

Room Change Appendix

Room/Hall Change Process During the Academic Year (Fall and Spring)

Determination of spaces and notifications to students:

1. After the first two weeks of the fall and spring semesters once the no-show report and first occupancy report are completed, the Housing Assignments Office (HAO) will begin making offers for available spaces to students who have submitted a room change request.
2. On Monday and Tuesday, the HAO specialist will make all possible offers of vacant spaces in StarRez—excluding any spaces marked as being held. These are spaces that have remained vacant from the past weeks or newly confirmed by Friday of the previous week.
3. Students may accept offers at any time from the moment of the offer on Monday up until noon on Wednesday (barring extenuating circumstances). The student receives an automated message with instructions once the contract amendment is completed online (ref: confirmation and move in/out instructions message). After noon on Wednesday, any offers not accepted will expire and will be canceled by the assignments specialist.
4. Community staff will receive an email on Monday and Tuesday with all the accepted offers by 3 p.m. that day. On Wednesday, the assignments specialist will send out a final email with all accepted offers to all the communities involved in the room change process by 2 p.m. The email will be sent to the appropriate community email account(s). The community staff will forward the message(s) to the appropriate graduate resident (GR) and/or resident assistant RA once received.
5. On Wednesday, by 3 p.m., HAO will email all students of rooms/apartments in which a new roommate is moving in (ref: roommate notification message). The message will contain roommate information.
6. The duty RA for Wednesday is tasked with attempting contact with the student or keying into room with another staff member Wednesday evening to ensure space is available for move-in. The RA will email the RHD to confirm the status of the room. The RHD for the community must notify the assignments specialist if a room is not ready by 10 a.m. Thursday morning.

If the room is ready:

1. The new student will pick up keys and complete check-in materials between noon and 4:30 p.m. on Thursday, or between 8:30 a.m. and 4:30 p.m. on Friday. A check-in is not possible after hours unless the student contacts the community administrative assistant in advance (to check in after 4:30 p.m. or on weekend). Moves are not offered for Monday through Wednesday unless approved by the AD or in the event of an emergency room change.
2. By 10 a.m. every Monday, the HAO specialist will call and/or email any community with incomplete changes according to StarRez. The RHD will follow-up by noon on Monday to verify the room change status. If the move did not take place as planned, community staff will contact the student to establish a new deadline for the move to be completed. If the move was completed (but not updated in StarRez), the community staff will alert the HAO specialist to update StarRez.

If a room is not ready:

1. Current student not accepting roommate (condition of room/behavior): AD and/or RHD will work with the current student to ensure the room will be ready by Friday morning and will contact the assignments specialist regarding the room change status. The assignments specialist will contact the new student to establish a new timeline for the check in (Friday check-in only). If the room cannot be made ready for Friday, the AD and/or RHD will coordinate a meeting with the student to assess damage and referral through the conduct process and/or a contract review.
2. Facilities work required: AD and/or RHD will work with facilities staff to determine estimated date room will be available. The AD and/or RHD will email the assignments specialist and community staff to indicate an estimated date the space will be available to offer, and the HAO specialist will either (1) work with community staff to verify and offer a different space, or (2) notify the student that the change must be canceled, adding the student back to the top of the room change list.
3. On Friday, the assignments specialist will follow up with the RHD to confirm work requests are complete on spaces indicated as not ready. In most cases all rooms should be ready for a new roommate by Friday. Short-time holds on spaces will be removed or upgraded to extended holds, which will include the estimated date to review the availability status.

Changing Rooms:

1. The student should pick up the key for the new assignment no later than Friday at 4:30 p.m.
2. The student can begin moving into the new space once the key has been picked up and has until Sunday to complete the move
3. The student will complete the move and will be read to checkout of the old assignment no later than Sunday.
4. Procedures for checkout:
 - a. In person with a community staff member: A staff member will check the student out of their old space and into their new space in StarRez.
 - b. Express checkout: If express check-out is used by the community, the RHD will check the student out of the old space and into the new space. The condition of the room will be checked in the manner determined by community staff/procedures.
5. On Monday or Tuesday, the community administrative assistant or RHD will process billing and/or any work requests. If the room is not in a condition to accept a new student, the RHD or administrative assistant will notify the assignments specialist so that the room can be placed on hold until the work is completed, and the room is ready for a new student.
6. By noon Tuesday, all RICs from the previous week's room changes will be hand delivered to the HAO specialist or placed in the designated RIC folder adjacent to the HAO reception desk in the Russell Hall basement (B01).

Rooms with Vacancies and Notification of New Roommate

1. The HAO will send an email (ref: room vacancy messages) to all students without a roommate every Friday (January, February, August and September) and every other Friday for the remainder of the term. The email is not specific to newly-opened spaces. Some students may receive the email several times over the course of the semester.
2. A student receiving a new roommate will receive an email from HAO approximately 24 hours in advance of the new student moving in, barring emergency moves.

Additional Information:

Emergency Room Changes

There may be circumstances due to facilities or safety concerns, where a student may need to be relocated immediately. The RHD of the building in which the student lives should work with their AD to determine whether an emergency room change is warranted in consultation with an associate director for RPS. If the emergency room change is warranted and it is during business hours, the RHD should contact HAO to identify an available space to accommodate the move. A staff member should then check the room to ensure it is ready for occupancy. If the open space is in another community, the AD should also contact the AD for that area in order have the new room checked and keys made available for the student.

Emergency room changes that arise after-hours should be handled by the GR/RHD on-duty for that area working with the AD on-call to determine the necessity of a room change and, after consulting with an associate director, identify an available space in StarRez on the current assignments dashboard or any open/unassigned space on the occupancy graph. Spaces that are on hold cannot be used for emergency room changes as they are on hold for other purposes (e.g., Athletics, maintenance). If a space that is on hold is the only available option, the AD on call should consult with the associate director for assignments and contracts or the director of ASC.

Once the appropriate steps have been followed to confirm availability and check the condition of the room, the GR/RHD on-duty should send an email with the student name(s) and room number(s) involved in the room change, copying the AD on-call, RHD and AD for the area(s) involved in the move, the assignments coordinator and the assignments specialist.

Semester transitions

This process does not cover semester transitions. Timelines during transition periods may change while the room change process itself remains the same as noted in this policy. Transition timelines will be determined by the Transitions Committee and shared with all areas involved these room changes.

Summer terms

The summer term does not have a formal room change process. Changes are made on a case-by-case basis.

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