University Housing

Community Services Assistant Manual

2020
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 contributes 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 through 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 Mission and Purpose

University Housing 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.

Purpose

Our student team members play an important role in assisting the department live up to its mission. This team is responsible for serving the needs of our residents and providing quality customer service. In the mailroom and at our community desks, service and security are equal priorities! Our community offices operate as the center of communication for our residents and are responsible for maintaining a record of all pertinent information and activities, as well as notifying appropriate staff to take care of emergency situations that arise. Our team also serves as a resource for students in need of information and assist in maintaining the security of our residential communities and their residents. All of our teams work together to make our University Housing mission statement come to life.

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 found at http://www.usg.edu/policymanual/section6/C2655. 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. That Policy is located at: [http://www.usg.edu/policymanual/section6/C2655](http://www.usg.edu/policymanual/section6/C2655)

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 should 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.
POSITION DESCRIPTION

TITLE: Community Services Assistant

CLASSIFICATION: Student Staff

POSITION SUMMARY:

This student position is generally the initial contact responsible for providing customer service to residents and guests at our communities’ 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: Residence Hall Director

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 2.0 during the period of employment. If the minimum cumulative or semester UGA grade point average is not maintained, the office 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.
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. 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. Support, communicate, enforce and abide by all university and department policies, procedures and regulations.
2. Support the community office staff by performing assigned administrative responsibilities effectively and efficiently.
3. 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.
4. Function as a resource for accurate information concerning Housing and university operations.
5. Follow appropriate protocols in addressing incidents and potential policy violations.
6. Assist community office staff during a crisis or emergency, maintaining appropriate confidentiality.
7. Participate in all departmental and community training.
8. Participate in all meeting activities including, but not limited to: staff meetings, community staff meetings and one-on-one meetings with supervisor.
9. Follow appropriate community desk policies and procedures including, but not limited to: key management, equipment check out and access control.
10. Sort, record, distribute and forward mail, packages and newspapers according to United States Postal Service regulations and community procedures.
11. Provide exemplary customer service to all residents, guests, visitors, faculty and staff who interact with community desks and community office spaces.
12. Perform other duties consistent with the purpose of the position as assigned.
Staff Expectations

- Positively represent UGA and University Housing while working 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 institution’s apparel is prohibited
  - Pajamas are not to be worn at the desk
  - Shoes must be worn to shifts
- 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
- Headphone, earbud, wireless/Bluetooth headsets are prohibited
- Homework may be completed once all assigned work is completed as long as 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 duty 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
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](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.
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 out 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 duty, 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 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 of 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?”
  - 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.
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.
  - If the caller is on hold, it’s imperative to take the caller off of 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:
  - Confirm that you have the correct information.
  - 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.
  - Follow these same procedures if a student or guest needs to meet with a Housing team member, and the staff member is not available.
  - Do not include student ID numbers in written or email messages.

Handheld Radios

There are handheld radios at the community desk. One radio will remain on at the community desk to be monitored by the community desk staff.

Radios are for business communication only; they are not to be used for social purposes. All of campus housing operates on one frequency, which is monitored by the Federal Communications Commission (FCC). Disciplinary action will result if staff misuses the radio.

A printed instruction guide on using the radios is available at each desk.

Charging the radio:
- Ensure the charger cord is plugged into the wall outlet.
- Ensure the radio is “off” and then place on the charger.
- When green light comes “on,” remove radio from charger and turn it back “on”.

Front Desk Logs

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

Example of the Communication Log:

<table>
<thead>
<tr>
<th>Date</th>
<th>Shift Time</th>
<th>Your Name</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/7/2020</td>
<td>2AM-5AM</td>
<td>CSA Bob Stone</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>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 well-being. RHD responded.</td>
</tr>
<tr>
<td>8/7/2020</td>
<td>2AM-5AM</td>
<td>CSA Bob Stone</td>
<td>Lock changes dropped off at 3:00pm for rooms 610 and 612. Residents should be picking up their keys when they return back from class today.</td>
</tr>
<tr>
<td>8/7/2020</td>
<td>2PM-4PM</td>
<td>CSA Jill Hill</td>
<td></td>
</tr>
</tbody>
</table>

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

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

Example of Approved Animal Log

<table>
<thead>
<tr>
<th>Residence Hall</th>
<th>Room</th>
<th>Animal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brown Hall</td>
<td>515A</td>
<td>Dog</td>
</tr>
<tr>
<td>HSC Building V</td>
<td>204B</td>
<td>Cat</td>
</tr>
</tbody>
</table>

Example of emergency Egress Log

<table>
<thead>
<tr>
<th>Building</th>
<th>Room</th>
<th>Plan</th>
<th>Cell Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>McWhorter</td>
<td>715</td>
<td>Will meet emergency personnel at north elevator</td>
<td>(706)555-1991</td>
</tr>
<tr>
<td>Busbee</td>
<td>560</td>
<td>Needs assistance leaving room</td>
<td>(678)555-2020</td>
</tr>
</tbody>
</table>
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 duty 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 duty 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 offering assistance 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.
- To issue a key or open student rooms for the police, call the community office, GR/DI/RHD or pro staff on call.
- Always call the 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 [https://housing.uga.edu/site/resources](https://housing.uga.edu/site/resources) 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.

<table>
<thead>
<tr>
<th>Examples of Incidents You Can Handle</th>
<th>Examples of Incidents to Call the RA on Duty</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Unescorted Guests</td>
<td>• Access Door Alarm</td>
</tr>
<tr>
<td>• Lost and Found</td>
<td>• Accidents</td>
</tr>
<tr>
<td>• Maintenance Requests</td>
<td>• Alarm Clock</td>
</tr>
<tr>
<td>• Money and Holding Personal Items</td>
<td>• Alcohol</td>
</tr>
<tr>
<td>• Solicitation</td>
<td>• Electrical Failure</td>
</tr>
<tr>
<td>• Temporary Keys</td>
<td>• Elevator Malfunction (no one inside)</td>
</tr>
<tr>
<td>• Vending</td>
<td>• Escorting emergency maintenance and/or</td>
</tr>
<tr>
<td>• Visitation</td>
<td>building service staff after hours</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Examples of Incidents to Call the GR/DI/RHD on Duty</th>
<th>Examples of Incidents to Call UGAPD First, Then GR/DI/RHD on Duty</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Access Control System Failure</td>
<td>• Bomb Threat</td>
</tr>
<tr>
<td>• Computer Failure</td>
<td>• Death or Suicide</td>
</tr>
<tr>
<td>• Severe Weather Warning</td>
<td>• Domestic Violence</td>
</tr>
<tr>
<td>• UGAPD Access to Student Rooms</td>
<td>• Elevator Malfunction w/ people inside</td>
</tr>
<tr>
<td></td>
<td>• Fire Alarms</td>
</tr>
<tr>
<td></td>
<td>• Life Threatening Medical Emergency</td>
</tr>
<tr>
<td></td>
<td>• Physical Assault</td>
</tr>
<tr>
<td></td>
<td>• Sexual Assault</td>
</tr>
</tbody>
</table>
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 duty of all medical concerns
- The RA on duty will then notify the duty GR/DI or RHD

Alarm Systems
- Access Door Alarm
  - Call the RA on duty and let them know which door is indicated on the panel as having a problem.
  - Record it in the desk log.
  - Never silence the alarm panel without permission from professional staff.
- Fire Alarm
  - 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.
  - 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 duty.
  - DA/OA staff 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.
  - 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 and on an INF.

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 duty 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.
  - 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 duty or the community office. An Incident Notes Form (INF) should be completed.

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

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.
**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 the 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 during 12 a.m. to 5 a.m. and for CSAs who work during the 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 as a result 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 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 below instructions.

- **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 DA 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.

If someone does not show up for a shift, utilize the following procedures:

** If you are called to cover a shift and you are able to take the shift, please do so. It is in the interest of all team members to work together to make sure that all shifts are covered. **
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.

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**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.
   a. Give the resident the goldenrod copy of the RIC(s) so they can then take it to their room/apartment.
   b. 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.
4. Have the resident complete a missing person’s card.
5. Give the resident their correct room/apartment key after you record the key codes on the top of the RIC.
6. 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.
7. Place a new housing community hologram sticker, respective to their specific residence hall, on the resident’s UGACard.
8. Check them into StarRez.
9. 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.
   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 temp 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 within 24 hours or their locks will be changed 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,

- checking that any keys not in the key box are accounted for as being checked out by a resident

**Lock Changes**

If new keys are issued as a result of a lock change:

1. Speak with your supervisor regarding new key procedures for your desk.
2. Place all new keys on their appropriate hook(s) in the key box (temporary and permanent keys for the residents), and remove the old keys for that room. Do not leave keys lying on the desk.
3. When residents come to claim their new keys, they must show their UGA ID.
4. The CSA will issue the new key in StarRez.
5. Document in the desk log that the student, writing out their full name, was given their permanent key.
6. Place the old key(s) in the designated area for your community.

**Access Control**

Residents must carry their UGACard with them at all times. 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 duty. 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 duty. 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 twelve times per academic year. 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 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. 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
**Contact Phone Numbers/Emails**

<table>
<thead>
<tr>
<th>Community</th>
<th>Desk</th>
<th>Duty Cell</th>
<th>Community Office</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brumby</td>
<td>706-542-8250</td>
<td>706-612-8061</td>
<td>706-612-8070</td>
<td>706-542-8344</td>
</tr>
<tr>
<td></td>
<td></td>
<td>706-612-4021</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>706-612-4074</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Creswell</td>
<td>706-542-8289</td>
<td>706-612-5281</td>
<td>706-542-8344</td>
<td><a href="mailto:cressec@uga.edu">cressec@uga.edu</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>706-612-5503</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ECV</td>
<td>706-542-1780</td>
<td>706-612-5217</td>
<td>706-542-2041</td>
<td><a href="mailto:ecvcom@uga.edu">ecvcom@uga.edu</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>706-612-5068</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>706-583-0277</td>
<td>706-542-2041</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hill – Bldg. 1516</td>
<td>706-542-9424</td>
<td>706-612-5217</td>
<td>706-542-2041</td>
<td><a href="mailto:ecvcom@uga.edu">ecvcom@uga.edu</a></td>
</tr>
<tr>
<td>Hill – Morris Hall</td>
<td>706-357-3311</td>
<td>706-612-4368</td>
<td>706-542-2074</td>
<td><a href="mailto:hillsec@uga.edu">hillsec@uga.edu</a></td>
</tr>
<tr>
<td>Hill – O-House</td>
<td>706-542-8384</td>
<td>706-612-4368</td>
<td>706-542-2074</td>
<td><a href="mailto:hillsec@uga.edu">hillsec@uga.edu</a></td>
</tr>
<tr>
<td>HSC</td>
<td>706-542-1473</td>
<td>706-612-5688</td>
<td>706-542-2041</td>
<td><a href="mailto:fghsec@uga.edu">fghsec@uga.edu</a></td>
</tr>
<tr>
<td>Myers</td>
<td>706-542-3753</td>
<td>706-612-5784</td>
<td>706-542-2041</td>
<td><a href="mailto:myersec@uga.edu">myersec@uga.edu</a></td>
</tr>
<tr>
<td>Reed</td>
<td>706-542-6090</td>
<td>706-612-8671</td>
<td>706-542-2041</td>
<td><a href="mailto:reedsec@uga.edu">reedsec@uga.edu</a></td>
</tr>
<tr>
<td>Russell</td>
<td>706-542-1473</td>
<td>706-612-5688</td>
<td>706-542-2041</td>
<td><a href="mailto:fghsec@uga.edu">fghsec@uga.edu</a></td>
</tr>
<tr>
<td>UV</td>
<td>706-542-1473</td>
<td>706-612-5688</td>
<td>706-542-2041</td>
<td><a href="mailto:fghsec@uga.edu">fghsec@uga.edu</a></td>
</tr>
</tbody>
</table>
### Appendix B

#### Important Phone Numbers

**Administrative Offices**

<table>
<thead>
<tr>
<th>Office</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignments Office</td>
<td>706-542-1421</td>
</tr>
<tr>
<td>Fax</td>
<td>706-542-8595</td>
</tr>
<tr>
<td>Housing Business and Human Resources Office</td>
<td>706-542-8279</td>
</tr>
<tr>
<td>Residential Programs and Services Office</td>
<td>706-542-6533</td>
</tr>
</tbody>
</table>

**Other Important University Housing Offices**

<table>
<thead>
<tr>
<th>Office</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residence Hall Association</td>
<td>706-542-1169</td>
</tr>
<tr>
<td>Housing Security</td>
<td>706-542-4467</td>
</tr>
<tr>
<td>Work Control Office</td>
<td>706-542-3999</td>
</tr>
</tbody>
</table>

**UNIVERSITY RESOURCES**

<table>
<thead>
<tr>
<th>Office</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Enhancement</td>
<td>706-542-7575</td>
</tr>
<tr>
<td>Bulldog Bucks</td>
<td>706-542-8257</td>
</tr>
<tr>
<td>Career Center</td>
<td>706-542-3375</td>
</tr>
<tr>
<td>Center for Leadership and Services</td>
<td>706-583-0830</td>
</tr>
<tr>
<td>Dean of Students Office</td>
<td>706-542-7774</td>
</tr>
<tr>
<td>Disability Resource Center</td>
<td>706-542-8719</td>
</tr>
<tr>
<td>Fontaine Center</td>
<td>706-542-8690</td>
</tr>
<tr>
<td>Greek Life</td>
<td>706-542-4612</td>
</tr>
<tr>
<td>Multicultural Services and Programs</td>
<td>706-542-5773</td>
</tr>
<tr>
<td>Lesbian-Gay-Bisexual-Transgender (LGBT) Resource Center</td>
<td>706-542-4077</td>
</tr>
<tr>
<td>International Student Life</td>
<td>706-542-5867</td>
</tr>
<tr>
<td>Office of Student Conduct</td>
<td>706-542-1131</td>
</tr>
<tr>
<td>Office of Student Financial Aid</td>
<td>706-542-6147</td>
</tr>
<tr>
<td>Office of the Vice President for Student Affairs</td>
<td>706-542-3564</td>
</tr>
<tr>
<td>Parking Services</td>
<td>706-542-PARK</td>
</tr>
<tr>
<td>Ramsey Student Center</td>
<td>706-542-5060</td>
</tr>
<tr>
<td>Registrar’s Office</td>
<td>706-542-4040</td>
</tr>
<tr>
<td>Student Directory</td>
<td>706-542-3000</td>
</tr>
<tr>
<td>Student Technology Support</td>
<td>706-542-3333</td>
</tr>
<tr>
<td>Student Veterans Resource Center</td>
<td>706-542-7872</td>
</tr>
<tr>
<td>Tate Student Center Information Desk</td>
<td>706-542-3816</td>
</tr>
<tr>
<td>UGA Athletic Association Ticket Office</td>
<td>706-542-1231</td>
</tr>
<tr>
<td>UGA Bookstore</td>
<td>706-542-3171</td>
</tr>
<tr>
<td>UGA Directory Assistance</td>
<td>706-542-3000</td>
</tr>
<tr>
<td>UGA Visitors Center</td>
<td>706-542-0842</td>
</tr>
</tbody>
</table>

**Medical**

<table>
<thead>
<tr>
<th>Office</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Piedmont Athens Regional Hospital</td>
<td>706-475-7000</td>
</tr>
<tr>
<td>Poison Control</td>
<td>800-222-1222</td>
</tr>
<tr>
<td>Sexual Assault Center of Northeast Georgia Rape Crisis Line</td>
<td>706-353-1912</td>
</tr>
<tr>
<td>St. Mary’s Hospital</td>
<td>706-389-3000</td>
</tr>
<tr>
<td>UGA Counseling and Psychiatric Services</td>
<td>706-542-2273</td>
</tr>
<tr>
<td>UGA Sexual Assault Referral Service</td>
<td>706-542-SAFE</td>
</tr>
<tr>
<td>University Health Center</td>
<td>706-542-1162</td>
</tr>
</tbody>
</table>

**Safety**

<table>
<thead>
<tr>
<th>Office</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Athens Fire, Police, and Ambulance</td>
<td>9-911</td>
</tr>
<tr>
<td>UGA Police</td>
<td>706-542-2200</td>
</tr>
</tbody>
</table>
Appendix C
Sample Evaluation

Community Services Assistant
Performance Evaluation

Name:                     Supervisor:

Evaluation Period:       Date:

**Instructions:** Please evaluate each job expectation based on the performance grid located on the right of the expectations. If you have specific comments, please place them in the “General Comments” section at the end of the job expectations and reference the expectation number. If the performance is evaluated as “Needs Improvement” or “Unsatisfactory”, there should be an explanation documented in the “General Comments” section.

<table>
<thead>
<tr>
<th>Expectation</th>
<th>Exceeds</th>
<th>Meets</th>
<th>Needs Improvement</th>
<th>Unsatisfactory</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide exemplary customer service to all residents, guests, visitors,</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>faculty and staff who interact with community desks and community office</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>spaces.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide accurate information concerning Housing and university operations.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support the community office staff by performing assigned administrative</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>responsibilities effectively and efficiently.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assist in the opening, closing and transition of residence halls; this may</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>require early arrival and late departures, as well as working during</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>break periods.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support, communicate, enforce and abide by all UGA and UH policies,</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>procedures, and regulations.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Follow appropriate protocols in addressing incidents and potential policy</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>violations.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assist university housing staff during a crisis or emergency, maintaining appropriate confidentiality.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Participate in all departmental and community training.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Participate in all meeting activities including, but not limited to: staff meetings, community staff meetings and one-on-one meetings with supervisor.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Follow appropriate community desk policies and procedures including, but not limited to: key management, equipment check-out and access control.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Sort, record, distribute and forward mail, packages and newspapers according to United States Postal Service regulations and community procedures.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Perform other duties consistent with the purpose of the position as assigned.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

**General Comments:**

**Strengths:**

**Areas for Improvement:**

**Overall Evaluation:**

---

**Signature (CSA)**

---

**Signature (Supervisor)**