University Housing

Desk Assistant and Office Assistant Manual

July 2018
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Letter from the Executive Director:

Dear Desk Assistants and Office 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 will take some time during training and throughout the year to reflect on how you and your work contributes to our mission.

Our Desk Assistants and Office 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 ability to set the tone for our communities as being welcoming and safe. Your investment into 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, serving on-call, 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
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 staff play an important role in assisting the department live up to its mission. Staff are 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 staff also serve as a resource for students in need of information and assist in maintaining the security of our residence halls and their residents. All staff 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
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
https://eoo.uga.edu/policies/non-discrimination-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

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) unit has adopted these ethical expectations as important and valuable guidelines for staff. Adherence to these ethics will enhance the success of the residence life program and the development of character and maturity of individual staff members.

University Housing encompasses ALL staff, including DAs and OAs. Actions of staff members should reflect positively upon other staff and upon the department. University Housing staff members bear a sizable responsibility for the welfare of residents, while maintaining sound relationships within the structure of the university and University Housing staffs. The ethical considerations set forth below are behavioral guidelines for the administration of our residential facilities. Staff members should adhere to them at all times.

1. Know and understand University Housing’s mission statement and the guiding values and principles.

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

3. Participate in training opportunities to develop new knowledge. Use this knowledge to improve customer service skills, communication skills and administrative skills.

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

5. When you observe that someone needs assistance, identify yourself and take the action(s) necessary for the good of the residents and the residential facility. This does not mean you must try to handle every situation yourself. “Action” may take the form of requesting help from an appropriate source. It also involves the initiative to introduce new ideas that positively impact the building or community.

6. Accept residents as individuals with rights and responsibilities as well as goals and needs. Keep residents in mind when creating and maintaining a positive desk/office environment.

7. You may receive confidential material and information from several sources. Keep it confidential.
   - Information from other staff members and university administrators must be kept confidential.
   - Recognize the difference between consultation and gossip.
   - Be sure residents confiding in you understand your position regarding confidentiality and inform them that you must reveal certain information to your supervisor.
   - Discussions at staff meetings may be confidential. Use discretion in discussing such information with residents or other staff members who are not on your team.
   - You may discuss another student’s problem with another staff member when necessary, but never in the presence of another student. Be careful not to be overheard when discussing confidential matters. Refrain from discussing student problems with staff members from other halls except for problems where mutual consultation and information is vital.

8. We all have a responsibility to hold each other accountable and to report violations of policy to supervisors.
9. We are ALL part of the University Housing team, there is no “they”.

10. Be consistent in how you act and treat others and be consistent in following policies and procedures. Staff must display objectivity and be careful about making exceptions or giving special favors or privileges to anyone.

These statements were adapted from the Georgia Code of Ethics for Government Service, The Ethical Standards for the Housing Professional from the Association of College and University Housing Officers-International, the RA Handbook at the University of Wisconsin Platteville, and the Tomas Hall Ethics from Eastern Illinois University.
Section I: Overview

Every staff member performs duties and provides services integral to accomplishing the mission of the department. It is expected that our student staff perform all job-related duties as outlined in the DA/OA Manual and the DA/OA Job Description.

Desk Assistant Job Description

Working Title: Desk Assistant
Classification: Student Employee

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, area coordinator/senior coordinator, residence hall director and/or graduate residents with administrative tasks and serves as a resource of information to residents and guests.

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 your supervisor.
9. Follow appropriate community desk policies and procedures including, but not limited to: key management, equipment check-out and access control.
10. Perform other duties consistent with the purpose of the position as assigned.

Office Assistant Job Description

Working Title: Office Assistant
Classification: Student Employee
Position Summary: This is a student position responsible for being a support to the community office staff. The primary function of this position is to assist the community administrative assistant, area coordinator/senior coordinator, residence hall director and/or graduate residents with administrative tasks and serve as a resource of information to students, parents and other constituents. In addition, an office assistant is responsible for distributing mail and packages for the community.

Supervisor: Administrative Assistant II

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. Assist community office staff during a crisis or emergency, maintaining appropriate confidentiality.
6. Participate in all departmental and community training and in-service activities.
7. Participate in all meeting activities including, but not limited to: staff meetings, community staff meetings and one-on-one meetings with your supervisor.
8. Sort, record, distribute and forward mail, packages and newspapers according to United States Postal Service regulations and community procedures.
9. Drive University vehicles when necessary to complete job tasks within Athens-Clarke County during normal business hours.
10. Perform other duties consistent with the purpose of the position as assigned.

Expectations
In addition to the expectations given to you by your supervisor, student staff are expected to act with respect, courtesy, thoroughness, and encourage rapport between different staffs within the community.

- Respect and Courtesy
  o Always display common courtesy to your co-workers and to the students we serve.
  o Courtesy includes being punctual for all shifts and staff meetings.
  o As a member of the team, you will also work with other departmental personnel within your community.

- Thoroughness
  o Log all activities and keep an accurate account of keys and packages.
  o Be familiar with procedures. As always, if you are unsure of correct procedures and processes, consult up and ask questions.

- Encouragement and Rapport
  o Promote positive, open and honest communication between staff members within your community and utilize each other’s support and skills during confrontations and emergency situations.
Pay/Tracking Work Hours

1. 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.
2. 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.
3. 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.
4. Students working in the summer cannot work over 20 hours per week if they are enrolled in classes at any time during May, June or July.
5. Under no circumstances is a student worker allowed to exceed 40 hours per week. This includes online training, staff meetings and one-on-ones.
6. Student employees may not work more than 6 consecutive hours.
7. There is a pay differential for DAs who work during 12 a.m. to 5 a.m. and for OAs and DAs who work during the Thanksgiving, winter and spring breaks. The time-record system will account for these time 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.
- In order to receive your pay on time, you must approve your time card every two weeks at the end of each pay period according to the established schedule.
- If your time needs to be adjusted as a result of missed “punches”, please inform your supervisor prior to electronically approving your time.
- Failure to approve your timecard may result in disciplinary action from your supervisor.

Tips to Remember

- Student employees are paid every two weeks.
- The pay date for each time period is Friday the week following a pay period end.
- All University employees, including students, are required to receive their pay via automatic deposit or direct deposit. This may take up to four weeks to process.
- Student staff who wish to work during break periods will be paid for the time worked up to early payroll cut off/approval in the time-record system. Staff will continue to clock in and out as normal and will be back-paid for hours worked after the cutoff to the next pay period.

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 staff, we are responsible for the coverage of all shifts in our community. Your supervisor may choose to fill shifts in a variety of ways. 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 staff members to work together to make sure that all shifts are covered.

Desk Shift Changes
Shift change procedures may vary by community. Please consult with your supervisor for specific shift change expectations.

One-Time Changes – *If you know in advance you are unable to work your assigned shift, you should do the following:*

1. It is the responsibility of the person originally scheduled for the shift to initiate and complete the shift change process appropriately.
2. Once another staff member agrees to take a shift, they are responsible for the shift.
3. You must communicate all shift changes to your supervisors via email. Copy (CC) coworkers involved in the shift change.

Permanent Changes:

1. 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.
2. 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.

**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

**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 and turn in their Housing staff identification badge to the appropriate supervisor when employment is ended.
Section II: Customer Relations and Communication

Professionalism
- Learn, understand, and support the purpose, mission, and values of the department.
- Dress neatly and appropriately for each shift.
- Wear Housing ID badge to every shift.
- Maintain pleasant and courteous interactions with everyone who comes to the community desks.
- Maintain confidentiality regarding any information about incidents, students, and staff, which may include but is not limited to discipline, personal business, and emergencies.
- No guests are allowed behind the desk/in the mailroom.
- Remain mentally alert at all times.
- Actively participate in maintaining a clean and tidy workspace.
- No personal calls are to be made or received while working, except in emergency situations.
- Headphones are not allowed.
- Speak clearly and concisely when addressing phone calls.

Protecting Our 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 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. Their room/work phone numbers can still be given out if they are requested in regards to staff duty responsibilities.

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. Parents should be referred to the Community Office or, if after-hours, the GR/DI/RHD on duty.
- 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, but 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 may only be taken for staff. Please record all pertinent information from the caller.

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 attemporarying 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 the numbers of staff members’ personal or duty phones.

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:

1. Confirm that you have the correct information.
2. 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.
3. Follow these same procedures if a student or guest needs to meet with a Housing staff member in-person and the staff member is not available.
4. Do not include student ID numbers in any 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.
<table>
<thead>
<tr>
<th>1-A</th>
<th>Building Service Workers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-B</td>
<td>Skilled Trade Workers</td>
</tr>
<tr>
<td>1-D</td>
<td>Security</td>
</tr>
</tbody>
</table>

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.”
Section III: Procedures

Abandoned Property & Theft
If someone turns in an abandoned item or items at the desk:

- Ask the person turning in the item(s) for their ID or identifying information.
- Record a description of the item(s) as well as the identity of the person turning in the item(s) in the desk log and/or abandoned property log.
- Place the item(s) in the appropriate secure area for abandoned property.
- Contact UGAPD for any wallets, purses or other personal items valued at over $25 if the owner cannot be determined. If an owner is able to be determined, store the personal item in the designated secure location and contact the resident. Check with your supervisor before opening or going through a wallet, purse, book bag, or another personal item to determine the owner.
- Give student IDs or room/mailbox keys to the community office.

When a person comes to claim an item:

- Ask for their ID, record their name and ID number in the desk log or abandoned property log.
- Have them describe the item(s) in question in detail without seeing it. If they are able to describe the item(s), return the item(s) to them.
- If they are unable to describe the item(s) in detail, do not release the property to them. Instead, refer them to your supervisor.

If a student believes a theft has occurred:
1. Encourage them to report that information directly to the UGAPD.
2. Immediately notify your supervisor, community office staff, or duty personnel as appropriate.
3. Fill out an INF and place it in the location determined by your supervisor.

We hold items for a minimum of 15 business days. After that time, the Community Administrative Assistant will work with the Residence Hall Director to have any unclaimed items transferred to abandoned property.

Bathroom Breaks
If you need to use the restroom during your shift, please find appropriate coverage to watch the desk for you. Remember do not leave the desk unattended.
- During normal business hours ask the community office staff.
- Between 5 p.m. and 8 a.m. call the RA on Duty or security.

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).
   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.

When a resident needs to check out:
Residents will be required to sign up for a formal checkout appointment with an RA/CA of their residence hall/apartment building for the day they intend to vacate the hall. If a resident fails to schedule a checkout appointment or requests an impromptu checkout outside of their scheduled appointment, they risk possibly being assessed an improper checkout fee.

If a resident wants to schedule a checkout after business hours, contact the RA or CA on duty. During normal business hours, contact your community office to assist the resident. You can also ask the resident if they have spoken with their RA about making a checkout appointment.

Computer Labs
Computer labs are located in almost every Housing community and are for resident use only.

Computer labs are located in:
- Brumby
- University Village office
- Oglethorpe House
- Rutherford
- Rooker
- Building 1516

As a DA/OA you are expected to notify your Community Administrative Assistant if:
- The WEPA station or computer lab printer needs paper.
- There are any problems with computers in the lab, the WEPA printers, or the computer lab printer.

The type of printer varies in communities and specific operating instructions are located at the desk.

Concerns
If a resident has a concern:
1. During normal business hours, contact the community office.
2. After 5 p.m. and on weekends, you should contact the RA on duty.
4. Email a detailed account of the concern to your supervisor.

Documentation & the Desk Log
- Note all community incidents in the desk log provided by your supervisor on the desktop
computer. Rely on the desk log to see what has happened before you arrived so you know what to expect on your shift.

- Document appropriate items thoroughly in the desk log. Remember the desk log is the lifeline of the community.
  - Be sure to record important information such as:
    - Date and time the concern was brought to your attention
    - Student’s name and housing assignment
    - Student’s contact information
- Some incidents may require you to complete an INF. These should be placed in your supervisor’s mailbox immediately after they are completed (some supervisors allow this information to be communicated via email; if using email, do NOT include student ID numbers)

**Examples of Desk Log Book Documentation (remember to consult up when appropriate):**

- Tardiness
- Missed shifts
- Events involving policy violations
- Arrests
- Hospital transports
- Complaints/concerns
- Uniformed officials entering the building (UGA PD, Athens-Clarke County Police, etc.)
- Strange occurrences such as suspicious individuals or security concerns
- Any time you contact a staff member (CA, RA, RHD, etc.)

*This list is not all-inclusive . . . If ever in doubt, document it in the desk log. For more information about what to record, speak to your supervisor.*

**Equipment Check-Out**

Each residence hall has varied types and amounts of equipment that residents may check out. When a resident wants to check out an item:

- Record the item, date, and time of check out in the designated resource.
- Check the student’s ID to verify that they are a resident of that community.

If the resident’s ID does not have the current community sticker attached, verify their identity then place the current sticker on top of the old one.

**Media Requests**

Refer all members of the media to Stan Jackson, director of student affairs communications and marketing initiatives. Do not speak with members of the press on behalf of our department at any point during your employment.

**UGAA Training Staff (ECV only)**

Only University of Georgia Athletic Association (UGAA) training/sports medicine staff on a list posted at the desk will be granted access to ECV buildings. Approved staff must first go to the community desk. The desk staff should verify the staff member is on the list by checking their picture ID. UGAA staff members not on the approved list will not be granted access without a resident escort.
Section IV: Duty

RA Duty
Each night in the community, there are RAs on duty. 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 Duty.
- The RA on duty 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 Duty
- Each night there is a GR/DI/RHD on duty 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 duty 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, but aren’t in uniform for example).
- 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 them complete 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.
To issue a key or open student rooms for the police, call the community office, GR/DI/RHD.
Always call the GR/DI/RHD on duty when an incident involves the police.
Record their presence in the desk log.
Complete an INF if applicable.

**Information Requests**

**Do not give out the personal phone numbers or duty cell phone numbers of CA/RAs, GR/DIs, RHDs, or AC/SCs.**

- If a resident or parent is insisting to speak directly to a GR/DI/RHD/AC/SC, 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.
  - Tell them that the person they need to speak with will call them back.
Section V: Managing Incidents

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.

<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>• Computer Labs</td>
<td>• Access Door Alarm</td>
</tr>
<tr>
<td>• Unescorted Guests</td>
<td>• Accidents</td>
</tr>
<tr>
<td>• Lost and Found</td>
<td>• Alarm Clock</td>
</tr>
<tr>
<td>• Maintenance Requests</td>
<td>• Alcohol</td>
</tr>
<tr>
<td>• Money and Holding Personal Items</td>
<td>• Electrical Failure</td>
</tr>
<tr>
<td>• Solicitation</td>
<td>• Elevator Malfunction (no one inside)</td>
</tr>
<tr>
<td>• Temporary Keys</td>
<td>• Escorting emergency maintenance and/or</td>
</tr>
<tr>
<td>• Vending</td>
<td>building service staff after hours</td>
</tr>
<tr>
<td>• Visitation</td>
<td>• Fire Panel Alarm</td>
</tr>
<tr>
<td></td>
<td>• Flooding</td>
</tr>
<tr>
<td></td>
<td>• Lock Problems</td>
</tr>
<tr>
<td></td>
<td>• Noise</td>
</tr>
<tr>
<td></td>
<td>• Non-Life Threatening Medical Emergency</td>
</tr>
<tr>
<td></td>
<td>• Severe Weather Watch</td>
</tr>
<tr>
<td></td>
<td>• Smoke Detectors</td>
</tr>
<tr>
<td></td>
<td>• Smoking</td>
</tr>
<tr>
<td></td>
<td>• Unauthorized entrance</td>
</tr>
<tr>
<td></td>
<td>• Vandalism</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>
Examples
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. This will result in termination.

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 duty.
    - If they are violent or ill, call UGAPD immediately.
    - Call the GR/DI/RHD on duty 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 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 administrative associate in the Residential Programs & Services (RPS) Office.
  o If someone requests to post material, instruct them to go to the RPS office located on the first floor of Brumby Hall. The RPS 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.
Section VI: Desk Operations

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 Desk Assistant may issue an “Access Pass-In” for the resident. Access Pass-Ins are allowed six times per academic year. If a resident exceeds this amount, they are referred through the conduct process. Please see the StarRez Section to learn how to process an Access Pass-In.

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 UGACard.
4. Either desk staff or administrative staff 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.

Key Check-Out
Keys to student rooms may only be checked out to the residents of that room. Under no circumstances are keys to be issued to anyone other than the residents of the room.

When a student approaches you to get a spare key to their room, you must verify their identity and room assignment.
1. A student must have their UGACard or a picture ID in order to be given a key.
   • If they do not have any identification with them:
     • Using StarRez, verify the resident’s directory information. Click on the resident’s last name – then “Addresses” on the left sidebar.
       • Hall, Room, and UGACard number from the directory information.
       • The resident’s home address and home phone number.
2. Retrieve their temporary key from the key box and inform them that temporary keys may be checked out for 24 hours. If it is not returned within that time frame, they will be charged a $45 lock security program fee.
3. If appropriate, be sure to place the designated tag on the hook in the key box to make it known that a key was checked out.
4. Check out the key in StarRez and denote it in the Key Inventory Log.

**Special notes on room keys:**
CAs and RAs must checkout keys to their room; in addition, they may **not** checkout keys to a resident’s room without the approval of the GR/DI/RHD on duty.

**Key Inventory**
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 the keys unattended!

Key inventory varies by community. Your supervisor will train you how to appropriately conduct a key inventory in your area.
Section VII: Desk Operations – StarRez

Desktop Expectations

- University Housing technology is for official use only; any misuse of this technology is not permitted.
- Sign into StarRez at the beginning of each shift and sign out at the end of your shift. Do not handle any desk related business under another person’s account.
- If there are any technical issues, please consult up with your supervisor during business hours and the GR/DI/RHD on duty after hours.
- Your desk supervisor may make amendments to these expectations throughout the year as needed.

StarRez Instructions

https://uga.starrezhousing.com/starrezweb

Resident Check-In

- Log into Starrez using your UGA email and password
- 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
- If the resident does not have a photo ID verify the resident’s Hall, Room, and UGA ID number from the directory information.
  o Click on the resident’s last name.
  o Click on “Addresses” on the left sidebar.
  o Verify the resident’s home address and home phone number.
  o Click close to return to the directory.
  o After you have verified all information you can proceed to the next step.
- In the upper right corner – select “Entry Actions”

- Select “Booking” then select “Check In”
- Select “OK”

- Confirm the Building and Room Number
  - If a message “Check In Date Not Today” shows – select “Fix”
  - If there are keys to issue check the codes compared to the keys you retrieve from the key box, if they match select “Issue”
The Entry Status of the resident should now state “In Room”

Resident Check-Out

- Log into Starrez using your UGA email and password
- 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
- If the resident does not have a photo ID verify the resident’s Hall, Room, and UGA ID number from the directory information.
  o Click on the resident’s last name.
  o Click on “Addresses” on the left sidebar.
  o Verify the resident’s home address and home phone number.
  o Click close to return to the directory.
  o After you have verified all information you can proceed to the next step.
- In the upper right corner – select “Entry Actions”

- Select “Booking” then select “Check Out”
Select “Ok”

When the Check Out Wizard pops up, return the mailbox key, room key, and check the student out, Select “Fix”, “Return”, “Return”
Temporary Key Check-Outs and Check-Ins

Temporary Key Check-Outs

- Log into Starrez using your UGA email and password

- 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
- If the resident does not have a photo ID verify the resident’s Hall, Room, and UGA ID number from the directory information.
  - Click on the resident’s last name.
- Click on “Addresses” on the left sidebar.
- Verify the resident’s home address and home phone number.
- Click close to return to the directory.
- After you have verified all information you can proceed to the next step.

- In the upper right corner – select “Entry Actions”

- Select “Front Desk” and then select “Issue Key”
• Then select the box for the proper “Temp Key” and select “OK”
• 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.
• 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.

Temporary Key Check-ins

• Log into Starrez using your UGA email and password
• 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.
• If the resident does not have a photo ID verify the resident’s Hall, Room, and UGA ID number from the directory information.
  o Click on the resident’s last name.
  o Click on “Addresses” on the left sidebar.
  o Verify the resident’s home address and home phone number.
  o Click close to return to the directory.
  o After you have verified all information you can proceed to the next step.

• In the upper right corner – select “Entry Actions”
• Select “Front Desk” and then select “Return Key”
• Select the appropriate box for the temp key and select “OK”

Access Pass-Ins
• Log into Starrez using your UGA email and password
• 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
• If the resident does not have a photo ID verify the resident’s Hall, Room, and UGA ID number from the directory information.
  o Click on the resident’s last name.
  o Click on “Addresses” on the left sidebar.
  o Verify the resident’s home address and home phone number.
  o Click close to return to the directory.
  o After you have verified all information you can proceed to the next step.

• Select “Custom Fields – Front Desk” and select “Edit”
- 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.
Section VIII: Office Assistants (OA)

Residence Hall Mail Services
Each residence hall community has its own mailroom facility and personnel who process the incoming letter mail and packages in accordance with their procedures.

Addressing Campus Mail
When using UPS, FedEx, or DHL, the sender must use the actual street address of the residence hall. The hall name is not sufficient and mail may be returned to the sender without the complete address. When using USPS, the name of the residence hall is sufficient; the street address is not necessary.

Mailrooms do not provide stamps, envelopes, or assistance in taping packages.

All mail intended to be sent out from a resident through their hall’s mailroom must be properly packaged with postage applied and then placed in its designated area in the mailroom or handed to an office assistant.

Cataloging & Sorting Mail

Receiving a Parcel in Starrez

- Place a parcel label on the package.
- Write the number from the parcel label on the package with a marker.
- Select student’s name from StarRez Main Menu.
- Select “Parcels” on left side of screen.
- Select “Parcel Receipt”
- “Status”: select “Received” from drop down menu.
- “Description”: input mailroom parcel label number.
- “Parcel Type”: select appropriate selection from drop down menu.
- “Shipping Type”: select mail carrier from drop down menu.
- “Tracking Number”: scan tracking number from bar code. If label is damaged or scanner will not read, enter tracking number manually.
- “Comments”: enter description of package, such as large white bag or large box (something to more easily identify the package).
• Select “Next” at bottom of screen to go to email page showing “Send Receipt Email”.
• Select “Finish” at bottom of screen to have the email sent to the student.

• Place package in mailroom in the manner set up for your community.
ISSUING A PACKAGE IN STARREZ

- Find the student in StarRez by searching their name or 81X number.
- Verify student’s identity with a picture ID from student.

- Select student’s name.
- Select “Parcels” on left side of screen.
- Select “Front Desk” on left side of screen.
- Select “Parcel Issue”.

- Select parcel or parcels to be issued.
- Select “Next” at bottom right of screen.
- Have the student sign their name on the signature pad.
- Give the package(s) to the student.

- Click “Finish” after the student signs.
FORWARDING OR RETURNING A PARCEL IN STARREZ

- Find the student in StarRez by searching their name or 81X number.
- Click on the last name.

- Select “Parcels” on bottom left of screen.
- Select package(s) to be returned or forwarded.
- Select “Entry Actions” on top right of screen.

- Select “Front Desk” from menu at left side of screen.
- Select “Parcel Return/Forward” on screen.
• Select the package to be returned/forwarded.
• Then select “Next” at bottom right of screen.

Front Desk / Parcel Return / Forward / Select the Parcels to Return/Forward (1 Record)

<table>
<thead>
<tr>
<th>Receipt Date</th>
<th>Type</th>
<th>Description</th>
<th>Tracking Number</th>
<th>Shipper</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(Please Select Type)</td>
<td>Package</td>
<td>MYER31820</td>
<td>USPS</td>
</tr>
</tbody>
</table>

| 6/20/2018 13:52 | Package | MYER31820 | XXXXXXXXXXXXXXXXXX | USPS |

• At “Parcel Status” drop down menu, select whether the package is being returned or forwarded.
• If being forwarded, use the “Forwarding Address” drop down menu to select the address (see NOTE at bottom of this page).
• Select “Finish” at bottom right of screen.

Front Desk / Parcel Return / Forward / Please set the status of the Parcels (1 Record)

Details

<table>
<thead>
<tr>
<th>Parcel Status:</th>
<th>Forwarded</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entry:</td>
<td>Test, Lemo · [Reserved]</td>
</tr>
<tr>
<td>Forwarding Address:</td>
<td>Home</td>
</tr>
<tr>
<td>Comments:</td>
<td>ADD COMMENTS/EXPLANATION</td>
</tr>
</tbody>
</table>
NOTE: to locate correct forwarding address, click on “Addresses” on the left side of the screen.

- If package is being returned, at “Parcel Status” screen, select “Returned” at dropdown menu.
- Then select “Finish” at bottom right of screen.

**Bulk Mail**
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 the campus roster in StarRez for the campus address.
   - 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.
   - 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.

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.

Unclaimed Packages:
1. If a package has been in the mailroom for more than ten (10) days, log the package in StarRez as a 2nd notice and then give the residents five (5) days to claim the package.
2. If it is unclaimed after the five (5) days, edit the logged package in StarRez to show it's been returned, and then log it in the RTS log and return it to its sender.

Overflowing Mailbox
If you cannot place any more mail into a mailbox because it's full, remove the mail, bind it together (or place it in a manila folder), and log it as a package in StarRez.
Section IX: Staff Agreements

Community Desk Staff Agreement

By signing this document, I am stating that I have completely and thoroughly read all of the policies and procedures outlined in this Desk Assistant and Office Assistant Manual, University Code of Conduct, and University Housing Community Guide. I will abide by them, and I understand that this document will be used as a guideline for any discipline that may result from any infractions which may occur.

Name of Community Desk Staff (Print) Date

Name of Community Desk Staff Date

Signature of Supervisor Date
Community Office Staff Agreement

By signing this document, I am stating that I have completely and thoroughly read all of the policies and procedures outlined in this Desk Assistant and Office Assistant Manual, University Code of Conduct, and University Housing Community Guide. I will abide by them, and I understand that this document will be used as a guideline for any discipline that may result from any infractions which may occur.

Name of Community Office Staff (Print)  
Date

Name of Community Office Staff  
Date

Signature of Supervisor  
Date
# Section X: Resources

## #1 Housing’s Common Acronyms

There are several abbreviations used in University Housing. Please look over the following to understand the jargon of the department.

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>AC</td>
<td>Area Coordinator</td>
</tr>
<tr>
<td>AD</td>
<td>Assistant/Associate Director</td>
</tr>
<tr>
<td>BSS</td>
<td>Building Service Supervisor/Superintendent</td>
</tr>
<tr>
<td>BSW</td>
<td>Building Service Worker</td>
</tr>
<tr>
<td>CA</td>
<td>C.L.A.S.S. Advocate</td>
</tr>
<tr>
<td>CAPS</td>
<td>Counseling and Psychiatric Services</td>
</tr>
<tr>
<td>CH</td>
<td>Conference Host</td>
</tr>
<tr>
<td>C.L.A.S.S.</td>
<td>Continuing the Legacy of African-American Student Success</td>
</tr>
<tr>
<td>CSB</td>
<td>Community Standards Board</td>
</tr>
<tr>
<td>DA</td>
<td>Desk Assistant</td>
</tr>
<tr>
<td>DI</td>
<td>Doctoral Intern</td>
</tr>
<tr>
<td>ECV</td>
<td>East Campus Village</td>
</tr>
<tr>
<td>eLC</td>
<td>eLearning Commons</td>
</tr>
<tr>
<td>EITS</td>
<td>Enterprise Information Technology Services</td>
</tr>
<tr>
<td>FCSE</td>
<td>Freshman College Summer Experience</td>
</tr>
<tr>
<td>FRC</td>
<td>Franklin Residential College</td>
</tr>
<tr>
<td>GR</td>
<td>Graduate Resident</td>
</tr>
<tr>
<td>HBHR</td>
<td>Housing Business and Human Resources</td>
</tr>
<tr>
<td>HSC</td>
<td>Health Sciences Campus</td>
</tr>
<tr>
<td>INF</td>
<td>Incident Notes Form</td>
</tr>
<tr>
<td>NACURH</td>
<td>National Association of College and University Residence Halls</td>
</tr>
<tr>
<td>NRHH</td>
<td>National Residence Hall Honorary</td>
</tr>
<tr>
<td>OA</td>
<td>Office Assistant</td>
</tr>
<tr>
<td>OSC</td>
<td>Office of Student Conduct</td>
</tr>
<tr>
<td>OVPSA</td>
<td>Office of the Vice President for Student Affairs</td>
</tr>
<tr>
<td>RA</td>
<td>Resident Assistant</td>
</tr>
<tr>
<td>RHA</td>
<td>Residence Hall Association</td>
</tr>
<tr>
<td>RHD</td>
<td>Residence Hall Director</td>
</tr>
<tr>
<td>RHS</td>
<td>Residence Hall Studios</td>
</tr>
<tr>
<td>RIC</td>
<td>Room Inventory Card</td>
</tr>
<tr>
<td>RLS</td>
<td>Residence Life Staff</td>
</tr>
<tr>
<td>RPS</td>
<td>Residential Programs and Services</td>
</tr>
<tr>
<td>SC</td>
<td>Senior Coordinator</td>
</tr>
<tr>
<td>SDSC</td>
<td>Staff Development and Student Conduct</td>
</tr>
<tr>
<td>STW</td>
<td>Skilled Trades Worker</td>
</tr>
<tr>
<td>UGAPD</td>
<td>University of Georgia Police Department</td>
</tr>
<tr>
<td>UV</td>
<td>University Village</td>
</tr>
</tbody>
</table>
#2: Community 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>706-542-8357</td>
<td>706-206-6511</td>
<td>706-542-8250</td>
<td><a href="mailto:brumsec@uga.edu">brumsec@uga.edu</a></td>
</tr>
<tr>
<td>Creswell</td>
<td>706-542-8289</td>
<td>706-206-7853</td>
<td>706-542-8344</td>
<td><a href="mailto:cressec@uga.edu">cressec@uga.edu</a></td>
</tr>
<tr>
<td>ECV</td>
<td>706-542-1780</td>
<td>706-206-1296</td>
<td>706-542-2041</td>
<td><a href="mailto:ecvcom@uga.edu">ecvcom@uga.edu</a></td>
</tr>
<tr>
<td>HSC</td>
<td>706-713-2657</td>
<td>706-206-2699</td>
<td>706-713-2654</td>
<td><a href="mailto:hsghs@uga.edu">hsghs@uga.edu</a></td>
</tr>
<tr>
<td>Hill – Hill Hall</td>
<td>706-542-9424</td>
<td>706-201-9404</td>
<td>706-542-5217</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>706-201-9404</td>
<td>706-542-5217</td>
<td><a href="mailto:hillsec@uga.edu">hillsec@uga.edu</a></td>
</tr>
<tr>
<td>Myers</td>
<td>706-542-8271</td>
<td>706-201-9404</td>
<td>706-542-5217</td>
<td><a href="mailto:myersec@uga.edu">myersec@uga.edu</a></td>
</tr>
<tr>
<td>Reed – Morris Hall</td>
<td>706-357-3311</td>
<td>706-202-6610</td>
<td>706-542-8344</td>
<td><a href="mailto:reedsec@uga.edu">reedsec@uga.edu</a></td>
</tr>
<tr>
<td>Reed – Reed Hall</td>
<td>706-542-3753</td>
<td>706-202-6610</td>
<td>706-542-8344</td>
<td><a href="mailto:reedsec@uga.edu">reedsec@uga.edu</a></td>
</tr>
<tr>
<td>Reed – Bldg. 1516</td>
<td>706-583-0277</td>
<td>706-202-6610</td>
<td>706-542-8344</td>
<td><a href="mailto:reedsec@uga.edu">reedsec@uga.edu</a></td>
</tr>
<tr>
<td>Russell</td>
<td>Closed for Renovations</td>
<td>Closed for Renovations</td>
<td>706-542-8250</td>
<td><a href="mailto:russec@uga.edu">russec@uga.edu</a></td>
</tr>
<tr>
<td>UV</td>
<td>706-542-1473</td>
<td>706-206-1296</td>
<td>706-542-1780</td>
<td><a href="mailto:fghsec@uga.edu">fghsec@uga.edu</a></td>
</tr>
</tbody>
</table>
#3: Important Phone Numbers

Athens-Clarke County and the University of Georgia operate within a ten-digit dialing system. The 706 area code must be dialed when making all local calls.

**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
Staff Development and Student Conduct Office ...................... 706-542-8191

**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
Dining Services
  Bolton Dining Commons ...................................................... 706-542-1255
  Oglethorpe House Dining Commons .................................. 706-542-7763
  Snelling Dining Commons .................................................. 706-542-8412
  The Niche at the Health Science Campus ............................ 706-713-2669
  The Village Summit at Joe Frank Harris Commons ............. 706-542-4386
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-PARK
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
#4: Consulting Up - Quick Reference Guide

<table>
<thead>
<tr>
<th>Situation</th>
<th>Monday – Friday 8 a.m. to 5 p.m.</th>
<th>After 5 p.m. and on weekends</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access Control System Failure</td>
<td>Community Office</td>
<td>Duty GR/DI/RHD</td>
</tr>
<tr>
<td>Access Door Alarm</td>
<td>Community Office</td>
<td>Duty RA</td>
</tr>
<tr>
<td>Accidents</td>
<td>Community Office</td>
<td>Duty RA</td>
</tr>
<tr>
<td>Alarm Clock</td>
<td>RHD or AC/SC</td>
<td>Duty RA</td>
</tr>
<tr>
<td>Alcohol</td>
<td>RHD or AC/SC</td>
<td>Duty RA</td>
</tr>
<tr>
<td>Bomb Threat</td>
<td>UGAPD then RHD or AC/SC</td>
<td>UGAPD then Duty GR/DI/RHD</td>
</tr>
<tr>
<td>Cancellation of Housing Contract</td>
<td>Refer to 706-542-1421</td>
<td>Refer to <a href="mailto:housing@uga.edu">housing@uga.edu</a></td>
</tr>
<tr>
<td>Computer Failure</td>
<td>Community Office</td>
<td>Duty GR/DI/RHD</td>
</tr>
<tr>
<td>Death or Suicide</td>
<td>UGAPD then RHD or AC/SC</td>
<td>UGAPD then Duty GR/DI/RHD</td>
</tr>
<tr>
<td>Disruptive Behavior</td>
<td>RHD or AC/SC</td>
<td>Duty RA</td>
</tr>
<tr>
<td>Electrical Failure</td>
<td>Submit work request, then RHD or AC/SC</td>
<td>Duty RA</td>
</tr>
<tr>
<td>Elevator Malfunction (people trapped)</td>
<td>UGAPD then RHD or AC/SC</td>
<td>UGAPD then Duty RA</td>
</tr>
<tr>
<td>Elevator Malfunction (no people)</td>
<td>RHD or AC/SC</td>
<td>Duty RA</td>
</tr>
<tr>
<td>Facilities Failure</td>
<td>Submit work request then RHD or AC/SC</td>
<td>Duty RA</td>
</tr>
<tr>
<td>Fire</td>
<td>UGAPD then RHD or AC/SC</td>
<td>UGAPD then Duty GR/DI/RHD</td>
</tr>
<tr>
<td>Fire Panel Alarm</td>
<td>Community Office</td>
<td>Duty RA</td>
</tr>
<tr>
<td>Flooding</td>
<td>Community Office</td>
<td>Duty RA</td>
</tr>
<tr>
<td>Lock Problems</td>
<td>Community Office</td>
<td>Duty RA</td>
</tr>
<tr>
<td>Maintenance Emergency</td>
<td>Community Office</td>
<td>Duty RA</td>
</tr>
<tr>
<td>Medical (life-threatening)</td>
<td>UGAPD then RHD or AC/SC</td>
<td>UGAPD then Duty GR/DI/RHD</td>
</tr>
<tr>
<td>Medical (non-life-threatening)</td>
<td>RHD or AC/SC</td>
<td>Duty RA</td>
</tr>
<tr>
<td>Missing Persons</td>
<td>RHD or AC/SC</td>
<td>Duty RA</td>
</tr>
<tr>
<td>Noise</td>
<td>Community Office</td>
<td>Duty RA</td>
</tr>
<tr>
<td>Physical Assault/Domestic Violence</td>
<td>UGAPD then RHD or AC/SC</td>
<td>UGAPD then Duty GR/DI/RHD</td>
</tr>
<tr>
<td>Room Changes</td>
<td>Refer to 706-542-1421</td>
<td>Refer to <a href="mailto:housing@uga.edu">housing@uga.edu</a></td>
</tr>
<tr>
<td>Severe Weather Warning</td>
<td>Community Office</td>
<td>Duty GR/DI/RHD</td>
</tr>
<tr>
<td>Severe Weather Watch</td>
<td>Community Office</td>
<td>Monitor the radio and contact Duty RA</td>
</tr>
<tr>
<td>Sexual Assault/Rape</td>
<td>UGAPD then RHD or AC/SC</td>
<td>UGAPD then Duty</td>
</tr>
<tr>
<td>Smoke Detectors</td>
<td>RHD or AC/SC</td>
<td>Duty RA</td>
</tr>
<tr>
<td>Smoking</td>
<td>Community Office</td>
<td>Duty RA</td>
</tr>
<tr>
<td>Suicidal (immediate danger to self/others)</td>
<td>UGAPD then RHD or AC/SC</td>
<td>UGAPD then Duty GR/DI/RHD</td>
</tr>
<tr>
<td>Suicidal (no immediate danger to self/others)</td>
<td>RHD or AC/SC</td>
<td>Duty RA</td>
</tr>
<tr>
<td>Vandalism</td>
<td>Community Office</td>
<td>Duty RA</td>
</tr>
<tr>
<td>Vending</td>
<td>Bulldog Bucks Office</td>
<td>Bulldog Bucks Office</td>
</tr>
<tr>
<td>Wellness Check</td>
<td>Community Office</td>
<td>Duty RA</td>
</tr>
</tbody>
</table>
#5: Frequently Asked Questions

What if someone calls or comes in for a tour?
- If during business hours, contact the Community Office to see whether staff are available to assist with tours.
- After-hours or for groups of 10 or more, refer them to Senior Public Relations Coordinator Carrie Campbell at carrie.campbell@uga.edu or call 706-542-8325 to schedule a tour.

What should I do if a resident has lost their mailbox key?
- Have them email the community administrative assistant to request a new key to be ordered.

What to do if a resident reports a maintenance problem in their room?
- For routine work requests, students should submit a work order through the Housing website. Maintenance staff will complete work requests in the order in which they are received.
- After-hours, contact the appropriate housing staff member to address the problem (the RA on duty or GR/DI/RHD on duty).

What if someone wants to reserve a community space?
- Have them email the community administrative assistant with the day and time they will need the programming room.

What should I do if a parent has called to find out information about a resident?
- Due to FERPA, we are not allowed to discuss student information with parents. This includes room number(s) or other sensitive information.

What if a parent is concerned about the well-being of their student?
- Look up the student in StarRez to verify any FERPA restrictions. Consult up to the appropriate staff member. If housing staff is unable to make contact with the student, parents/guardians may call UGAPD to conduct a wellness check.

What do I dial to make an off-campus call?
- To make a call within the Athens area that is off campus, dial 9 + the number starting with the area code.
- To make all other calls dial 9 + 1 + the number starting with the area code.

What if a student’s ID won’t let them into the building?
- Double check that they are pressing the pound symbol at the end of their four-digit code. If they need to reset their PIN number, direct them to the housing website.
- If resetting the PIN number doesn’t work, direct them to the community office.

What if a student has questions about charges/holds on their account?
- Refer them to the community office.

What if someone wants to leave/drop-off items at the desk?
- Never hold personal items for anyone at the desk.