Affairs

UNIVERSITY OF GEORGIA

University Housing

Desk Operations Manual

2023 - 2024

Letter from Executive Director

Dear Community Services Assistants:

Welcome to UGA Housing! We are excited to have you serving on our team and look forward to your contributions to the residential communities!

University Housing's mission statement reads, "**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.**" I hope you take some time during training and throughout the year to reflect on how you and your work contribute to our mission.

Our Community Services Assistants are frequently the first people that students, families, and guests meet as they enter the residence halls. As the first face of UGA Housing, you hold the ability to set the tone for our communities as welcoming and safe. Your investment in the UGA residential experience will allow you opportunities for growth and learning. Whatever your major and career path, the experiences you gain this year as helper, listener, community builder, administrator, security guard, emergency responder, and more will be transferable. You will take away valuable skills in customer service, critical thinking and problem solving.

This manual, training and your supervisor will guide you as you serve in this role. The larger University Housing team is also behind you and willing to help by answering questions, assisting with resident concerns, and supporting you as students. I am very glad you have chosen to work for University Housing, and I hope your experience this year proves to be rewarding, productive and enjoyable. The work you do is extremely important, and I want your first THANK YOU to come from me as you start your journey.
Go Dawgs!

Linda Kasper
Executive Director for University Housing

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University Housing (UH) Mission Statement

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.

Values and Principles

- Living on campus 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.
- Diversity is valued and appreciated 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 services will improve through ongoing assessment and evaluation.

Culture of Inclusion Statement

University Housing believes an inclusive community is essential to the personal growth of all community members. We strive to create an environment where we recognize, welcome, and celebrate all staff, students, and stakeholders' identities. Through our mission, values, and principles, we commit to building a department where all can feel a sense of belonging. Our commitment to inclusion for everyone is imperative. Personal awareness of social identities (e.g., gender, race, sexual orientation, ability, socioeconomic status) and an understanding of social structures that affect everyday life are critical. It is in the best interest of staff to enhance their knowledge and personal awareness concerning inclusion. This will lead to personal growth and organizational effectiveness.

To promote a culture of inclusion University Housing will:
- Ensure practical and work-based learning opportunities are available to staff to educate them about inclusion in the workplace. Formal and informal training options provided by the department, division, and/or institution will accomplish this.
- Train supervisors and managers to be accountable for treating all staff fairly in light of the social identities present in our workplace and in our residence halls.
- Ensure all employees are trained and aware of the University's Non-Discrimination and Anti-Harassment (NDAH) policy.
- Urge staff to explore their own personal attitudes, biases, and beliefs.
- Encourage staff to express beliefs and opinions in the workspace while complying with the

NDAH policy.
- Provide time and space for staff to discuss world events and issues affecting staff and students; be proactive in working to resolve issues before they become problems in the workplace.
- Create tangible outcomes representative of University Housing's commitment to an inclusive community.

Non-Discrimination and Anti-Harassment Policy

The University of Georgia ("the University") is committed to maintaining a fair and respectful environment for living, work, and study. To that end, and in accordance with federal and state law, University System of Georgia policy, and University policy, the University prohibits harassment of or discrimination against any person because of race, color, sex (including sexual harassment and pregnancy), sexual orientation, gender identity, ethnicity or national origin, religion, age, genetic information, disability, or veteran status by any member of the University Community (as defined below) on campus, in connection with a University program or activity, or in a manner that creates a hostile environment for any member of the University Community. Incidents of harassment and discrimination will be met with appropriate disciplinary action, up to and including dismissal or expulsion from the University.

Bias based on the protected categories of race, color, sex (including sexual harassment and pregnancy), sexual orientation, gender identity, ethnicity or national origin, religion, age, genetic information, disability, or veteran status will not hinder employment, study or institutional services, programs, or activities. Bias factors will not be permitted to have an adverse influence upon decisions regarding students, employees, applicants for admission, applicants for employment, contractors, or volunteers or participants in or users of institutional programs, services, and activities. The University of Georgia will continue in its efforts to maintain an institutional environment free of such bias and restates its policy prohibiting the interference of such bias.

The University will follow the [Board of Regents Student Sexual Misconduct Policy 6.7](.). All allegations of discrimination and harassment not covered by the Board of Regents Student Sexual Misconduct Policy based on the protected categories will be handled pursuant to this Policy.

Every member of the University Community is expected to uphold this Policy as a matter of mutual respect and fundamental fairness in human relations. Every student of this institution has a responsibility to conduct himself/herself in accordance with this Policy as a condition of enrollment, and every University employee has an obligation to observe University policies as a term of employment.

In addition, one aspect of performance appraisal for University personnel at all levels of supervision and administration will include the qualitative evaluation of their leadership in implementing this Policy. Merit and productivity, free from prohibited bias, will continue to guide decisions relating to employment and enrollment.

Nothing in this Policy prevents a University Community member from filing a complaint with a state or federal agency or court.

Student Sexual Misconduct Policy

Effective August 14, 2017, alleged sexual misconduct, including any form of gender or sex-based discrimination or harassment, perpetrated by a University of Georgia student will be addressed pursuant to the University System of Georgia Board of Regents' Student Sexual Misconduct Policy.

Alleged sexual misconduct, including any form of gender or sex-based discrimination or harassment, perpetrated by any University of Georgia community member who is not a student will be addressed pursuant to the Non-Discrimination and Anti-Harassment Policy.

The University System of Georgia Board of Regents' Student Sexual Misconduct Policy reads as follows:

Sexual Misconduct Policy

In accordance with Title IX of the Education Amendments of 1972 ("Title IX"), the University System of Georgia (USG) does not discriminate on the basis of sex in any of its education programs or activities or in employment. The USG is committed to ensuring a safe learning and working environment for all members of the USG community. To that end, this Policy prohibits sexual misconduct, as defined herein.

In order to reduce incidents of sexual misconduct, USG institutions are required to provide prevention tools and to conduct ongoing awareness and prevention programming and training for the campus community. Such programs will promote positive and healthy behaviors and educate the campus community on consent, sexual assault, alcohol use, dating violence, domestic violence, stalking, bystander intervention, and reporting.

When sexual misconduct does occur, all members of the USG community are strongly encouraged to report it promptly through the procedures outlined in this Policy. The purpose of this Policy is to ensure uniformity throughout the USG in reporting and addressing sexual misconduct.

Staff Ethics

University Housing's Residential Programs and Services (RPS) has adopted these expectations as important and valuable guidelines for our team. RPS believes that adherence to these ethics will enhance the success of our residential program and the development of individual team members.

Actions of University Housing team members should reflect positively upon other team members, the department, and the institution, whether on or off campus. The ethical considerations set forth below are behavioral guidelines for the work we conduct with our residents. Team members should adhere to these at all times.

1. Know and understand University Housing's mission statement and the guiding values and principles. This document aids in supporting our work. We achieve these goals through resident engagement, student involvement, accountability through peer review and sound fiscal management.

2. Know our university Code of Conduct and university housing policies. Uphold the laws of the United States and the State of Georgia. Conduct yourself in accordance with these rules and regulations.

3. Participate in all training to develop new knowledge. Use this knowledge to improve resident interactions, your communication skills, and administrative skills.

4. Carry out the responsibilities of your position in a positive manner. Always speak with your supervisor should a concern arise.

5. Team members must act with integrity and competence while striving toward improved services, and educational opportunities for our residents. You are always a housing team member, even when not on call. You should address incidents and situations as you are aware.

6. Accept residents as individuals with rights and responsibilities as well as goals and needs. Keep these in mind when creating and maintaining a community environment in which learning and personal growth can occur.

7. You may receive confidential material and information from several sources.
   a. Recognize the difference between consultation and gossip.
   b. Be careful not to be overheard when discussing confidential matters.

8. We have a responsibility to hold each other accountable and to report violations of policy to supervisors.

9. Be fair, equitable and consistent in how you interact with residents and fellow team members. Display objectivity and be careful about making exceptions or giving special favors or privileges.

10. We are ALL part of the University Housing team, there is no "they".

**This document has been adapted from the Georgia Code of Ethics for Government Service, and Standards and Ethical Principles for College & University Housing Professionals from the Association of College and University Housing Officers-International.

Community Services Assistant Position Description
CLASSIFICATION: Student Staff

POSITION SUMMARY:

This student position is generally the initial contact responsible for providing customer service to residents and guests at our community desks. In addition, a person in this position provides assistance to the community administrative assistant, residence hall director and/or graduate residents, and assistant directors with administrative tasks and serves as a resource of information to residents and guests. This student position is also responsible for distributing mail and packages for the community as well as managing keys in accordance with University Housing policies and procedures.

SUPERVISOR: Residential Services Graduate Assistants

CONDITIONS OF EMPLOYMENT:

1. To be classified in the student employment type or student worker category (STUWK), the employee must be enrolled in and actively attending classes (if classes are in session) at a University System of Georgia institution during the employment period.
2. Have a minimum semester and cumulative UGA grade point average of 2.0 at the time of application and maintain a minimum cumulative and semester UGA grade point average of at least 2.0 during the period of employment. If the minimum cumulative or semester UGA grade point average is not maintained, the community services assistant may be granted one (1) academic term to return to the minimum standards. New hires may not begin their contract under probation due to failure to meet the minimum academic requirements.
3. Must be in good standing with the Office of Student Conduct at the time of application and maintain good standing with the Office of Student Conduct during the period of employment.
4. May not exceed 20 hours of work per week, except when classes are not in session and the student employee must have prior permission from the supervisor. This includes online training, staff meetings and one-on-ones.
5. May not exceed 6 consecutive hours of work.
6. Continued employment is based upon job performance, evaluation, and enrollment in the University.
7. Complete all requirements of the position as explained in the Community Services Manual, eLC modules, and Community Services training.
8. Student employees are considered temporary employees. A temporary employee may be separated at any time for any reasons without notice and either the employer or the employee can end the employment relationship. Such separation is not grievable or subject to appeal.

RESPONSIBILITIES:

1. Provide exemplary customer service to all residents, guests, visitors, faculty, and staff who interact with community desks and community office spaces.
2. Function as a resource for accurate information concerning Housing and university operations.
3. Support the community office staff by performing assigned administrative responsibilities

effectively and efficiently.

4. Assist in the opening, closing and transition of residence halls. This may require early arrival and late departures, as well as working during break periods.
5. Support, communicate, enforce, and abide by all university and department policies, procedures and regulations.
6. Follow appropriate protocols in addressing incidents and potential policy violations.
7. Assist community office staff during a crisis or emergency, maintaining appropriate confidentiality.
8. Participate in all departmental and community training.
9. Participate in all meeting activities including, but not limited to, staff meetings, community staff meetings and one-on-one meetings with supervisor.
10. Follow appropriate community desk policies and procedures including, but not limited to, key management, equipment check-out and access control.
11. Sort, record, distribute and forward mail, packages, and newspapers according to United States Postal Service regulations and community procedures.
12. There is the opportunity to work shifts conducting residence hall tours.
13. Perform other duties consistent with the purpose of the position as assigned

Night Desk Assistant Position Description
CLASSIFICATION: Student Staff

POSITION SUMMARY:

This position serves as an additional line of security and source of information for residents and guests at community desks through the late-night hours. In addition, a person in this position enhances the residential student experience by providing quality customer service and performing administrative tasks, such as access control and key management in accordance with University Housing policies and procedures.

SUPERVISOR: Residential Services Graduate Assistants

CONDITIONS OF EMPLOYMENT:

1. Available to work a minimum of 2 shifts between 12 a.m. and 6 a.m. per week in assigned campus area.
2. Available to work a minimum of 2 weekend shifts between 12 a.m. and 6 a.m. per month (Friday and Saturday nights).
3. To be classified in the student employment type or student worker category (STUWK), the employee must be enrolled in and actively attending classes (if classes are in session) at a University System of Georgia institution during the employment period.

4. Have a minimum semester and cumulative UGA grade point average of 2.0 at the time of application and maintain a minimum cumulative and semester UGA grade point average of 2.0 during the period of employment. If the minimum cumulative or semester UGA grade point average is not maintained, the Night Desk Assistant may be granted one (1) academic term to return to the minimum standards. New hires may not begin their contract under probation due to failure to meet the minimum academic requirements.
5. Must be in good standing with the Office of Student Conduct.
6. May not exceed 20 hours of work per week, except when classes are not in session and the student employee has prior permission from the supervisor. This includes online training, staff meetings and one-on-ones.
7. May not exceed 6 consecutive hours of work.
8. Continued employment is based upon job performance, evaluation and enrollment in the University.
9. Complete all requirements of the position as explained in the Community Services Manual, eLC modules, and Community Services training.
10. Student employees are considered temporary employees. A temporary employee may be separated at any time for any reasons without notice and either the employer or the employee can end the employment relationship. Such separation is not grievable or subject to appeal. http://www.usg.edu/hr/manual/employee_categories

RESPONSIBILITIES:

1. Follow appropriate community desk policies and procedures including, but not limited to key management, equipment check-out and access control.
2. Follow appropriate protocols in addressing incidents and potential policy violations.
3. Provide exemplary customer service to all residents, guests, visitors, faculty and staff who interact with community desks and community office spaces.
4. Function as a resource for accurate information concerning Housing and university operations.
5. Support the community office staff by performing assigned administrative responsibilities accurately and efficiently.
6. Support, communicate, enforce and abide by all university and department policies, procedures and regulations.
7. Assist community office staff during a crisis or emergency, maintaining appropriate confidentiality.
8. Assist in the opening, closing and transition of residence halls. This may require early arrival and late departures, as well as working during break periods.
9. Participate in all departmental and community training.
10. Participate in all meeting activities including, but not limited to staff meetings, community staff meetings and one-on-one meetings with supervisor.
11. Perform other duties consistent with the purpose of the position as assigned

<u>Staff Expectations</u>

- Positively represent UGA and University Housing while working at the desk
- Greet all residents, guests, and visitors that enter the office/desk area
- Be on time for all shifts
- Utilize UGA email as the official form of communication
- Microsoft Teams is the official messaging tool for University Housing
- Attire should be appropriate:
    - May not have any holes or be overly distressed in appearance
    - Other institutions' apparel is prohibited
    - Pajamas are not to be worn at the desk
    - Shoes must be worn when working
- No personal phone calls should be made during a shift. If there is an urgent call, talk with a supervisor
- Friends, family, partners, etc. are not able to linger during an assigned shift
- Staff should not socialize behind desks or in office areas
- No sleeping during shifts
- Headphones, earbuds, wireless/Bluetooth headsets are prohibited
- Schoolwork may be completed once all assigned work is completed if it does not interfere with customer service to all guests
- Privacy is always to be considered regarding all mail and desk responsibilities
- Lights snacks may be consumed if it does not interfere with guest services
- Laptops can only be used at the desk for studying and school related items, but personal devices should not be used to watch videos, movies, play video games, etc.
- If a team member is unable to provide an answer to a guest's question, they should connect them to the resources available or attempt to get the answer for them
- If a team member needs to utilize the restroom or leave the desk or office for any reason, they should contact an RA on call after hours and on weekends. If it is a true emergency and coverage is not available, the office and/or desk needs to be completely secured before leaving

Accountability

Documentation will be utilized by supervisors to address violations of procedures and expectations. Termination may result in situations where the supervisor deems the behavior to be of such severity that it impairs the functioning of desk/office operations. Depending on the situation or circumstances, termination may occur with no prior warning.

Arrest and Conviction Policy

The Board of Regents' policy requires any current employee who is arrested or convicted of a crime to report that information to the Office of Legal Affairs. https://legal.uga.edu/arrest_and_conviction_policy

Resignation

If the time should arise a student employee no longer wishes to be employed, the department requests the employees give notice in writing. The employee must complete separation paperwork with their supervisor when employment ends.

Protecting Residents' Privacy

FERPA

FERPA is an acronym for the Family Educational Rights and Privacy Act and is a federal law designed to:
- Protect the privacy of student education records.
- Establish the right of students to inspect and review their education records.
- Provide guidelines for the correction of inaccurate and misleading information.

Some residents request their information to be restricted by FERPA. This means we are barred from giving any information about this individual, including their room number and whether they even live in our buildings. This information is not to be shared with any outside party, including a relative or parent. This information may be shared with Housing employees and properly identified law enforcement professionals.

RAs and CAs may have their personal information restricted. Public information found on the UGA Directory/People Search website may be released unless the resident is restricted by FERPA. You may also direct inquiries to University Information: (706)-542-3000. Students wishing to restrict their information may do so on ATHENA.

We cannot give out information on students with FERPA restrictions
- Do not give out any information to a resident's parents or other students regarding the resident's whereabouts, health, academics, conduct, or social status. When asked for student information, tell the caller that "we have no record of that student living here" then consult up to the GR/RHD/DI on call, passing along the information about the contact.
- Do not share student identification numbers with outside parties, except an identified law enforcement officer.
- Make sure the content of rosters is not shared with people or left in a vulnerable position at the desk. Also, be careful of what information is displayed on any of Housing's electrical devices by positioning them so that confidential information is not easily viewed.

How to tell if a student is FERPA Restricted

First, search for the student in StarRez, then:
- To the left of the last name of the student there will be a red flag symbol.
- Then look in the student's StarRez "Quick Information" profile. The box next to the Privacy Flag will be checked if the student is restricted.

Confidentiality
- Confidential matters may only be discussed in private with Housing personnel or law enforcement officers involved. Do not give residents any information you may become privy to as the result of witnessing an incident.
- Do not discuss sensitive issues in public areas.

Customer Service

Providing effective customer service is a very important part of what we do in University Housing. It is imperative that you demonstrate positivity and patience when dealing with a variety of problems, routine situations, responsibilities, and different customers.

To aid you in your customer service relations, keep the following in mind:
- Review and familiarize yourself with all the resources at the desk.
- Get to know your resources and items of interest around campus to better direct students, parents, and guests.
- Make eye contact and pleasantly greet each individual as they enter the lobby.
- Continually look for ways to do your job more efficiently.
- If you do not know the answer to a question, never say "I don't know." Try to locate or refer the customer to someone who can address the issue.

Answering Calls

- Answer the front desk phones quickly (within three rings).
- Identify yourself and the community: For example: when answering the phone say:

    "Thank you for calling the community desk/office. This is. How may I help you?"

- Place the caller on hold if you need to check something.
- Do not leave the caller on hold for an extended amount of time. Find an answer for them and try to do so promptly. If what you are checking on for them is taking longer than expected, update the caller about your progress while they are on hold.
- We do not take messages for residents. Messages are only taken for staff. Please record all pertinent information from the caller and email the staff member with all the information.

Transferring Calls

- It is the responsibility of all community staff to know how to transfer phone calls. Before you transfer a call, be aware of a few things:
    - Is the person in the office?
    - Are you transferring the caller to someone's voicemail?
    - Let the caller know if the person they are trying to reach is not there.

- For example, you can say, "I'm sorry, _____ is out of the office right now. Would you like me to take a message or connect you to their voicemail?"
    - o Before transferring the call, give the caller the number of the person you are transferring them to in case the transfer does not go through.
- Whenever someone calls for a GR, it is best to transfer the call to your community Administrative Assistant or simply take a message for them. If it is urgent, call the person and give them the message. If it is not, place the message in their mailbox or the area designated by your supervisor.
- Make sure to gather a call back number and name for the person on the phone in case the call does not transfer correctly so the admin or RHD can follow up.

How to Transfer Calls:

- While still on the line, press the "TRANSFER" button, then hit the location to where you are directing the call and "TRANSFER" again. This process will connect the call.
    - o If the caller is on hold, it's imperative to take the caller off hold first before transferring them. If the caller is still on hold when attempting to transfer a call, the transfer process won't occur properly.
- If the numbers are not programmed into the phone, find the name and number of the person who has a call on your departmental "Housing Staff" roster, then press "TRANSFER". If the number is a 542, 713, or 583 number, enter the last five digits of the number and press "TRANSFER". This will connect the call.

Taking a Message

Note: Do not give out staff members' personal phone numbers.

- Send an email to the appropriate supervisor, providing complete information. If you are working with someone, send the email promptly so the information does not get lost, and everyone can receive their messages in a timely manner. Before taking a message, remember the following:
    - o Confirm that you have the correct information.
    - o Be as detailed as possible in your message. Include the date, time (including a.m. or p.m.), and any information given by the caller.
    - o Follow these same procedures if a student or guest needs to meet with a Housing team member, and the staff member is not available.
    - o Do not include student ID numbers in written or email messages.

Front Desk Logs

The front desks utilize logs located in your Microsoft Teams group for the desk at which you work. These logs are how everyone communicates, shares information, and can ensure seamless transitions between shifts.

Communication Log Example:

Date	Shift Time	Your Name	Message
8/7/2020	2AM-5AM	CSA Bob Stone	4:13AM, Student turned in a key found in quad. Looked up key code and identified key for Myers Hall 401. Contacted Myers front desk.
8/7/2020	2AM-5AM	CSA Bob Stone	4:55AM, Parent named Joan Woods called concerned about resident, Patty in Brown 502. Called RA on Call. Instructed parent to call police if concerned about their well-being. RHD responded.
8/7/2020	2PM-4PM	CSA Jill Hill	Lock changes dropped off at 3:00pm for rooms 610 and 612. Residents should be picking up their keys when they return from class today.

Lost and Found Log Example:
- This is an example of the Lost and Found tab of the excel file:

HSC Abandoned Property and Lost and Found Log					
Date	Time	Name of Person Turning It In	Location Item Found	Describe Item in Detail	Where is the item being stored?
7/9/2020	4:35pm	John Brown	Parking Lot by Pound Hall	Grey UGA center for activities and involvement bag	Lost and found bin in community office
8/14/2020	12:45am	Security	Staircase by elevator on 1st floor	Set of keys with a Jeep car key and 2 brass keys	Lost and found bin in community office

Approved Animal Log Example:

Residence Hall	Room	Animal
Brown Hall	515A	Dog
HSC Building V	204B	Cat

Emergency Egress Log Example:

Building	Room	Plan	Cell Phone Number
McWhorter	715	Will meet emergency personnel at north elevator	(706)555-1991
Busbee	560	Needs assistance leaving room	(678)555-2020

Procedures and Managing Incidents On Call Information

Anytime front desks and/or community offices are closed (breaks, holidays, etc.), there is an on call team on campus to manage any incidents, issues, or concerns should they arise.

RA On Call

Each night in the community, there are RAs on call. The desk supervisor will post a list of staff members on call in a visible, accessible location at the desk.

- Refer incidents that occur after normal business hours or on weekends to the RA on call.
- The RA on call must check in with the desk at 5 p.m. (see RA supervisor for details).
- RAs will conduct several sets of rounds during the evening. While on rounds, the RAs check all kitchens, fire extinguishers, laundry rooms, trash chutes, exit doors, bathrooms, and floors of their community.
- If the RAs encounter a difficult situation, they will call the GR/DI/RHD on call to help confront the situation.
- Please refer to the "Consulting Up" section for more information on who to call when.

GR/DI/RHD On Call

- Each night there is a GR/DI/RHD on call in each zone. These staff members are available for emergencies and for assisting after hours and on weekends. The desk supervisor will post a contact list and on call schedule for this group in a visible, accessible location at the desk.
- Refer incidents that occur on weekdays from 8 a.m. until 5 p.m. to the community office. Follow the contact procedure for after-hours/weekends if offices are closed due to a holiday or weather-related emergency.
- Please refer to the "Consulting Up" section for more information on who to call when.

Police

Police officers are always welcome within the residence halls. Remember that community desk staff should never open student rooms/apartments.

- UGAPD personnel will be in uniform or show you a badge as identification (if they are detectives, they will not be in uniform).
- Always give police officers your complete cooperation. If officers from other units outside of UGAPD enter the building (officers with Athens-Clarke County or the Georgia Bureau of Investigation, for example), contact UGAPD to inform them about the situation. In an emergency, cooperate with outside police personnel and contact UGAPD after police personnel have entered the building.
- Always give the police access to the building(s).
- If a uniformed officer asks for entry into a building, ask them if they need any assistance or information from you, and ask if you should contact on call staff to assist in their response.
- Always call the RA/GR/DI/RHD on call when an incident involves the police.
- Record their presence in the desk log.

Information Requests

Do not give out the personal phone numbers of CA/RAs, GR/DIs, RHDs, SCs, or ADs.
- If a resident or parent is insisting to speak directly to a GR/DI/RHD/SC/AD, refer them to the community office between 8 a.m. and 5 p.m.
- Otherwise, get the necessary information from them and inform the individual that you will call the staff member, or you can call the RA on call phone number.

Managing Incidents and Issues

Policies

Please see the Community Guide for a full list of University Housing Policies. It is an expectation that you familiarize yourself with all University Housing Policies.

Documentation

Please use the desk log to document all pertinent information regarding policy violations and incidents that occur. Supervisors may also require you to document incidents via email.

Consulting Up

Please see below for examples of who to call when.

Examples of Incidents You Can Handle	Examples of Incidents to Call the RA on Call
• Unescorted Guests • Lost and Found • Maintenance Requests • Money and Holding Personal Items • Solicitation • Temporary Keys • Vending • Visitation	• Access Door Alarm • Accidents • Alarm Clock • Alcohol • Electrical Failure • Elevator Malfunction (no one inside) • Escorting emergency maintenance and/or building service staff after hours • Fire Panel Alarm • Flooding • Lock Problems • Noise • Non-Life-Threatening Medical Emergency • Severe Weather Watch • Smoke Detectors • Smoking • Unauthorized entrance • Vandalism

Examples of Incidents to Call the GR/DI/RHD on Call	Examples of Incidents to Call UGAPD First, Then GR/DI/RHD on Call
- Access Control System Failure - Computer Failure - Severe Weather Warning - UGAPD Access to Student Rooms	- Bomb Threat - Death or Suicide - Domestic Violence - Elevator Malfunction w/ people inside - Fire Alarms - Life Threatening Medical Emergency - Physical Assault - Sexual Assault

Incident Response

For a more detailed account on how to handle certain situations, please see the examples provided below.

Accident or Illness

If a resident has an accident or is ill:

- If immediate medical attention is needed, call UGAPD
- Then notify the RA on call of all medical concerns
- The RA on call will then notify the call GR/DI or RHD

Alarm Systems

- **Access Door Alarm**
  - o Call the RA on call and let them know which door is indicated on the panel as having a problem.
  - o Record it in the desk log.
  - o Never silence the alarm panel without permission from professional staff.
- **Fire Alarm**
  - o Between the hours of 8 a.m. and 5 p.m.:
    - Exit the building.
    - Call UGAPD to make sure they are aware of the fire alarm.
    - Immediately notify the community office.
  - o After 5 p.m. or during the weekend:
    - Exit the building.
    - Immediately call UGAPD to ensure they are aware of the alarm.
    - Call the GR/DI/RHD on call.
  - o Community Services Assistants may be the first allowed back in the building to assist with verifying student identity for access to the building upon re-entry and to help residents who are locked out of their room.
  - o If applicable, re-secure the magnetic doors once the building has been cleared for re-entry.

Never turn the alarm system off, silence an alarm, or bypass a door without permission from a professional staff member.

Alcohol

If you encounter a student attempting to bring alcohol into the building:

- Ask for their student ID and confirm their information in StarRez.
- Remind them of the policy.
- If they are under the legal drinking age or are violating other parts of the alcohol policy:
  - Contact the RA on call.
  - If they are violent or ill, call UGAPD immediately.
  - Call the GR/DI/RHD on call to notify them of the situation.
  - Document the situation in your community desk log.

Money & Holding Personal Items

Community desk staff should not collect money for any reason. Residents wishing to pay for damages or administrative charges must pay them through their student account at the Bursar's Office. **Never hold personal items for anyone at the desk.** Keep the desk area neat and tidy!

Restrooms

There are restrooms located in each building available to residents and their guests only.

- People who are not guests of a resident are not allowed to pass the access doors to use restrooms.
- On home football game days, the residence halls at the University of Georgia do not provide bathrooms for the general public.

Severe Weather

In times of severe weather, the National Weather Service may issue watches or warnings. Each community desk is equipped with a weather radio. It is your responsibility to ensure the radio is turned "on" and to notify on call staff of audible alarms. Speak with your supervisor about the safe areas in your building you and residents can access in the case of severe weather.

- **Watches**
  Such as a severe thunderstorm watch or a tornado watch, are issued when conditions are favorable for local storm development. If issued, you should watch for conditions to worsen and listen for later statements and possible warnings.

- **Warnings**
  Such as a severe thunderstorm warning or a tornado warning, are issued when a severe storm or tornado is in progress and the National Weather Service has received reports on its type, location, and direction of movement. If issued, the severe thunderstorm or tornado has been seen and you should take shelter.

Solicitation

- Solicitation and/or selling is prohibited in University Housing.
- Any flyers advertising non-University or community activities must be stamped with approval by the University Housing Office in Russell Hall.
  - o If someone requests to post material, instruct them to go to the University Housing office located on the first floor of Russell Hall. The University Housing office is open Monday-Friday, 8 a.m. to 5 p.m.
- Reports of solicitation should be made to the GR/DI/RHD on call or the community office.

Visitation

A guest is defined as any individual who has not signed a rental agreement for the space in which a resident is hosting them, not including staff members and guests of University Housing. Guests must be always escorted.

Two visitation options are provided. Each traditional hall is designated either visitation option 1 or option 2. Residents in University Village, McGowan and Kenny Townhomes, and Gilmore Circle are designated option 2.

- **Option 1**: Visitation permitted Monday through Friday from 10 a.m. to 2 a.m., open visitation is permitted beginning 10 a.m. Friday through 2 a.m. Monday.
- **Option 2**: Open visitation permitted 24 hours a day, seven days a week.

- For more information, please visit our community guide.
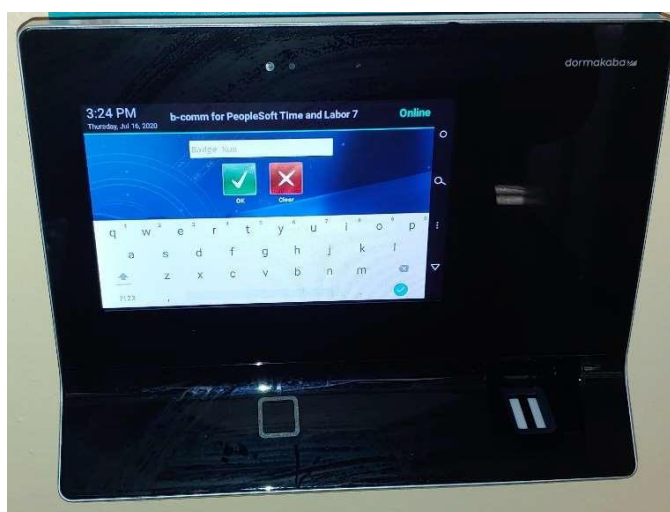
Tracking Hours/Shifts/Coverage

Pay/Tracking Work Hours

- Any student employed at the University of Georgia will be paid in accordance with the minimum wage provision for non-exempt employees as defined by the Fair Labor Standards Act (FLSA). All such employment is stipulated to be subject to re-evaluation without prior notice to the employee to include possible change of location and function.
- Student employees may work a maximum of 20 hours per week when classes are in session, and they are enrolled in classes. During a semester, students may exceed 20 hours per week only during Thanksgiving, winter, and spring academic breaks.
- During all breaks between semesters, or any semester when the student or employee is not enrolled in classes, the employee must be changed by personnel report to temporary non-student status.
- Students working in the summer cannot work over 20 hours per week (Sunday to Saturday) if they are enrolled in classes at any time during May, June, or July.
- Under no circumstances is a student worker allowed to exceed 40 hours per week. This includes online training, staff meetings and one- on-ones.
- Student employees may not work more than 6 consecutive hours.
- There is a pay differential for CSAs who work from 12 a.m. to 5 a.m. and for CSAs who work during Thanksgiving, winter, and spring breaks. The time-record system will account for these periods.

Time-Record System

- There is a time clock in each community used to track hours worked.
- You must clock in at the beginning and end of each shift.
- If your time needs to be adjusted because of missed clock-ins/outs, please inform your supervisor.

Shift Coverage and Changes

A shift is a specific block of time that a person or persons are to work, the length of which is determined by the desk supervisor. For example, if your community has two-hour shifts and you work from 2 p.m. – 4 p.m. on one day, you have worked one shift.

As a member of a staff team, we are responsible for the coverage of all shifts in our community. Your supervisor will manage all assigned shifts through Microsoft Teams. You are responsible for ensuring your availability is reflected accurately. If you are unable to make one of your shifts or want to swap it with a colleague, use the instructions below.

- *One-Time Changes – If you know in advance you are unable to work your assigned shift, you should do the following:*
    - It is the responsibility of the person originally scheduled for the shift to initiate and complete the shift change process appropriately.
    - Once another staff member agrees to take a shift, they are responsible for the shift.
    - You must initiate and complete the shift change process appropriately

- *Permanent Changes:*
    - If you and another CSA choose to swap a shift and would like to do so for the remainder of the semester, follow your supervisor's shift change protocol, indicating the permanent nature of the change in your request.
    - If you cannot find someone to take your shift permanently, contact your supervisor (in writing) ahead of time so they can make appropriate arrangements. You are expected to cover the shift until a replacement is found or hired.

No Call – No Show Procedure

Pro-Staff Protocol:
Confirm that the CSA has called the No-Call No-Show staff member 2-3 times.

Inside Residential Services Coverage (weekdays 12pm-9pm): (706) 240-0122
Call the Residential Services Staff Member on Call to assist with finding coverage from the double-staffed desks. The Residential Services Staff Member on Call will work to call the double-staffed desks to find out if they can assist with coverage.

Outside Residential Services Coverage:
Call the double-staffed desks to find out if they can assist with coverage.
The double staffed desks are Russell, Myers, and Rooker.
- Russell Hall: 706-542-6090
- Myers Hall: 706-542-8271
- Rooker Hall: 706-542-1780

What order to call for a double staffed desk.
- Zone 1 should call Russell, then Myers, and then Rooker.
- Zone 2 should call Rooker, then Myers, then Russell.

For desk closures:
If no double staffed desk can provide coverage connect with the **AD On-Call** to determine if a desk can be closed.
Desks that can be closed are **Morris, Reed, O-House, and Brown**.
Desks should be closed in the following order with the approval of the AD On-Call
- **Morris Hall**: 706-357-3311 (12pm-12am: 1st to close for all of campus)
  - *(If Morris Hall is unavailable to close you will call the desk closest to the building of the No-Call No-Show.)*
- **Reed Hall**: 706-542-5217
- **O-House**: 706-542-8384
- **Brown Hall**: 706-713-2657 (last resort desk to close)

If no coverage and desk cannot be closed:

Inside Residential Services Coverage (weekdays 12pm-9pm): (706) 240-0122
If there is no CSA available to work, then you or the CSA at the desk will call the Residential Services Staff Member on Call.
- The Residential Services Member on Call may need to sit at the desk until the next CSA arrives.
- If you are sitting at a desk until a CSA can arrive and you receive a call that requires a response, you will call one of the other pro-staff members on-call to respond on your behalf. You will need them to know that you are currently at a desk.

Outside Residential Services Coverage:
If there is no CSA available to work, then you or the CSA at the desk will call the pro-staff member on call.
- The pro-staff member on-call may need to sit at the desk until the next CSA arrives.
- If you are sitting at a desk until a CSA can arrive and you receive a call that requires a response, you will call one of the other pro-staff members on-call to respond on your behalf. You will need them to know that you are currently at a desk.
- If the CSA has reached 6 consecutive hours of work when they call you, an RA On-Call in that community can be asked to temporarily sit at the desk for 30 minutes max until a new CSA can arrive.

WHO TO CALL	FOLLOW-UP	MODIFICATIONS
• Residential Services	• Note in Duty Report	None needed
• Pro-Staff on Call	• Action Report	
• Assistant Director on Call		

Mail Handling & Operations Bulk Mail Handling

The term "bulk mail" refers to larger quantities of mail prepared for mailing at reduced postage. USPS uses the terms "bulk" and "presorted standard" interchangeably. Like all mail, it is always delivered to the resident once received. However, when we come across bulk mail that is not deliverable, we send it back to campus mail because the cheaper rate does not cover the cost for returning it or forwarding it. Bulk mail does not need to be marked in any way.

Generally, bulk mail is marked Bulk Rate, Nonprofit Organization, or Presorted Standard. No other endorsement can be present. If an endorsement such as "Paid," "Forwarding/Address Service Requested," or "First Class" is marked then the item must be forwarded or returned to the sender. If it is ever questionable, treat it like regular First-Class Mail.

Rerouting Undeliverable Mail

Mail for residents no longer living in the residence hall will need to be forwarded or returned to the sender. When residents move out of a residence hall, they are highly encouraged to update their forwarding address on The Dawg House.

All mail being Forwarded or Returned to Sender must be logged. No exceptions!

Forwarding Mail
1. Look in StarRez for the student's campus address and mail forwarding address.
    a. If the resident lives on campus, write the campus address on the envelope using a label. Make sure to cover the old address with the label. Mark through the bar code (usually at the bottom) with a black marker.
    b. If the recipient does not live on campus, look for a forwarding address. If there is an address, mark through the bar code and write in the new address on a label.
2. Log the package in the Rerouted Mail Verification Log.

Mail without a Forwarding Address:
1. If the recipient's mail cannot be forwarded, cross out the address and stamp it "return to sender" (RTS).
2. Log the package in the Rerouted Mail Verification Log.
3. Place all the forwarded mail in the same bin for the mail carrier to pick up the next day.

Returning Mail

When a package or envelope cannot be delivered or forwarded, then it must be returned to the sender. Stamp the package with an RTS stamp and either mark or write the reason for its return on the package. Log the returned package in the Rerouted Mail Verification Log.

Overflowing Mailbox

If you cannot place any more mail into a mailbox because it is full, remove the mail, bind it together (or place it in a manila folder), and log it as a package in StarRez.

Packages in StarRez

Logging Packages

To log a package:
1. Place a bar code sticker on the package. Scan the bar code in the Description box.
2. Select the parcel type (certified mail, perishable, or package).
3. Select shipping type (USPS, UPS, FedEx, DHL, Amazon, or Special Delivery).
4. Scan the tracking number in the Tracking Number box.
5. Write a detailed description of the package and your initials in the Comments box.
6. Click Send Receipt Email
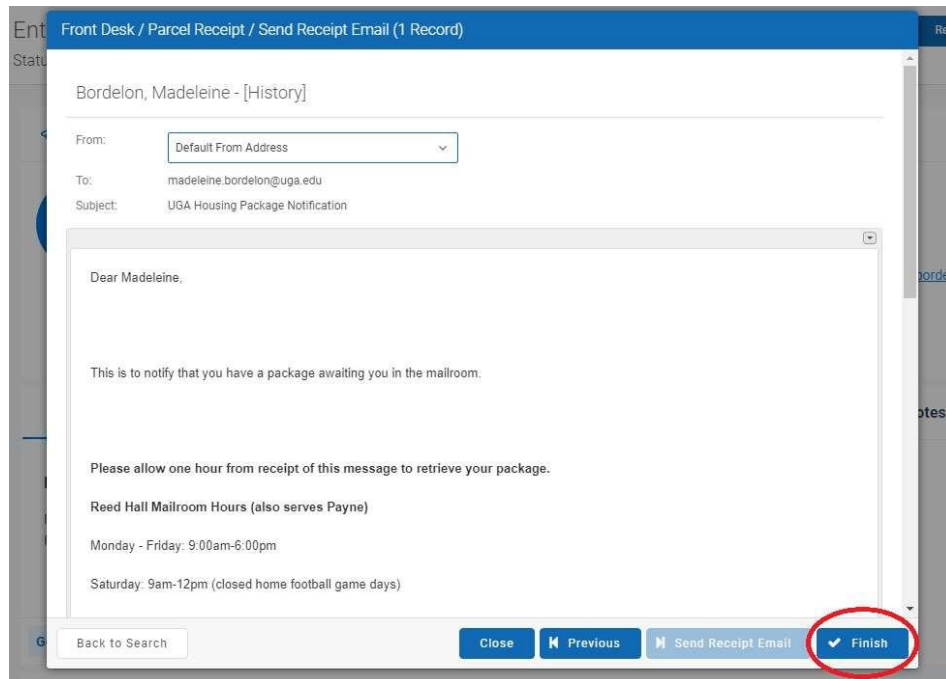
7. When you click Send Receipt Email, it will bring you to this email that will be sent to the resident, indicating they have a package to pick up.

8. Click Finish to send the resident the email.

Issuing Packages

1. Ask the student for their UGA ID and look them up in StarRez under the "Main" tab. Make sure you select "All Records," not just active records, so you can see students listed as IN ROOM, HISTORY, and RESERVED.
2. Verify their room information.
3. To select the student, click their last name, which is linked in blue.

4. Click Entry Actions in the upper right corner.
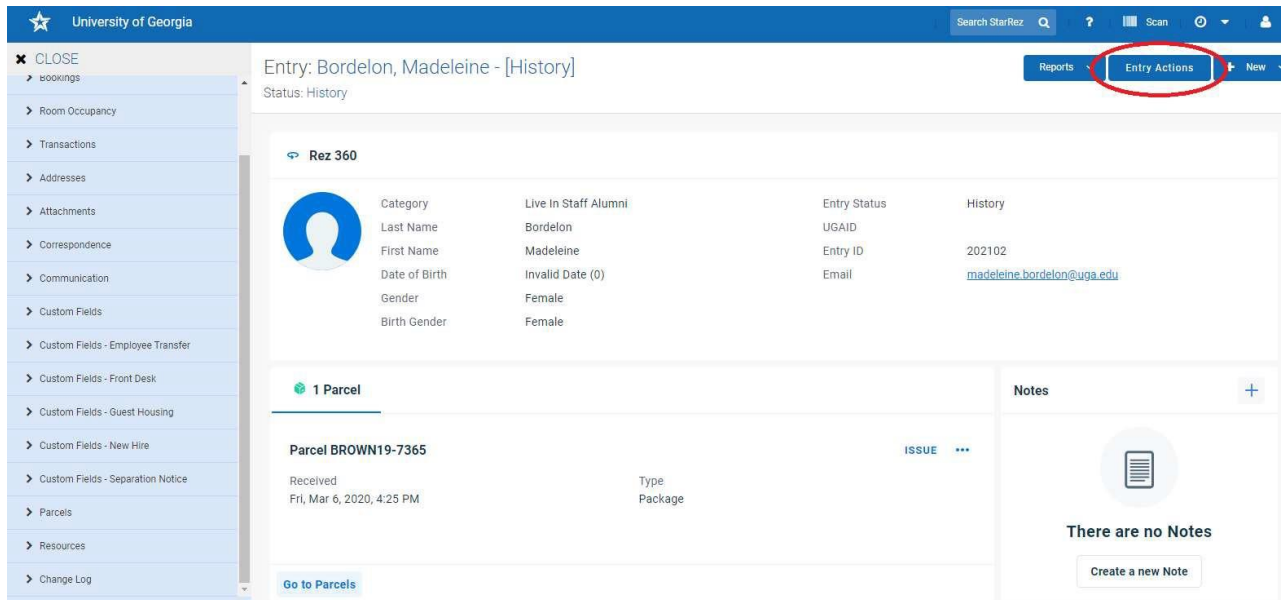
5. If this is your first-time logging or issuing a package, type in either "Parcel Issue" in the search bar.
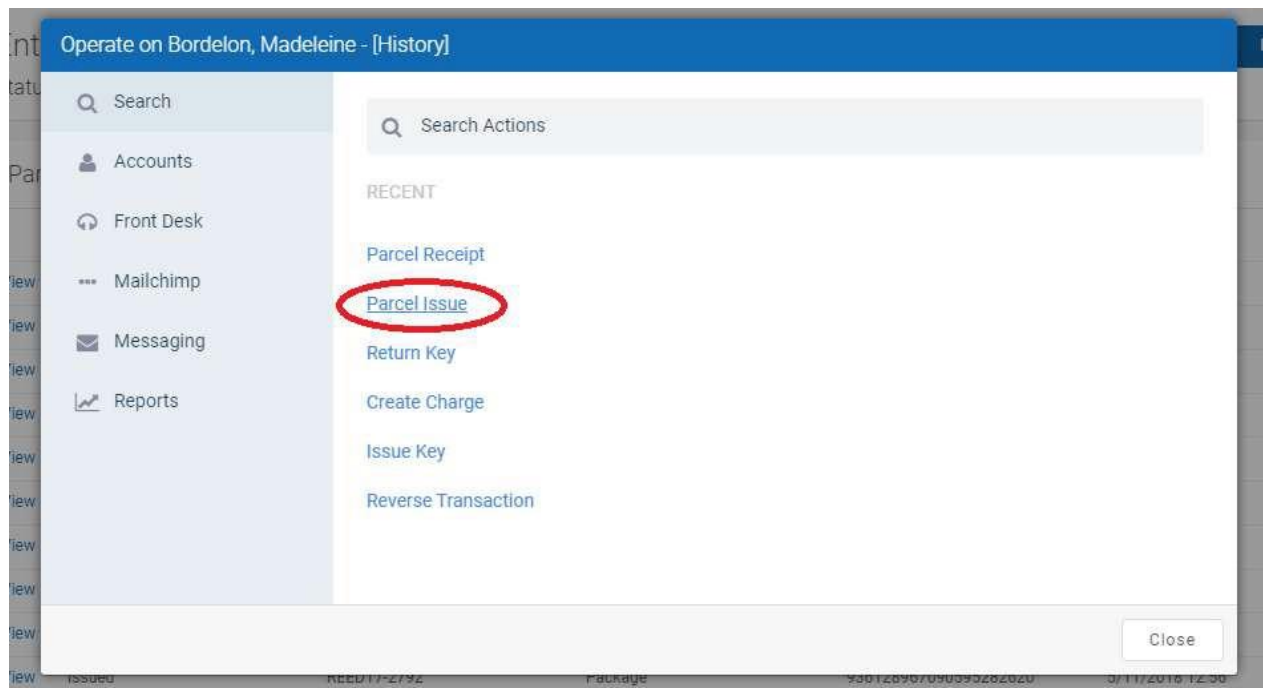
6. When you click Parcel Issue, it will bring you to this screen, displaying all the packages the resident currently has logged.

7. Click the box to select the package to be issued.

8. Find the package in the mailroom according to the bar code and physical description of the package.

9. Hand the resident their package and click next.

10. Have the resident sign for their package and click finish.

Viewing Packages for a Resident

1. To view all packages a resident has received, click Parcels on the left-hand side.

2. To edit a package's information if you need to forward it or return it to sender, click "View" next to the package.

Check-Ins & Checkouts

When a resident needs to check in:

1. Verify the resident's identity with a picture ID.
2. Look the resident up in StarRez to verify their room/apartment assignment.
3. Have the resident fill out the top left and sign and date the bottom left of their Room Inventory Card (RIC), unless they are living in ECV-Busbee, McWhorter, Rooker, or Vandiver Halls.
4. Give the resident the goldenrod copy of the RIC(s) so they can then take it to their room/apartment.
5. Let the resident know that they have 24 hours to check their room/apartment for any damages not already listed on the RIC(s), record them on the goldenrod copy and return that copy to the community office.
6. Have the resident complete a missing person's card.
7. Give the resident their correct room/apartment key after you record the key codes on the top of the RIC.
8. Give the resident their new mailbox key (if applicable). Be sure to record the key code for the mailbox key on top of the RIC also.
9. Check them into StarRez.
10. Place the signed RIC(s) and completed missing persons card in the location designated by your supervisor.

Checking a resident in on StarRez:

1. Log into StarRez using your UGA email and password
2. Search for the resident by name or UGA ID, select their last name, after verifying the resident's identity with a government issued ID, move to the next step
3. If the resident does not have a photo ID verify the resident's Hall, Room, and UGA ID number from the directory information.
   a. Click on the resident's last name.
   b. Click on "Addresses" on the left sidebar.
   c. Verify the resident's home address and home phone number.
   d. Click close to return to the directory.
   e. After you have verified all information, you can proceed to the next step.

4. In the upper right corner – select "Entry Actions"

5. Select "Booking" then select "Check In"

6. Select "OK"

7. Confirm the Building and Room Number
   a. If a message "Check In Date Not Today" shows – select "Fix"
   b. If there are keys to issue check the codes compared to the keys you retrieve from the key box, if they match select "Issue"

8. The Entry Status of the resident should now state "In Room"

Checking a Resident Out

1. Log into StarRez using your UGA email and password
2. Search for the resident by name or UGA ID, select their last name, after verifying the resident's identity with a government issued ID, move to the next step
3. If the resident does not have a photo ID verify the resident's Hall, Room, and UGA ID number from the directory information.
   a. Click on the resident's last name.
   b. Click on "Addresses" on the left sidebar.
   c. Verify the resident's home address and home phone number.
   d. Click close to return to the directory.
   e. After you have verified all information, you can proceed to the next step.

4. In the upper right corner – select "Entry Actions"

5. Select "Booking" then select "Check Out"

6. Select "OK"

7. When the Check Out Wizard pops up, return the mailbox key, room key, and check the student out, Select "Fix", "Return", "Return"
   a. If the resident lost their keys, click "Leave Out"

Keys & Security Temporary Keys

Issuing and Returning Temporary Keys:

1. Search for the resident by name or UGA ID, select their last name, after verifying the resident's identity with a government issued ID, move to the next step
2. If the resident does not have a photo ID verify the resident's Hall, Room, and UGA ID number from the directory information. You must verify at least the student's name, home address, home phone, and 81 number prior to providing access.
   a. Click on the resident's last name.
   b. Click on "Addresses" on the left sidebar.
   c. Verify the resident's home address and home phone number.
   d. Click close to return to the directory.
   e. After you have verified all information, you can proceed to the next step.

3. Click on Entry Actions

4. Select "Front Desk" and then select "Issue Key" if they need a key or "Return Key" if they are bringing their temporary key back
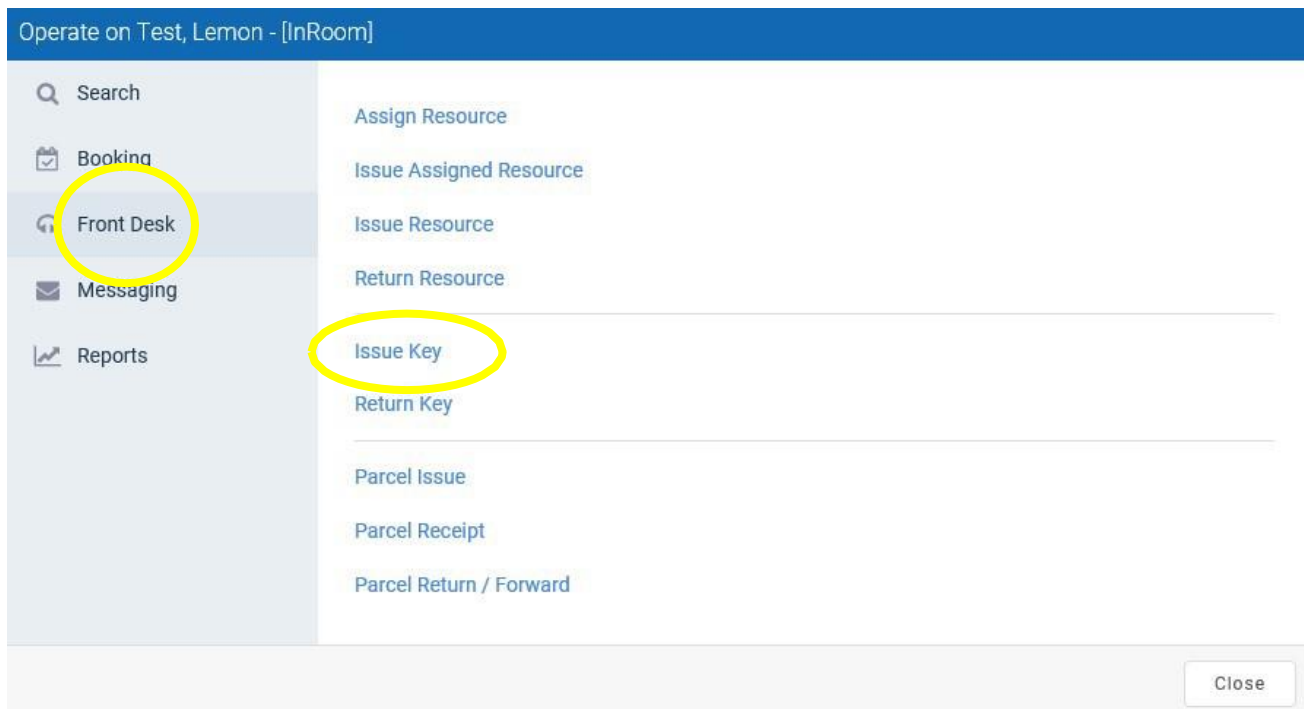
5. Then select the box for the proper "Temp Key" and select "OK"
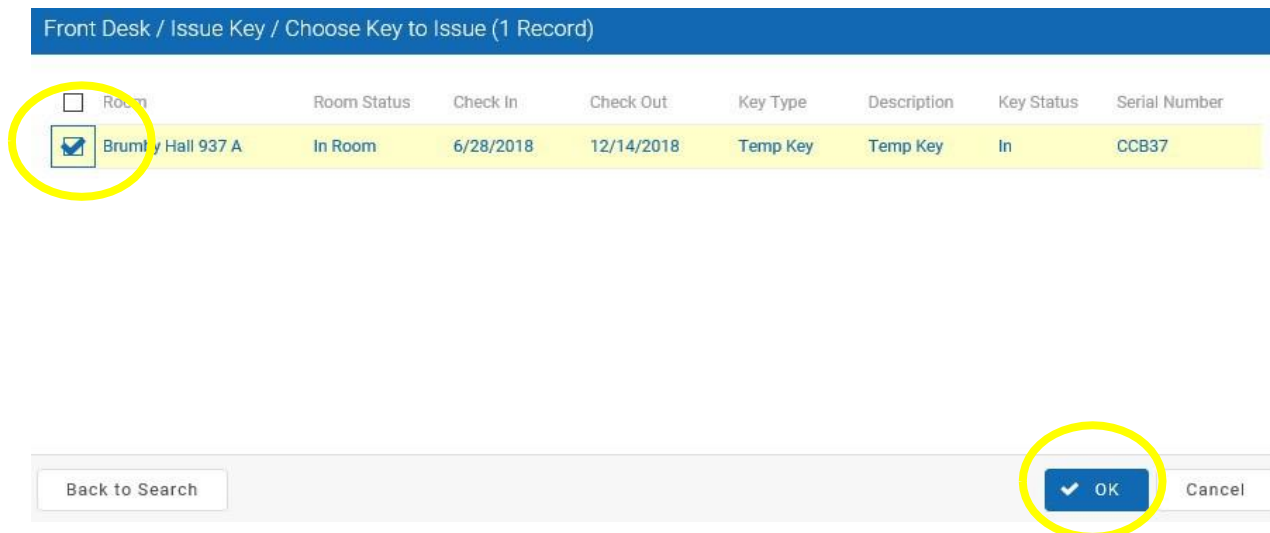
6. Inform the resident that they must return the temporary key as soon as possible if they have just locked themselves out. Their locks will be changed if their key has been lost and they will be assessed a lock security fee of $45 per key.

7. Note: if the resident is picking up a new key after a lock change, you will have the option to issue a room key. Make sure you issue the room key, not the temporary key. Other procedures are the same.

Key Inventory/Audit

Each community is responsible for the safekeeping and security of the keys to residents' rooms. There may also be additional keys included in your inventory.

A key inventory must be performed at the beginning of each desk shift to keep track of the keys. Staff members may be held financially responsible for any missing keys on their shift. The key cabinet should be closed and locked at all times except when removing or returning a key. Never leave keys unattended!

Key inventory varies by community. Your supervisor will train you how to appropriately conduct a key inventory in your area. Throughout all areas, an audit should include, at a minimum,

- Going through the key box in a detailed manner to ensure all keys are present and accounted for
- Checking that any keys not in the key box are accounted for as being checked out by a resident
- Making sure all keys on the hooks are facing in the same direction so the serial number is facing outwards

Lock Change Instructions

When a student reports that a key is missing or lost, the CSA needs to request a lock change for the space or mailbox. To request a lock change:

1. Email the area/community email (example brumsec@uga.edu) with the following information:

   Hello [Admin Name]

   This email serves to notify you that a lock change has been requested. Please see the below information:

   - *Resident Name*
   - *Building/Room/Space number*
   - *Resident Phone Number*
   - *Which key (mail, room, or both)?*

2. Area Administrative Assistant emails the resident the above body text and, in the email, copy the resident's UGA email and the Residence Hall Director.

When new keys are dropped off because of a lock change, make sure to complete the following steps. The Area Administrative Assistant, or the Residence Hall Director in their absence, will update the key codes in StarRez and sign for the keys.

1. Place all new keys on their appropriate hook(s) in the key box. Never leave keys on the desk.
2. The Area Administrative Assistant will email the resident(s) that new keys are available with the

below information:

> *Dear [Resident Name],*
>
> *This email serves to notify you that new room keys have arrived for your room, and your new key is ready for pick-up at the Front Desk.*
>
> *The [Insert Desk] will have your keys available to you 24 hours a day, 7 days a week when the building is open.*
>
> *Please bring your student ID to pick up your key as soon as you're able.*

3. Residents must have their UGA ID to collect their new key(s).
4. Issue the new key in StarRez to the resident(s).
5. Document in the communication log that new keys were picked up by the resident listing their full name and room number.
6. Place old key(s) in the designated area for dead keys in your community.

Access Control

Residents must always carry their UGACard with them. If a resident passes a front desk, they may be required to show their UGACard with the correct building sticker to the desk staff member on call. UGACards are to be used ONLY by the owner of the card. Use by another person constitutes misuse of university property and may result in disciplinary action.

If a UGACard is lost or damaged, the student must purchase a new card from the Tate Student Center. After receiving a new card, the student must see the community office for a new building/community sticker. Each hall is assigned a hologram sticker except for UV apartments and HSC townhomes.

If the access control system is malfunctioning, report this to the community administrative assistant during business hours or the GR/DI/RHD on call. They, in turn, will contact the appropriate staff to repair the system.

Access Pass-Ins

If a resident does not have their UGACard with them, the CSA may issue an "Access Pass-In" for the resident. Access Pass-Ins are allowed five access pass-ins in a 30-day period or nine per semester. If a resident exceeds this amount, they are referred through the conduct process.
1. Log into StarRez using your UGA email and password
2. Search for the resident by name or UGA ID, select their last name, after verifying the resident's

identity with a government issued ID, move to the next step

3. If the resident does not have a photo ID, verify the resident's identity from the directory information. You must verify at least the student's name, home address, home phone, and 81 number prior to providing access.
    a. Click on the resident's last name.
    b. Click on "Addresses" on the left sidebar.
    c. Verify the resident's home address and home phone number.
    d. Click close to return to the directory.
    e. After you have verified all information, you can proceed to the next step.
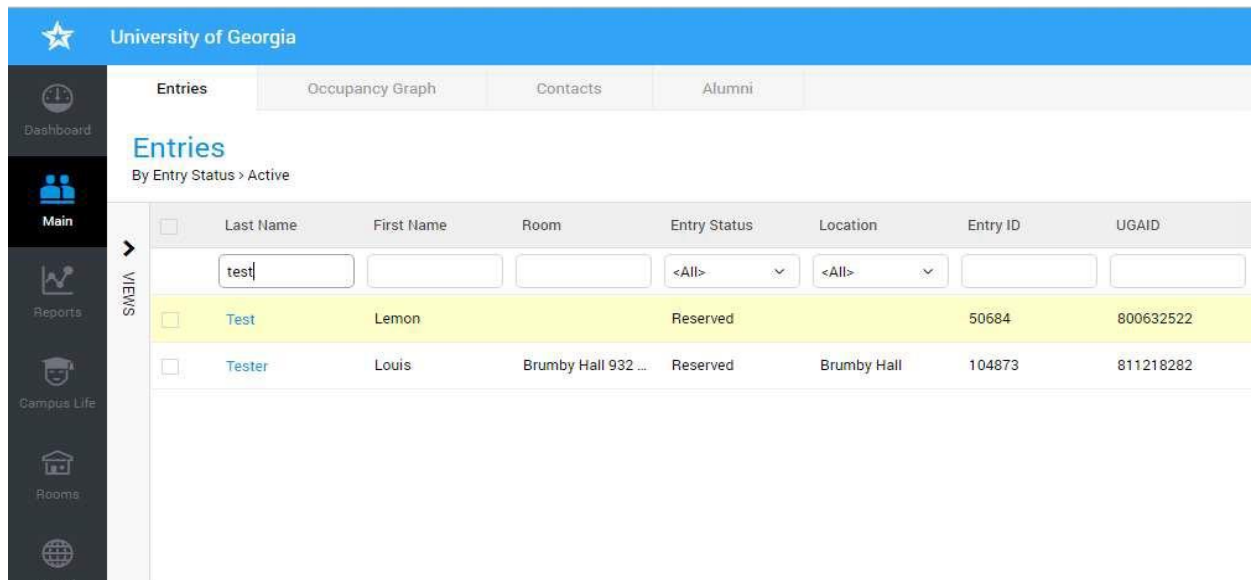
4. Select "Custom Fields – Front Desk" and select "Edit"

5. Select the square next to Pass-In Date/Time: on the first empty Access Pass-In. This will prepopulate the date. Select the clock icon then select the time. Note the time may be in military time. Enter your name next to the Pass-In Staff Name. Select "Save Changes" to record the access pass in.

Appendix A: Community Contact Phone Numbers

Community	Residential Desk	Duty Phones	Community Office
Brumby			
	(706) 542-1490	(706) 612-8061	(706) 542-8344
		(706) 612-8070	
		(706) 510-4232	
		(706) 510-4413	
Creswell			
	(706) 542-8289	(706) 612-4021	(706) 542-8344
		(706) 612-4074	
		(706) 510-9801	
		(706) 510-9854	
Russell			
	(706) 542-6090	(706) 612-8671	(706) 542-8344
		(706) 612-8771	
		(706) 510-9565	
		(706) 510-9669	
Black-Diallo-Miller			
	(706) 542-6080	(706) 621-9378	(706) 542-5217
		(706) 621-9284	
O-House			
	(706) 542-8384	(706) 612-4368	(706) 542-5217
		(706) 510-4428	
Hill Hall			
	(706) 542-9424	(706) 612-4384	(706) 542-5217
Morris Hall			
	(706) 357-3311	(706) 612-4441	(706) 542-5217
Myers Hall			
	(706) 542-8271	(706) 612-4454	(706) 542-5217
		(706) 612-4626	
East Campus Village			
	(706) 542-1780	(706) 612-5281	(706) 542-2041
		(706) 612-5503	
	weekend	(706) 510-4635	
Building 1516			
	(706) 583-0277	(706) 612-5068	(706) 542-2041
Reed Hall			
	(706) 542-3753	(706) 612-4808	(706) 542-2041
Payne Hall			
	(706) 542-3753	(706) 612-4840	(706) 542-2041
University Village			
	(706) 542-1473	(706) 612-5688	(706) 542-2041
HSC			
	(706) 612-5821	(706) 713-2657	(706) 612-5821

Appendix B: Important Phone Numbers

Administrative Offices	
Assignments Office	(706) 542-1421
Fax	(706) 542-8595
Housing Business and Human Resources Office	(706) 542-8279
Residential Programs and Services Office	(706) 542-6533
Other Important University Housing Offices	
Residence Hall Association	(706) 542-1169
Housing Security	(706) 542-4467
Work Control Office	(706) 542-3999
UNIVERSITY RESOURCES	
Academic Enhancement	(706) 542-7575
Bulldog Bucks	(706) 542-8257
Career Center	(706) 542-3375
Center for Leadership and Services	(706) 583-0830
Dean of Students Office	(706) 542-7774
Disability Resource Center	(706) 542-8719
Fontaine Center	(706) 542-8690
Greek Life	(706) 542-4612
Multicultural Services and Programs	(706) 542-5773
Lesbian-Gay-Bisexual-Transgender (LGBT) Resource Center	(706) 542-4077
International Student Life	(706) 542-5867
Office of Student Conduct	(706) 542-1131
Office of Student Financial Aid	(706) 542-6147
Office of the Vice President for Student Affairs	(706) 542-3564
Parking Services	(706) 542-7275
Ramsey Student Center	(706) 542-5060
Registrar's Office	(706) 542-4040
Student Directory	(706) 542-3000
Student Technology Support	(706) 542-3333
Student Veterans Resource Center	(706) 542-7872
Tate Student Center Information Desk	(706) 542-3816
UGA Athletic Association Ticket Office	(706) 542-1231
UGA Bookstore	(706) 542-3171
UGA Directory Assistance	(706) 542-3000
UGA Visitors Center	(706) 542-0842
Medical	
Piedmont Athens Regional Hospital	(706) 475-7000
Poison Control	(800) 222-1222
Sexual Assault Center of Northeast Georgia Rape Crisis Line	(706) 353-1912
St. Mary's Hospital	(706) 389-3000
UGA Counseling and Psychiatric Services	(706) 542-2273
UGA Sexual Assault Referral Service	(706) 542-SAFE
University Health Center	(706) 542-1162
Safety	
Athens Fire, Police, and Ambulance	9-911
UGA Police	(706) 542-2200

Appendix C: CSA/NDA Agreement

Community Services Assistant (CSA) and Night Desk Assistant (NDA) Agreement

(in eLC, must be signed to continue employment)

Name:

Community:

Agreement Duration:

As an employee of University Housing, I will contribute to the mission of the University of Georgia by participating in and supporting a multidimensional approach to learning in the residence halls. I will emphasize the comfort, affordability, security, academic success and personal growth of students in our residential communities. Through customer service and resident interactions, I will serve as a resource of information to any and all residents and guests of my community. To perform the duties of the Community Services Assistant position, I will adhere to the expectations and requirements outlined in this agreement.

I. **Academic Expectations**
   A. I understand that I must meet the following academic expectations.
      1. Must be enrolled as a student at the University of Georgia and carry an academic load of no more than 18 hours per semester during employment.
      2. Maintain both a minimum cumulative and semester UGA grade point average of at least 2.00 during the period of employment.
      3. If I am unable to achieve the minimum grade point average after one academic semester, my employment will be terminated.

II. **Training**
   A. Spring training for new CSA's will be **Wednesday, January 3, 2024***.*
   B. Spring training is a mandatory all-day commitment. I must be present and prepared to work shifts during training as we prepare for opening.
   C. I will fully participate in all staff training and development activities. This includes completing and passing all required eLC training modules, fall training, January training, ongoing training and departmental in-services, and professional development requirements.
   D. I understand that consideration to be absent from any training must be submitted in writing to supervisor, my Assistant Director and Associate Director.

III. **Availability**
   A. I understand that my availability to the area I am working in during my shift is essential to fulfilling CSA position responsibilities, and I will adhere to the following expectations:
      1. I may not exceed 20 hours of work per week across campus, except when classes are not in session and must have prior permission from my supervisor. This includes

online training, staff meetings, and one-on-ones.

2. If I hold other paid positions on campus, I may only work a combined total of 20 hours across all positions.
3. I may not exceed 6 consecutive hours of work in one sitting.
4. I understand that I may be asked for my availability to assist with coverage during important times of the year, including but not limited to, Welcome Week (including the first full weekend of both the fall and spring semesters) and all residence hall closing weekends in the fall and spring semesters. If my desk is open during other breaks (ECV, excluding Building 1516; UV; HSC; Payne and Reed Halls) my supervisor may ask for my availability for coverage during these times.

Important Dates:
- Thursday, August 10, 2023, 11 a.m.: CSA Team begin working residence hall desks
- Friday - Sunday Aug. 11 – 13, 2023 Residence Halls Move-In by appointment in the Dawg House
- Wednesday, August 16, 2023: Classes begin
- Monday, September 4, 2023 (Halls Open – No Classes): Labor Day
- Friday, October 27, 2023 (Halls Open - No Classes): Fall Break
- Wednesday – Friday, November 22-24, 2022 (University Closed – Halls Remain Open): Thanksgiving Break
- Wednesday, December 6, 2023: Reading Day
- Saturday, December 17, 2023, at 12 p.m.: Winter Break (certain buildings close)
- Sunday, December 18, 2023: UV/HSC Dec. Commencement participants checkout by 12 p.m.
- Winter Break through Jan. 3, 2024: ECV (not 1516), HSC, Payne, Reed, and UV remain open
- Wednesday, January 3, 2024: Desks open at 12 p.m. Residence Halls open at 2 p.m.
- Monday, January 8, 2024: Classes begin
- Monday, January 15, 2024 (Halls Open – No Classes): Martin Luther King Jr. Holiday
- Saturday, March 2, 2024, at 12 p.m.: Spring Break (Certain buildings close)
- Monday – Friday, March 4 - 8, 2024 (No Classes): Spring Break
- Sunday, March 10, 2024, at 8 a.m. – Spring break Halls Open
- Monday, March 11, 2024: Classes Resume
- Tuesday, April 30, 2024: Reading Day
- Saturday, May 11, 2024: Buildings close for spring semester

B. While at my community desk, I will be available and accessible to have necessary and meaningful interactions with residents of the community, provide good customer service, and assist in assuring safety and security within the community.
1. I will follow all University Housing policies regarding visitors, and not have visitors for extended periods of time at the desk, as this may interfere with my real or perceived accessibility to residents.

IV. **Necessary Skills**
A. As a CSA who directly serves our residential student population, I will need to be able to communicate the community guidelines information as well as other policies and procedures as outlined by University Housing. Working with residents daily, I should be able to manage

conflict, build rapport, and demonstrate an understanding of social awareness. While at your community desk, I must foster an environment of respect and provide a positive experience for guests and residents in all interactions.

1. I will have a thorough understanding of the duties required of me as outlined by my position description and my supervisor. If I do not understand expectations, I will follow-up with my supervisor.
2. I will assist residents with any concerns while safeguarding their privacy by referring students to appropriate resources and reporting concerns and issues to my supervisor.
3. I will maintain a professional working relationship with my supervisor and team, demonstrating respect and accepting constructive feedback.
4. I will inform my supervisor of any issues in a timely manner and provide feedback as appropriate.
5. I will not participate in any behavior, which may be construed as undermining the group dynamics of my community or department.
6. I will utilize administrative tools (i.e., Microsoft Teams chat and.)
7. I will utilize internet and computer related communications (i.e., email, Twitter, Facebook, etc.) in an appropriate manner.

V. **On Call**
   A. I understand when consulting up, I must first call the on-call duty phone as opposed to texting.
      1. I will use the desk phone provided to make all necessary calls to the person on duty.

VI. **Holidays/Breaks/Closings**
   A. I understand that I share responsibility for staff coverage during break periods when residence halls are open (i.e., fall, Thanksgiving, spring breaks, 3-day weekends, inclement weather, etc.), depending on my community.

VII. **Keys and Access**
   A. I understand that the misuse or misplacing of master keys, UGA ID cards, any work-related keys, access, and Housing-issued identification may result in documentation, probation, termination, criminal charges, and/or referral to the Office of Student Conduct.

VIII. **Additional Expectations**
   A. I recognize that I am in a Position of Authority/responsible employee, meaning any person (be they an employee or a student) whom a student could reasonably believe has the authority or duty of reporting incidents of misconduct to the appropriate university designee.
      1. Position of Authority includes all employees within University Housing, regardless of whether they supervise another individual.
      2. Under the University of Georgia's Non-Discrimination and Anti-Harassment Policy (NDAH Policy), People in Positions of Authority must report to the Equal Opportunity Office any complaints they receive or knowledge they possess (whether direct or indirect) of discrimination or harassment, including sexual misconduct. Failure to make a report is a violation of the NDAH Policy.
   B. University Housing employees should not engage in an amorous, dating, or sexual relationship with a resident they have direct professional influence or are in a position to exercise authority over the other in any way. University Housing employees are considered to be in a position to exercise authority over another individual when they are in the position to

do any of the following activities. Note: these are examples, and this list is not exhaustive.
1. Advise students on academic and personal issues.
2. Document a member of the university community for alleged violations of the Code of Conduct.
C. I understand that I am a Campus Security Authority under the federal law known as the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (the "Clery Act") and must assist the University in reporting information I receive concerning certain types of crimes that are committed on campus.
1. If I am made aware of a criminal incident, and particularly if it is reported to have occurred on property controlled by the University, I will inform my supervisor so that an appropriate report can be made to the University's Police Department.
2. I understand that property controlled by the University includes locations (i) on campus, (ii) in or on non-campus buildings or property owned or controlled by the University, and (iii) on public property within or immediately adjacent to the University's campus.
3. Clery Crimes Defined: The following webpage contains definitions of the crimes reportable under the Clery Act: https://safeandsecure.uga.edu/wp-content/uploads/2019-uga-safe-and-secure-crime-definitions.pdf
D. I understand that I am responsible for protecting information to which I have been granted access (i.e., StarRez and Advocate). This includes protecting access passwords and complying with password management practices.
E. I will not speak to any media/communication outlet as a representative of the University or University Housing.
F. I will not accept personal gifts or donations (i.e., tips). This includes, but is not limited to, accepting or taking items from anyone during closing.
G. I am not a confidential source regarding knowledge I possess (whether direct or indirect) of discrimination, harassment, and sexual misconduct. I must document and consult up.
H. I will read and familiarize myself with the CSA Manual.

X. **Termination and Resignation**
A. Student employees are considered temporary and include graduate and student workers. A temporary employee may be separated at any time for any reason without notice and either the employer or the employee can end the employment relationship. Such separation is not grievable or subject to appeal (http://www.usg.edu/hr/manual/employee_categories).
B. I understand that I may be terminated for unsatisfactory performance or breach of agreement.

I understand and agree with the expectations listed above. I understand that failure to meet these expectations may result in disciplinary action and/or termination. I also understand that I can access the 2023-2024 Community Services Assistant Agreement/Manual by visiting the University Housing website: Staff - HR - Training | University Housing | The University of Georgia (uga.edu)

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CSA Name (Print)

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Signature   Date