

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

Determination of spaces and notifications to residents:

1. After the no show report and first occupancy report are completed the Housing Assignments Office (HAO) will begin making offers for available spaces to residents who have made a room change request.
2. The HAO will send an email (ref: "Room Vacancy" messages) to all residents without a roommate every Friday (January, February, August and September) and every other Friday for remaining months after the first occupancy report for the remainder of the term. The email is not specific to newly opened spaces. Some residents may receive the email several times over the course of the semester. The resident should receive a new roommate email from HAO approximately 24 hours in advance of the new resident moving in, barring emergency moves.
3. On the following Monday/Tuesday the HAO specialist will make all possible offers of vacant spaces in StarRez—excluding any spaces marked as unavailable for a roommate. These are spaces that have remained vacant from past weeks or newly confirmed by Friday of the previous week.
4. Residents may accept offers at any time from the moment of the offer on Monday up until noon on Wednesday (barring extenuating circumstances). The resident receives an automated message with instructions once the contract amendment is completed online (ref: confirmation and move in/out instructions message). After noon, the offers will expire and be canceled by the HAO specialist. An automated message will be sent to community email accounts on Monday and Tuesday with all the accepted offers by 3 p.m. that day. On Wednesday, the HAO specialist will send out a final email with all accepted offers to all the communities involved in the room change process. The community email will filter a copy of the message to the area/senior coordinator (AC/SC), residence hall directors (RHD) and the administrative assistant of the matching community. The RHD will forward the message to the appropriate graduate resident (GR) and/or resident assistant RA as received daily. The automatic filter is maintained by the community administrative assistant.
5. On Wednesday, between noon and 3 p.m., the HAO will email all residents 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 resident 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 HAO if a room is not ready by 10 a.m. Thursday morning.

If the room is ready:

1. The new resident 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. Failure to collect keys during these times will result in a cancellation of the move. A check-in is not possible after hours unless the resident contacts the community admin in advance (to check in after 4:30 p.m. or on weekend). Moves are not offered for

Monday through Wednesday unless approved through community AC/SC and/or RHD.

2. By 10 a.m. every Monday, the HAO specialist will send an email to any community with incomplete changes according to StarRez. The RHD will reply by noon on Monday to either verify the move did not take place and the community staff will follow-up with the resident establishing a deadline for the move to be completed. If the move was completed, but not checked out in StarRez, the community staff will verify the checkout so that the HAO specialist can update the resident bookings in StarRez.

If a room is not ready:

1. Current resident not accepting roommate (condition of room/behavior): AC/SC and/or RHD will work with the current resident so the room will be ready by Friday morning and contact the HAO admin regarding room status. The HAO admin will contact the new resident to delay check-in to Friday. If the room cannot be made ready for Friday, then the AC/SC and/or RHD will need to coordinate a meeting with the resident to assess damage or DAP charges and referral through the conduct process. The community admin will update the vacancy spreadsheet to indicate an estimated date the space will be available to offer, and the HAO admin will either (1) work with community staff to verify and offer a different space, or (2) notify the resident that the change must be canceled (the resident will be added back to the top of the list).
 - a. If a communication is received by either HAO or community staff that a resident refuses a new roommate, the information will be sent to the AC/SC and/or RHD of the community to coordinate a meeting/response which may include a contract review.
2. Facilities work required: AC/SC and/or RHD will work with building facilities staff to determine estimated date room will be available. The AC/SC and/or RHD will email HAO admin and community admin to indicate an estimated date the space will be available to offer, and the HAO admin will either (1) work with community staff to verify and offer a different space, or (2) notify the resident that the change must be canceled (the resident will be added back to the top of the list).

Changing Rooms:

1. The resident checks-in (picks up the key) for the new assignment and schedules a checkout of the old assignment. This should occur between Thursday and Sunday. The Resident Assistant (RA) completes the Room Inventory Card (RIC) with the resident. The RA will need to walk down to the front desk to check the resident out of their old space and into their new space using StarRez. Then the RA will return the RIC (and transfers info to a new RIC for the next resident) to the designated area for their community office immediately after checkout. If the room is not in a condition to accept a new resident, the RA will email the RHD. The RHD will notify the AC and the community admin. If the resident does not check out by Sunday, professional staff will check the status of the room Monday morning and attempt to contact the resident to complete a checkout before 5 p.m. Monday. If no contact and room is vacated, duty staff will perform an administrative checkout Monday evening and ensure that the checkout RIC is placed in the designated area for their community office immediately after checkout.

2. The RA shall meet with the remaining resident(s) to discuss the possibility of a new roommate moving in at any time and provide guidance in keeping the room ready for a new roommate. The RA will email all attempts and actual contact confirmation to the RHD and the community admin.
3. On Monday or Tuesday, the community admin will process billing and/or any work requests. Any rooms not ready for a new roommate must be emailed to the current assignments specialist by the community admin before 5 p.m. Tuesday with a short-term reason (expected to be ready by Friday).
4. By noon Tuesday, all RICs from last week's room/hall changes are hand delivered to the HAO specialist.
5. On Friday, the HAO specialist will follow up via email with the community admin 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 unavailable holds will be removed or upgraded to extended holds, which will include the estimated date to review the availability status. The AC/SC and/or RHD will communicate extenuating circumstances by email to the associate directors, HAO specialist and administrative manager for the HAO.

Additional Information:

Emergency Room Changes

There may be circumstances due to facilities or safety concerns, that a resident may need to be relocated immediately. The RHD of the building where the resident lives should work with their AC/SC who will consult with an associate director to determine whether an emergency room change is warranted; and if so, contact the 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 AC/SC should also contact the AC/SC for that area in order have the new room checked and keys made available for the resident.

Emergency room changes that arise after-hours should be handled by the GR/RHD on-duty for that area working in conjunction with the AC/SC on-call to determine the necessity of a room change and consulting with an associate director identify an available space in StarRez. 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 resident name(s) and room number(s) involved in the room change That email should be sent to the following individuals: AC/SC on-call, RHD and AC/SC for the area, the assignments administrative manager and the HAO administrative specialist.

Residents without roommates

At the start of each term, RAs should meet with residents without a roommate (as determined by viewing the RA roster online) after the No Show report has been completed. The HAO will send a room vacancy message to the resident at the beginning of each term.

Residents leaving UGA

A resident may leave UGA due to no-show status, drop for non-payment or withdrawal. Per the terms of the residence hall contract, the student must check out within 24 hours. Staff

should perform the same process as detailed above; however, when checking the student out of his or her space, the RA needs to be careful not to check the resident back in. When the resident is not enrolled, the checkout must be within 24 hours. AC/SC and/or RHD may extend deadline to immediate weekend and notify HAO admin and community admin. Any other extensions must be approved by the AC/SC and appropriate associate director and will be communicated with HAO and community admin.

Note: sometimes residents leave without following proper procedure to notify HAO. If the HAO has not informed the community office about checkouts—the AC/RHD should call the HAO that day (during business hours) or email the HAO administrative assistant, so the information is received by 8 a.m. the next business day.

Semester transitions

This process does not cover semester transitions.

Summer term

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

Revised: November 10, 2017

Revised: April 2016