C.L.A.S.S. ADVOCATE & RESIDENT ASSISTANT

Staff Manual

University Housing
Student Affairs
UNIVERSITY OF GEORGIA

July 2019
Letter from the Executive Director...

Dear CA and RA Team:

Welcome to the University Housing family! You are about to begin an amazing year filled with learning, relationships, and lasting memories. I truly believe that being a C.L.A.S.S Advocate and Resident Assistant are among the most impactful and important student positions on the UGA campus. Your work will transform the experience of 8,300 students living on-campus at UGA this year.

Your influence in our halls helps us accomplish our mission. Our mission reads, “University Housing provides comfortable, affordable and secure on-campus housing options in residential communities where the academic success and personal growth of residents are encouraged and supported.” I hope you take some time during training and throughout the year to reflect on the many ways your work supports this mission. As you reflect, I hope you discover the significance of your presence in our residents’ lives. The time you invest in your position will shape how students view UGA and will influence student success at UGA. Your role modeling, teaching of healthy habits and a desire to get involved will be traits that will impact students long after they graduate.

Your residents will come to you with a range of questions, and some may not know when or how to ask for help. Each student deserves your attention, and we are committed to providing a training program that builds a foundation for you to provide the appropriate resources at the right time. Remember that the teams you are working with are support networks, and you are never alone. There is an on-call structure in Housing 24/7, 365 days a year. Consult and reach out to seek guidance and direction.

I still remember my RA from a few years ago (ok... a few decades ago!). She still has “my RA” as her last name when I talk about her, and I credit her with opening possibilities for me and sincerely impacting my experience in college. I know that you will be remembered by your residents for years (decades!) to come and are about to have your last name replaced by “my CA” or “my RA” as well. Enjoy the year!

Go Dawgs!

Linda Kasper
Executive Director for University Housing
Contents

Mission Statement ........................................................................................................................................ 5
Values and Principles .................................................................................................................................... 5
Culture of Inclusion Statement .................................................................................................................. 5
Non-Discrimination and Anti-Harassment Policy ...................................................................................... 6
https://eoo.uga.edu/policies/non-discrimination-anti-harassment-policy .................................................. 6
Student Sexual Misconduct Policy ............................................................................................................. 7
Student Sexual Misconduct Policy ............................................................................................................. 7
Sexual Misconduct Policy .......................................................................................................................... 7
Position Description: C.L.A.S.S. Advocate ................................................................................................. 8
Position Description: Resident Assistant ..................................................................................................... 9
CA-RA Agreement ....................................................................................................................................... 10
I. GPA/Credits ............................................................................................................................................... 10
II. Training .................................................................................................................................................... 11
III. Availability and Outside Commitments ............................................................................................... 11
IV. Interpersonal and Learning-Centered .................................................................................................... 12
V. Facilities and Operations .......................................................................................................................... 14
VI. Duty ....................................................................................................................................................... 14
VII. Holidays/Breaks/Closings ...................................................................................................................... 15
VIII. Alcohol and Other Drugs .................................................................................................................. 15
IX. Keys and Access ..................................................................................................................................... 16
X. Additional Expectations ........................................................................................................................ 16
XI. Personal Conflicts of Interest ............................................................................................................... 17
XII. Reappointment .................................................................................................................................... 18
XIII. Hall/Room Assignment ....................................................................................................................... 18
XIV. Termination .......................................................................................................................................... 18
XV. Remuneration ....................................................................................................................................... 19
Professionalism ............................................................................................................................................ 20
Performance Evaluation .............................................................................................................................. 20
Staff Resignation ......................................................................................................................................... 20
Arrest and Conviction Policy ...................................................................................................................... 20
Sample Evaluation Forms .......................................................................................................................... 21
C.L.A.S.S. Advocate ..................................................................................................................................... 21
Resident Assistant ....................................................................................................................................... 24
Staff Ethics .................................................................................................................................................... 27
Crisis Response .......................................................................................................................................... 28
Abusive Relationships ................................................................................................................................. 28
Access Control System Failure .................................................................................................................... 28
Alarm Clocks .................................................................................................................................................. 29
Alcohol or Other Drugs ............................................................................................................................... 29
Bomb Threats ............................................................................................................................................... 30
Cancellation of Housing Contract ............................................................................................................... 30
Candles, Incense and Halogen Lights ......................................................................................................... 30
Death of a Student ....................................................................................................................................... 31
Disruptive Behavior .................................................................................................................................... 31
Entry into Student Rooms and Apartments ................................................................................................. 31
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check In</td>
<td>61</td>
</tr>
<tr>
<td>Checkout</td>
<td>64</td>
</tr>
<tr>
<td>Inputting a Program into StarRez</td>
<td>67</td>
</tr>
<tr>
<td>How to Pull a Roster</td>
<td>71</td>
</tr>
<tr>
<td>Making Connections</td>
<td>73</td>
</tr>
<tr>
<td>Peer-to-Peer Assistance</td>
<td>73</td>
</tr>
<tr>
<td>Common Concerns of New Students</td>
<td>74</td>
</tr>
<tr>
<td>Successful Roommate Relationships</td>
<td>78</td>
</tr>
<tr>
<td>Roommate Mediations</td>
<td>79</td>
</tr>
<tr>
<td>Community Development</td>
<td>80</td>
</tr>
<tr>
<td>Resident Engagement</td>
<td>81</td>
</tr>
<tr>
<td>Meet Your CA/Meet Your RA</td>
<td>81</td>
</tr>
<tr>
<td>Program Assessment</td>
<td>82</td>
</tr>
<tr>
<td>Advertisements, Bulletin Boards, and Door Dec's</td>
<td>82</td>
</tr>
<tr>
<td>Advertisement Requirements</td>
<td>82</td>
</tr>
<tr>
<td>Advertisements Examples</td>
<td>83</td>
</tr>
<tr>
<td>Bulletin Board Requirements</td>
<td>83</td>
</tr>
<tr>
<td>Door Decorations</td>
<td>84</td>
</tr>
<tr>
<td>Welcome Events with Residents</td>
<td>85</td>
</tr>
<tr>
<td>Appendix A</td>
<td>86</td>
</tr>
<tr>
<td>Important Numbers</td>
<td>86</td>
</tr>
<tr>
<td>Appendix B</td>
<td>88</td>
</tr>
<tr>
<td>University Housing’s Common Acronyms</td>
<td>88</td>
</tr>
<tr>
<td>Appendix C</td>
<td>89</td>
</tr>
<tr>
<td>Housing Damage Charge Schedule</td>
<td>89</td>
</tr>
<tr>
<td>Appendix D</td>
<td>92</td>
</tr>
<tr>
<td>Important Dates for 2019-2020</td>
<td>92</td>
</tr>
</tbody>
</table>
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 which affect them.
- Sound fiscal management is essential.
- Quality of programs and services will improve through ongoing assessment and evaluation.

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

To promote a culture of inclusion University Housing will:
- Ensure practical and work-based learning opportunities are available to staff to educate them about inclusion in the workplace. Formal and informal training options provided by the department, division, and/or institution will accomplish this.
- Train supervisors and managers to be accountable for treating all staff fairly in light of the social identities present in our workplace and in our residence halls.
- Ensure all employees are trained and aware of the University’s Non-Discrimination and Anti-Harassment (NDAH) policy.
- Urge staff to explore their own personal attitudes, biases and beliefs.
- Encourage staff to express beliefs and opinions in the workspace while complying with the NDAH policy.
- Provide time and space for staff to discuss world events and issues affecting staff and students; be proactive in working to resolve issues before they become problems in the workplace.
- Create tangible outcomes representative of University Housing’s commitment to an inclusive community.
Non-Discrimination and Anti-Harassment Policy
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 themselves 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.
POSITION DESCRIPTION 2019-2020

WORKING TITLE: C.L.A.S.S. Advocate

CLASSIFICATION: Student Employee

POSITION SUMMARY: C.L.A.S.S. is the acronym for Continuing the Legacy of African-American Student Success. As a live-in member of the residence hall student staff, the C.L.A.S.S. Advocate (CA) occupies a crucial role in enriching the experience of residents in the community through assistance to African-American students, communication with all staff and students and participation in continuing efforts to educate and address the needs of all students in the residence hall communities. The primary purpose of the position is to aid in the retention and academic success of African-American students who are residents in University Housing. A secondary goal of the program is to work toward better multicultural understanding among all students on campus. This current position summary may be adapted in the future.

SUPERVISOR: Residence Hall Director

POSITION RESPONSIBILITIES:
1. Support, communicate, enforce and abide by all University of Georgia and University Housing policies, procedures and regulations.
2. Provide support for African-American students and promote an understanding between students by encouraging and facilitating programs within the residence hall community.
3. Participate in all meetings including weekly staff meetings, community staff meetings and one-on-one meetings with the CA supervisor.
4. Be scheduled to remain in their residence hall or community two nights per week for duty.
5. Be available and accessible to residents within the community in addition to regular duty nights.
6. Assist community office staff during a crisis or emergency, maintaining appropriate confidentiality.
7. Regard any personal information about residents as confidential to protect the rights of the residents and increase trust and credibility as a peer helper. Consult up as appropriate with the supervisor.
8. Encourage the principles of individual responsibility and respect for others’ development through role modeling, challenging and education.
9. Be consistent in all behavior toward students.
10. Develop and maintain relationships with all residents in the building.
11. Work with student, graduate and professional staff through assessment of the programming and developmental needs of residents by means of questionnaires or personal contacts.
12. Encourage student involvement in residence hall and campus activities.
13. Support hall/community councils and the Residence Hall Association by attending meetings and programs and by encouraging students to be involved.
14. Complete various reports including, but not limited to: weekly reports, incident documentation, work requests and program report forms.
15. Maintain informative bulletin boards throughout each semester updated monthly.
16. Discuss potential referrals and/or concerns with the residence hall director and/or assistant director.
17. Participate in and support University Housing staff recruitment, selection and evaluation processes.
18. Perform other duties consistent with the purpose of the position as assigned.
POSITION DESCRIPTION 2019-2020

WORKING TITLE: Resident Assistant

CLASSIFICATION: Student Employee

POSITION SUMMARY: The Resident Assistant (RA) lives and works with a group of 30 to 75 students in one of nine residential communities. The primary purpose of the position is to promote community development, assist in crisis management situations and enforce university and departmental policies.

SUPERVISOR: Graduate resident or residence hall director

POSITION RESPONSIBILITIES:

1. Support, communicate, enforce and abide by all University of Georgia and University Housing policies, procedures and regulations.
2. Participate in all meetings including weekly staff meetings, community staff meetings and one-on-one meetings with the RA supervisor.
3. Remain in the assigned community on scheduled Sunday through Thursday duty nights from 5 p.m. to 7 a.m. The RA will remain in the assigned community on scheduled weekends from 5 p.m. to 5 p.m. either Friday to Saturday or Saturday to Sunday. While on duty, the RA will remain near a phone, except to make building rounds as outlined by their supervisor and/or assistant director.
4. Be available and accessible to students within the community in addition to regular duty nights.
5. Assist community office staff during a crisis or emergency, maintaining appropriate confidentiality.
6. Regard any personal information about residents as confidential to protect the rights of the residents and increase trust and credibility as a peer helper. However, the RA will “consult up” as appropriate with their supervisor.
7. Encourage the principles of individual responsibility and respect for others’ development through role modeling, challenging and education.
8. Be consistent in all behavior toward students.
9. Develop and maintain relationships with residents in the building.
10. Provide support for all residents and promote an understanding between students by encouraging and facilitating programs within the residence hall community.
11. Work with student, graduate and professional staff through assessment of the programming and developmental needs of residents by means of questionnaires or personal contacts.
12. Encourage student involvement in campus and residence hall activities.
13. Support hall/community councils by attending meetings and programs. Support community organizations and the Residence Hall Association by encouraging students to be involved.
14. Complete various reports including, but not limited to: weekly reports, incident documentation, work requests, duty logs, room/apartment inventory cards and program report forms.
15. Maintain informative bulletin boards throughout each semester updated monthly.
16. Discuss potential referrals and/or concerns with the graduate resident, residence hall director and/or assistant director.
17. Participate in and support University Housing staff recruitment, selection and evaluation processes.
18. Perform other duties consistent with the purpose of the position as assigned.
C.L.A.S.S. Advocate/Resident Assistant Agreement

Name: 
Community:

Agreement Duration: Thursday, August 1, 2019 to Monday, May 11, 2020
Freshman College CA-RAs: Saturday, June 23, 2019 to Monday, May 11, 2020

As an employee of University Housing, I will contribute to the mission of the University of Georgia through a multidimensional approach to learning in the residence halls. I will support the residential curriculum by engaging students through our educational strategies and connecting them to campus resources. I will emphasize the comfort, affordability, security, academic success and personal growth in our communities. To effectively perform the duties of the C.L.A.S.S. Advocate/Resident Assistant (CA/RA) position, I will adhere to the duties, expectations and requirements outlined in this agreement.

I. GPA/Credits

A. I understand that I must maintain full-time student status at the University of Georgia and be progressing toward graduation to maintain CA/RA eligibility.
   1. I must be enrolled as a full-time student and carry an academic load of no more than 18 hours per semester during employment.
   2. No exceptions are granted during the first semester of employment.
   3. Any exception for subsequent semesters must be approved by the Residence Hall Director and Assistant Director prior to registration.
   4. I must have a minimum cumulative UGA grade point average of 2.50 at the start of this agreement.
   5. I must maintain both a minimum cumulative and/or semester UGA grade point average of 2.50 during the period of employment.
   6. If the minimum cumulative and/or semester UGA grade point average is not attained after the start of the agreement, I may be granted one (1) academic semester to return to the minimum academic standards.
   7. If I am unable to achieve minimum academic standards after one academic semester, my employment will be terminated.
   8. I understand I may only be granted one semester of probation during my tenure as a CA/RA, and if I fail to meet minimum grade point average requirements after having received probation, my employment as CA/RA will end immediately. I will not be eligible for reappointment if my cumulative grade point average is not at least 2.50 at the end of the spring semester.
   9. By signing this agreement, I understand that University Housing performs periodic grade point average checks during the employment period.
II. Training

A. I will return for fall training by 5:00 p.m. on Wednesday, July 31, 2019. Training will begin at 8:00 a.m. on Thursday, August 1, 2019.

B. For January training, I must return to campus by 5:00 p.m. on Wednesday, January 1, 2020. Training will begin at 8:00 a.m. on Thursday, January 2, 2020.

C. Training in the fall and spring are mandatory all-day commitments; therefore, I am strongly encouraged to take care of all personal and academic needs in advance of training periods. In addition, I may not be involved in other commitments (leadership, other paid employment, etc.) during these times.

D. I will fully participate in all staff training and development activities, including online training modules, fall training, January training, ongoing training and departmental in-services, and professional development requirements. Additionally, hall team development activities are mandatory requirements of this position.

E. If I anticipate I may not be able to make any portion of fall or January training, I will submit a written request for an exception to my Residence Hall Director and Assistant Director for approval. Final approval comes from the Associate Directors for Residential Programs and Services. I understand that consideration will be given to written requests submitted no later than Monday, April 15, 2019 for fall training, and no later than Monday, October 7, 2019 for January training. I further understand that not all requests will be granted, and I may need to decide between competing opportunities.

F. First-year CA/RAs are required to enroll in a seminar facilitated by the professional and graduate staff in University Housing. This will take place during the first full semester of their employment with University Housing.

III. Availability and Outside Commitments

I understand that availability to residents is essential to fulfilling CA/RA job responsibilities, and I must adhere to the following expectations.

A. I may spend no more than 2 consecutive nights away from the community without prior approval by my supervisor. Any exception must be requested in advance and approved by my Residence Hall Director.

B. I will be present in my community and on campus during important times of the year, including but not limited to, the duration of Welcome Week (including the first full weekend of both the fall and spring semesters) and all residence hall semester closing weekends in both the fall and spring semesters. I will participate in half-staff during other breaks (unless otherwise stated, such as in the ECV, UV, HSC Communities and Reed Hall).

Important Dates:

- CA/RA check in: Wednesday, July 31, 2019
- CA/RA fall 2019 training begins: Thursday, August 1, 2019
- Fall Move-In: Saturday, August 10, 2019 at 7 a.m.
- Classes begin Wednesday, August 14, 2019
- Labor Day: Monday, September 2, 2019 (University Closed)
- Fall Break: Friday, November 1, 2019 (No Classes)
- Thanksgiving Break: Wednesday – Friday, November 27-29, 2019 (University Closed – Halls Remain Open)
- Winter Break: Certain buildings close Friday, December 13, 2019 (No Classes)
- CA/RA check in: Wednesday, January 1, 2020
• Spring move-In: Thursday, January 2, 2020 at 7 a.m.
• CA/RA spring 2020 training: Thursday, January 2, 2020
• Classes begin: Tuesday, January 7, 2020
• Martin Luther King Jr. Holiday: Monday, January 20, 2020 (University Closed)
• Spring Break: Monday – Friday, March 9 - 13, 2020 (No Classes)
• Buildings close for Summer: Saturday, May 9, 2020
• CA/RA Agreement ends: Monday, May 11, 2020

C. I will be available and accessible daily to have intentional interactions with my residents. My availability will meet the needs of all residents and their various schedules so all residents have an opportunity to reach me on a regular basis.

D. I will follow all policies and not have visitors for extended periods of time, as this may interfere with my real or perceived accessibility to residents.

E. Outside opportunities, applied experiential activities and significant organization participation must be balanced with the time commitments of the CA/RA role and must not be paid. However, if other research assistantships, internships, practicums, etc. are desired, all of the following criteria need to be met (hereafter, all activities listed above will be referred to as outside commitments).
   1. Outside commitments must be approved by your supervisor prior to participating; approval is not guaranteed.
   2. Outside commitments are limited to no more than 12 hours per week.
   3. Outside commitments must not interfere with the CA/RA’s ability to complete required duties including, but not limited to, meetings, staff training, duty shifts and programs on the floor or in the area. Outside commitments and employment are not considered in scheduling meetings or on-duty responsibilities.
   4. Outside commitments should have consistent hours throughout the semester to allow for consistency with CA/RA responsibilities.
   5. Job performance must be acceptable at all times. I understand that I may receive accountability measures, up to termination, if individual performance expectations are not achieved.
   6. Pairing student teaching internships, nursing practicums, or internships that extend more than 12 credit/hours with the CA/RA position will not be permitted.

IV. Interpersonal and Learning-Centered

As a CA/RA, I will invest in the overall growth and welfare of each resident. I understand that I am responsible for facilitating a learning-centered environment. I commit to the following tenets.

A. I will have a thorough understanding of the duties required of me as outlined by my position description and my supervisor. If I do not understand the expectations, I will quickly follow-up with my supervisor.

B. I will assist residents with personal, relational, social, cultural, emotional and academic concerns while safeguarding their privacy, referring students to appropriate resources and recognizing as well as reporting concerns and issues to my supervisor. (Methods of accomplishing this may include, but are not limited to, dining with residents in the dining halls, spending time with residents in the community and one on one interactions).

C. I will know all my assigned residents within the first 3 weeks of employment. I will assist in helping residents feel like equal and important members of the community by actively engaging them in intentional interactions and dialogue.
D. I will work to assist residents in understanding my role and function as a CA/RA and establish a rapport which allows residents to feel comfortable approaching me with ideas and concerns.
E. I will not participate in any dialogue that could be interpreted as negative or demeaning toward residents, another staff member, community partners or University Housing.
F. I will not participate in any form of gossip concerning residents and/or housing staff with hall residents, other staff members, community partners or supervisors and will consider the time, place and manner in which I engage in conversations.
G. I will maintain a positive working relationship with my supervisor, demonstrating respect and accepting constructive feedback in a professional manner.
H. I will inform my supervisor of relevant issues in a timely manner and provide feedback as appropriate.
I. I will communicate directly with fellow staff members and my supervisor in any situation where I feel I am not being heard.
J. I will not participate in any behavior which may be construed as undermining the group dynamics of our community staff.
K. I will work collaboratively with fellow staff members, community partners and my supervisor to resolve interpersonal conflicts.
L. I will not be involved in any actions which may cause harm, or potential harm, or threaten another individual.
M. I will recognize the talents and interests of residents and encourage their involvement in related activities. I will also encourage resident exploration of new activities and skill development.
N. I will inform residents of their roles and responsibilities in the community by explaining and utilizing the University Housing Community Guide.
O. I will enforce policies consistently and without bias or malice.
P. I will inform residents of campus and hall activities, including posting notices and keeping materials current.
Q. I will utilize administrative tasks (i.e. roommate success plans, fire reports, health & safety inspections, etc.) as tools for educational and intentional interactions with residents.
R. I will conduct community meetings in accordance with my supervisor’s expectations and community needs.
S. I will support all academic initiatives and curricular events which contribute to student learning in the residence halls by attending these events; I will encourage my residents to attend and participate. Curricular programs may also include events sponsored by partners or University Housing.
T. I will support Welcome Week events and other departmental events in both the fall and spring semesters by attending, and I will encourage residents to attend and participate in these events.
U. I will assess the needs of my community and encourage full participation and integration within the floor, hall and community.
V. I will inform my supervisor of community trends, issues and learning opportunities through one-on-one conversations.
W. I will support and attend events planned by other staff members, Hall/Community Council, Residence Hall Association (RHA) and the National Residence Hall Honorary (NRHH). I will attend Hall/Community Council meetings as expected by my supervisor.
X. I will serve my staff, community partners and University Housing as a representative, liaison, advisor, committee member and other appropriate roles.
Y. I will serve as a role model for residents and other staff including, but not limited to:
   1. Upholding all federal and state laws, policies, and procedures, including those set by the University of Georgia system and University Housing;
   2. Taking a responsible and active role in the hall/community and campus community;
   3. Treating all members of the community and others with respect;
   4. Being respectful of others’ differences and ethnic/cultural backgrounds;
   5. Confronting inappropriate behavior in a respectful, assertive and responsible manner;
   6. Being responsible concerning academic commitments, including class attendance;
   7. Using all internet and computer related communications (i.e. email, Twitter, Facebook, etc.) in an appropriate manner; and,
   8. Maintaining good standing with the University, University Housing and the Office of Student Conduct.

V. Facilities and Operations

I understand staff members play an important role in the management and operation of the residence halls, and my CA/RA responsibilities include the following expectations:

A. Educating residents about maintenance, housekeeping roles and resident responsibilities including submitting work requests;
B. Reporting facility concerns through work requests and following emergency duty procedures;
C. Educating residents about safety and security issues in and around their residential communities;
D. Educating residents on proper use and function of keys and card access systems;
E. Reporting emergency situations and enacting emergency procedures when necessary;
F. Building relationships with and supporting maintenance and building service worker staff efforts to provide safe, secure, sanitary and attractive facilities;
G. Assisting in the effort to control damage and theft, posting damage notices, following up on complaints, etc.;
H. Completing check-in and check-out procedures, and in coordination with my supervisor, assisting to facilitate room changes in a timely manner;
I. Ensuring accurate and thorough Room/Apartment Condition Reports (RIC’s) are completed;
J. Completing health and safety inspections;
K. Choosing to not participate in any vandalism/theft; and
L. Demonstrating concern for the environment by respecting property, picking up trash and actively supporting recycling efforts.

VI. Duty

A. Sunday through Thursday, RA duty shifts begin at 5 p.m. and continue until 8 a.m. the following morning; Friday through Saturday duty shifts begin at 5 p.m. and continue until 5 p.m. the next day.
   1. I understand that I must stay in my assigned community from 8 p.m. until 8 a.m. when on duty.
   2. I understand that I will be on campus and able to respond to any situation within my community within 10 minutes from 5 p.m. until 8 p.m. as approved by my supervisor.
   3. I understand that I cannot schedule duty shifts when I am in class.
   4. I must carry the duty phone and respond to any duty call as soon as possible. If I miss a call, it is my responsibility to respond within the duration my supervisor has outlined.
   5. I understand that as part of CA/RA duty, I must complete rounds of the building as outlined by my supervisor. I may also be required to complete additional rounds, if
needed or as instructed, by a supervisor or professional staff member.

B. I understand that duty rounds serve to assess and respond to community safety, security and behavioral concerns. Rounds are also important for staff visibility and resident interaction.

C. I understand that CA rounds have an extra emphasis on staff visibility and resident interactions but also serve to address safety, security and behavioral concerns.

D. I understand that duty responsibilities rotate among staff according to hall/community needs. Additionally, weekday and weekend duty shifts may vary based on community and supervisor expectations.

E. I understand that, as a student employee, I am expected to follow emergency protocol and procedures.

F. I understand that I am not to use the duty phone to make personal calls or to send personal text messages.

G. I understand that I am to respond to any maintenance or facilities issues while on duty.

H. I understand that I am to respond to any acts of vandalism in the hall.

I. I understand that I am expected to complete all administrative tasks while on duty.

J. I understand when consulting up, I must first call the on-call duty phone as opposed to texting.

VII. Holidays/Breaks/Closings

I understand that I share responsibility for staff coverage during break periods when residence halls are open (i.e. fall, Thanksgiving, spring breaks, etc.).

A. I understand that I may not leave the community before 5 p.m. on Sunday, December 15, 2019 for winter break, before 5 p.m. on Monday, May 11, 2020 at the end of spring semester, and/or until all my closing responsibilities are complete, and I am excused by my supervisor.

B. I will have all travel departure and arrival plans approved by my supervisor in advance of making any reservations. If I depart from the residence hall prior to completion of my duties and before being officially released by my supervisor, I understand that I may incur disciplinary action, up to and including termination.

C. When the University or community office closes for inclement weather or a public holiday, duty will continue until the next duty shift begins or university offices open.

D. (ECV, HSC, University Village, Reed and Payne Hall RAs Only) I understand that I share responsibility for staff coverage during break periods when residence halls are open (i.e. winter and Spring break) and other duties as expected from your supervisor.

1. University Housing operates several 12-month residential communities. As an employee of University Housing and these specific communities, I may/will be asked to serve in an on-duty capacity during University holidays and break periods (i.e. winter break or spring break).
   a. When serving on duty during break periods, I will adhere to the specific policies and procedures for break duty as outlined by a supervisor and University Housing.
   b. I will be compensated by University Housing for duty shifts outside the dates specified in this agreement.

VIII. Alcohol and Other Drugs

As a student employee, I understand that illegal and/or irresponsible behaviors, which include the use of alcohol or other drugs on or off campus, may affect my employment status and lead to termination. Here is a list of situations that may result in termination.
A. All student staff members, in regard to alcohol and other drugs:
   1. will not use or consume products that may impair their ability to respond in accordance with policy or expectations while on duty or performing other duties in relation to their position;
   2. will not possess, use, nor produce false identification;
   3. will not purchase or supply alcohol for persons under 21 years of age;
   4. will not consume alcohol with underage persons; and
   5. will not possess, use, nor distribute illegal drugs.
B. Underage CAs/RAs will not possess, consume nor distribute alcohol per state law.
C. CAs/RAs over 21:
   1. will not accompany any underage staff members or students to a bar or party and consume alcohol;
   2. will not consume alcohol and/or other drugs and then attempt to handle crisis situations. Instead, they will contact another student staff member to confront the situation, if necessary;
   3. after consuming alcohol outside of their room and/or off-campus, will go straight to their room and limit interactions with others to an absolute minimum upon returning to their hall;
   4. will notify their supervisor if they have consumed alcohol and are not able to respond to an emergency situation when asked; and
   5. will exercise responsible drinking as a CA/RA and know they are always a role model and mentor.

IX. Keys and Access
A. I understand that the misuse or misplacing of master keys, UGA ID cards, any work-related keys, access, and Housing-issued identification may result in accountability measures, up to and including termination from the CA/RA position.
   1. Keys are accessed only when necessary. Student staff should only access keys when deemed necessary by their position and supervisor. Failure to follow procedures regarding key access may result in documentation, probation, termination, criminal charges and/or referral to the Office of Student Conduct. The student staff member may also be responsible for costs associated with the lost key(s).
   2. Student staff access to keys is limited to:
      a. Resident lock outs, given that the RA has consulted with the desk staff to verify the identity of the resident and the temporary key is unavailable;
      b. Access to emergency facilities equipment; and
      c. Programming spaces, office areas, etc.
B. Other uses only as directed by a professional staff member/graduate resident/on-call personnel.
   1. Student staff are not to enter a resident’s room without the resident or a professional staff member present, unless directed to do so by a professional staff member/graduate resident. Any violation of this policy may result in immediate termination.
   2. Keys are checked out only when necessary and are returned immediately after use. Lost keys may result in accountability measures, up to and including termination and/or referral to the Office of Student Conduct.

X. Additional Expectations
A. I recognize that the CA/RA position is security-sensitive and, therefore, requires
successful completion of a background check prior to being hired.

B. I recognize that I am in a Position of Authority/responsible employee, meaning any person (be they an employee or a student) whom a student could reasonably believe has the authority or duty of reporting incidents of misconduct to the appropriate university designee.

   1. **Position of Authority** includes, without limitation, the following categories of people:
      a. All employees within the University’s Police Department, Athletic Department and University Housing, regardless of whether they supervise another individual; and
      b. Anyone (student or staff) serving in an advisor capacity to any student.

   2. Under the University of Georgia’s Non-Discrimination and Anti-Harassment Policy (NDAH Policy), people in **Positions of Authority** must report to the Equal Opportunity Office any complaints they receive or knowledge they possess (whether direct or indirect) of discrimination or harassment, including sexual misconduct. Failure to make a report is a separate violation of the NDAH Policy.

C. I understand that I am responsible for information to which I have access. This may involve establishing office policies regarding security access to paper documents, computerized files, keeping printouts in locked cabinets (i.e. RICs, rosters, etc.), periodically updating passwords and ensuring that computer terminals are properly signed-off when not in use. I understand that I am responsible for protecting access passwords and complying with password management practices.

D. I understand that as a staff member of University Housing I will have to perform specific duties with emergencies (i.e. weather-related, psychological, physical, etc.). I will follow all procedures outlined by University Housing policies, the CA-RA Manual and/or my supervisor, and communicate with my supervisor if I am unable to fulfill emergency responsibilities.

E. I will appropriately communicate emergency procedures and protocol to residents in my community.

F. I will be on time and fully participate in staff meetings. I will also meet the deadlines outlined by my supervisor.

G. I will not speak to any media/communication outlet as a representative of the University or University Housing.

H. I will not misuse any University Housing or hall/community council funds.

I. I will not accept personal gifts or donations (i.e. tips). This includes, but is not limited to, accepting or taking items from anyone during closing.

J. I agree to follow all established protocols and expectations.

K. I understand that this agreement, or any part of this agreement, is subject to change at any time during my term.

L. I am not a confidential source regarding knowledge I possess (whether direct or indirect) of discrimination, harassment and sexual misconduct. I must document and consult up.

M. I will read and familiarize myself with the CA/RA Manual.

N. I will perform other duties consistent with the purpose of the position as assigned.

**XI. Personal Conflicts of Interest**

A. **Statement of Consensual Relationship Policy**

It is a violation of the CA/RA Agreement for any housing employee to engage in an amorous, dating or sexual relationship with a student/resident or another employee when one of the individuals involved has direct professional influence or is in a position to exercise authority over the other in any way.
A member of University Housing is considered to be in a position to exercise authority over another individual when they are in the position to do any of the following activities. Note: these are examples, but this list is not necessarily exhaustive.

1. Supervise a student or staff member in any capacity.
2. Evaluate work performance and have the ability to hire or provide disciplinary sanctions.
3. Terminate an employee.
4. Influence a student’s employment, graduate assistantship, housing or any other university activity.
5. Advise students on academic and personal issues.
7. Have access to rooms and apartments through master keys.

Consensual relationships existing between individuals—neither of whom has direct professional influence or is in a position to exercise authority over the other in any way—are not prohibited by this policy.

Consensual relationships that may exist prior to establishing a direct authority relationship or that exist after establishing a direct authority relationship both require disclosure. A self-report must be made to the supervisor, who may be required to divulge the relationship to their supervisor. Once the University Housing administration learns of a romantic or sexual relationship, whether through self-reporting or otherwise, it will take immediate steps to eliminate the power or authority of the one individual over the other. This may be accomplished by reassigning duties or responsibilities or requiring withdrawal from a committee or moving one of the persons involved to another building. Both parties are equally responsible for reporting the existence of the relationship to the appropriate supervisor as soon as a direct authority relationship exists. If the individuals involved fail to comply with this policy, or if the relationship is not self-reported, this may result in accountability measures, up to and including termination from the CA/RA position. If you are unsure as to whether any potential conflict exists, consult with your supervisor immediately.

XII. Reappointment

This agreement covers only the stated academic period quoted above. I understand that this appointment is an academic year-long appointment for the 2019-2020 academic year. I understand that I must apply for reappointment and reappointment is not guaranteed. Reappointment for positions is determined by an evaluation of the staff member’s performance and based on the needs and mission of University Housing.

XIII. Hall/Room Assignment

I understand that University Housing assigns me to a residence hall based on departmental needs and, in cases, reassignment may be necessary. I understand that I will be assigned a bed space which I agree to live in as a condition of employment. In the event that I resign or am terminated from my position, I must follow all departmental policies and procedures regarding the student housing contract in regards to room changes or contract cancellations as outlined by the Housing Assignments Office.

XIV. Termination

A. Student employees are considered temporary and include graduate and student workers. A temporary employee may be separated at any time for any reason without notice and either the employer or the employee can end the employment relationship. Such separation is not
A grievable or subject to appeal (http://www.usg.edu/hr/manual/employee_categories).

B. I understand that I may be terminated from my position by University Housing for unsatisfactory performance or breach of agreement. I understand that I must vacate my assigned CA/RA room no later than one week from my termination date. In the result that I plan to register for a space within a UGA residence hall, I will need to contact the Housing Assignments Office.

C. If after accepting this position I elect not to assume my duties or find that I am not able to perform the duties, it is my responsibility to immediately notify my supervisor in writing that I am resigning from my CA/RA position. By resigning from my CA/RA position, I understand that I am also forfeiting the CA/RA space in the residence halls for the 2019-2020 academic year. If space is available, I will be responsible for applying for and signing a 2019-2020 Housing Contract if I choose to remain on campus.

XV. Remuneration

A. CA/RA positions are salaried for the academic year, running from August to May. The time commitment will vary from week to week, but on average a CA/RA works approximately one-half time over the course of the academic year. The compensation package will include a residential space, stipend and/or Housing Staff Meal Plan as outlined below. Although the compensation does include a residential space, University Housing reserves the right to assign roommates to staff based on the occupancy needs of University Housing.

Staff may choose one of the following compensation packages:

Package A (Full Stipend) – CA-RA staff who choose Package A will receive the following annual stipend based on years of service:
- $4327.98 First-Year
- $4801.90 First Year FCSE
- $4483.18 Second-Third-Fourth Years
- $4974.09 Second-Third-Fourth Years FCSE

Package B (Housing Meal Plan and Stipend) – CA-RA staff who choose Package B will receive the following:
- Housing Staff Meal Plan: 105 Access Plan, + $110 PAW Points ($2170 Value)
- Annual Stipend (Based on Years of Service)
  - $2157.00 First Year
  - $2630.92 First Year FCSE
  - $2313.00 Second-Third-Fourth Years
  - $2803.91 Second-Third-Fourth Years FCSE

All employees must have their paychecks deposited via electronic deposit.

I understand and agree to the expectations listed above. I also understand that I can access the 2019-2020 C.L.A.S.S. Advocate/Resident Assistant Agreement by visiting the University Housing website: https://housing.uga.edu/uploads/staffsite_documents/hr_manuals_caramanual.pdf

I select compensation package: (place an X by your choice) ☐ A ☐ B
**Professionalism**

Your acceptance of this position makes you an employee of the State of Georgia. We expect you to take your position seriously, presenting yourself as a professional on the phone, through email and in person. Student and departmental information will be treated as confidential; however, you are expected to share information with other university officials as required for reporting purposes. When speaking with residents or students, their concerns can be kept private, but you cannot promise that information will be kept confidential. Realize that your position is high visibility, and residents and other professional staff members view you as an authority figure. Carry yourselves accordingly inside and out of your residential community.

**Performance Evaluation**

In order to assist each staff member in their professional development and assess areas needing growth, formal written performance evaluations are conducted. A complete evaluation is conducted at least once per year. This evaluation is based on the expectations of the position as well as different viewpoints (from residents, supervisor(s) and self). Performance evaluations recognize strengths and provide feedback on areas for improvement. Evaluations are used in determining if a staff member is eligible for reappointment for the following academic year. For a more detailed description of the evaluation process, please see your supervisor or the assistant director for your community.

**Staff Resignation**

If a staff member wishes to resign from their position, the staff member must inform their supervisor in writing. A copy of the resignation letter will be placed in the staff member's personnel file. Where a staff member may reside on campus following a resignation is at the discretion of the assistant director and the housing assignments office.

**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 within 72 hours.

[https://legal.uga.edu/arrest_and_conviction_policy](https://legal.uga.edu/arrest_and_conviction_policy)
Sample Evaluation Forms

C.L.A.S.S. Advocate

Performance Evaluation

Name: ____________________________  Supervisor: ____________________________

Evaluation Period: _______________  Date: ____________________________

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

<table>
<thead>
<tr>
<th>Un satisfactory</th>
<th>Needs Improvement</th>
<th>Meets Expectations</th>
<th>Exceeds Expectations</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Support, communicate, enforce and abide by all University of Georgia and University Housing policies, procedures, and regulations.</td>
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<tr>
<td>2. Provide support for African-American students and promote an understanding between students by encouraging and facilitating programs within the residence hall community.</td>
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<td>3. Participate in all meetings including, but not limited to weekly staff meetings, community staff meetings and one-on-one meetings with CA supervisor.</td>
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<td>4. Be scheduled to remain in their residence hall or community two nights per week for duty.</td>
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<td>5. Be available and accessible to residents within the community in addition to regular duty nights.</td>
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<td>6. Assist community office staff during a crisis or emergency, maintaining appropriate confidentiality.</td>
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<td><strong>7.</strong></td>
<td>Regard any personal information about residents as confidential to protect the rights of the residents and increase trust and credibility as a peer helper. “Consult up” as appropriate with supervisor.</td>
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<tr>
<td><strong>8.</strong></td>
<td>Encourage the principles of individual responsibility and respect for others’ development through role modeling, challenging and education.</td>
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<tr>
<td><strong>9.</strong></td>
<td>Be consistent in behavior toward all students.</td>
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<tr>
<td><strong>10.</strong></td>
<td>Develop and maintain relationships with all residents in the building.</td>
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<tr>
<td><strong>11.</strong></td>
<td>Work with student, graduate and professional staff through assessment of the programming and developmental needs of residents by means of questionnaires or personal contacts.</td>
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<tr>
<td><strong>12.</strong></td>
<td>Encourage student involvement in residence hall and campus activities.</td>
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<tr>
<td><strong>13.</strong></td>
<td>Support hall/community councils and the Residence Hall Association by attending meetings and programs and encouraging students to be involved.</td>
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<tr>
<td><strong>14.</strong></td>
<td>Complete various reports including, but not limited to: weekly reports, incident documentation, work requests and program report forms.</td>
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<td><strong>15.</strong></td>
<td>Maintain information bulletin boards throughout each semester updated monthly.</td>
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<td><strong>16.</strong></td>
<td>Discuss potential referrals and/or concerns with the residence hall director and/or AC/SC.</td>
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<tr>
<td><strong>17.</strong></td>
<td>Participate in and support University Housing staff recruitment, selection and evaluation processes.</td>
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<td><strong>18.</strong></td>
<td>Perform other duties consistent with the purpose of the position as assigned.</td>
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</table>

**General Comments:**
Strengths:

Areas for Improvement:

Overall Evaluation:
Resident Assistant

Performance Evaluation

Name:                     Supervisor:

Evaluation Period:     Date:

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

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<td>1. Support, communicate, enforce and abide by all University of Georgia and University Housing policies, procedures, and regulations.</td>
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<td>C</td>
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<tr>
<td>2. Participate in all meetings including, but not limited to weekly staff meetings, community staff meetings and one-on-one meetings with his/her supervisor.</td>
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<tr>
<td>3. Remain in the assigned community on scheduled Sunday through Thursday duty nights from 5 p.m. to 7 a.m. The RA will remain in the assigned community on scheduled weekends from 5 p.m. to 5 p.m. either Friday to Saturday or Saturday to Sunday. While on duty, the RA will remain near a phone, except to make building rounds as outlined by their supervisor and/or AC/SC.</td>
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<tr>
<td>4. Be available and accessible to students within the community in addition to regular duty nights.</td>
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<tr>
<td>5. Assist community office staff during a crisis or emergency, maintaining appropriate confidentiality.</td>
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</tbody>
</table>
6. Regard any personal information about residents as confidential to protect the rights of the residents and increase trust and credibility as a peer helper. "Consult up" as appropriate with their supervisor.

7. Encourage the principles of individual responsibility and respect for others' development through role modeling, challenging and education.

8. Be consistent in behavior toward all students.

9. Develop and maintain relationships with all residents in the building.

10. Provide support for all residents and promote an understanding between students by encouraging and facilitating programs within the residence hall community.

11. Work with student, graduate and professional staff through assessment of the programming and developmental needs of residents by means of questionnaires or personal contacts.

12. Encourage student involvement in residence hall and campus activities.

13. Support hall/community councils by attending meetings and programs. Support community organizations and the Residence Hall Association by encouraging students to be involved.

14. Complete various reports including, but not limited to: weekly reports, incident documentation, work request, duty logs, room/apartment inventory cards and program report forms.

15. Maintain informative bulletin boards throughout each semester updated monthly.

16. Discuss potential referrals and/or concerns with the graduate resident, residence hall director and/or AC/SC.

16. Participate in and support University Housing staff recruitment, selection and evaluation processes.

16. Perform other duties consistent with the purpose of the position as assigned.

**General Comments:**
Strengths:

Areas for Improvement:

Overall Evaluation:

Resident Assistant Signature: Date:

*Your signature indicates you have reviewed this evaluation and discussed it with your supervisor.*

Resident Assistant Comments:

Supervisor Signature: Date:

Reviewer’s Signature: Date:
Staff Ethics

University Housing’s Residential Programs and Services (RPS) has adopted these expectations as important and valuable guidelines for staff. RPS believes that adherence to these ethics will enhance the success of the residence life program and development of character and maturity of individual staff members.

Actions of University Housing staff members should reflect positively upon other staff members, the department and the institution, whether on or off campus. The ethical considerations set forth below are behavioral guidelines for the administration of a residential facility. Staff members should adhere to them at all times.

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

2. Know the policies. 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 all training to develop new knowledge. Use this knowledge to improve programs, 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. Staff members should act with integrity, dignity and competence while striving toward improved services, educational programs and administrative tasks. You are always a staff member; even when not on duty, you are expected to address incidents and situations as you are made aware.

6. Accept residents as individuals with rights and responsibilities as well as goals and needs. Keep these in mind when creating and maintaining a residential living environment in which learning and personal development can occur. Always respect the privacy and property of others.

7. You may receive confidential material and information from several sources.
   a. Recognize the difference between consultation and gossip.
   b. Be careful not to be overheard when discussing confidential matters.
   c. You should never profit personally from confidential information.

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

8. We are ALL part of the University Housing team, there is no “they”.

9. 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.

This document has been 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.
Crisis Response

The philosophy of “Consulting Up” is critical to the function and protocol processes of our department.

When an incident occurs, if you have a question about housing protocol, processes or procedures or if you are unsure about what action should be taken, do not hesitate to consult up or ask your supervisor.

Abusive Relationships
University Housing does not tolerate abusive situations. Staff will respond to all incidents of abuse.

- When a staff member becomes aware of abuse in progress, they should immediately contact UGA Police (706-542-2200) and then the GR/DI/RHD on duty.
- Staff members should document the incident. All documentation, including the police report number if applicable, should be immediately submitted via Advocate.
- Staff should never promise that they will not report an incident to a professional staff member. Staff should explain that they will exercise as much confidentiality as they can by informing only professionals who need to know.
- Staff should follow up with affected persons, as deemed necessary.
- Staff members should refer the affected persons to Counseling and Psychiatric Services (CAPS) for further assistance.

Whom to call

<table>
<thead>
<tr>
<th>Monday – Friday 8 a.m. – 5 p.m.</th>
<th>After 5 p.m. and on weekends</th>
</tr>
</thead>
<tbody>
<tr>
<td>UGAPD then RHD or AD</td>
<td>UGAPD then Duty GR/DI/RHD</td>
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</table>

Access Control System Failure
Access to UGA residence hall rooms is controlled through a combination of card reader and Personal Identification Number (PIN) protected entryways, exit-only doors and UGA identification cards with hall-specific hologram stickers.

- Residents must have their UGACard at all times in order to gain entrance into their assigned residence hall. Residents are permitted to have six “pass-ins” through the access system each year.
- At no time shall any resident, staff member or guest directly or indirectly bypass or disable residence hall access control systems through door propping, blocking of latches, “tailgating” students or any other methods.
- Residents found to have by-passed or disabled residence hall access control systems will be documented in Advocate and may be referred through a student conduct process. Non-residents will be asked to leave the building immediately.
- Each residence hall is assigned a hologram sticker. Every resident must have the appropriate hall sticker on their UGACard. Refer to the Security Hologram Sticker Policy for additional information.
- Residents having difficulty accessing their building should contact their community administrative assistant.
- Lost UGACards must be replaced at the UGA Card Office in the Tate Student Center.
Whom to call

<table>
<thead>
<tr>
<th>Monday – Friday 8:00am – 5:00pm</th>
<th>After 5:00pm and on weekends</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Office</td>
<td>Duty GR/DI/RHD</td>
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</table>

**Alarm Clocks**

This policy provides guidelines for University Housing personnel when an alarm clock or other audible device is going off in the hall.

- If an audible alarm (i.e. alarm clock, cell phone, etc.) occurs, staff should respond by doing the following:
  1. Gather information. Who reported the alarm? How long has the alarm been going on? What time of day is it? Can you make contact with the resident whose alarm is going off?
  2. Consult up. Contact professional staff to determine if it is necessary to enter room.
  3. If instructed to enter, staff members need to be accompanied by another staff member. Follow proper entry procedures by knocking loudly and announcing “Housing Staff” at the end of the knock. Wait 3-5 seconds and repeat the knocking procedure. At the third knock, staff members need to announce that they are keying in. At this time staff can key in and turn off the alarm. Before leaving, staff members need to leave notice that they were in the room.
  4. After entry, document the situation in Advocate.

Whom to call

<table>
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<tbody>
<tr>
<td>RHD or AD</td>
<td>Duty GR/DI/RHD</td>
</tr>
</tbody>
</table>

**Alcohol or Other Drugs**

University Housing abides by the University of Georgia Alcohol and Other Drugs Policy. Residential Programs and Services staff members are expected to confront situations that allegedly violate this policy and respond to emergencies related to alcohol and other drug use.

- Georgia law prohibits possession or consumption of alcoholic beverages by those under the legal drinking age of 21 and prohibits making alcoholic beverages available to persons under the legal drinking age.
- Residents of legal drinking age may consume alcohol in the privacy of their room, suite or apartment unit. If a resident of legal drinking age has a roommate under the legal drinking age, the resident of age may still have alcoholic beverages in their room, suite or apartment/townhome provided that they are not being made available to the roommate under the legal drinking age. No open containers of alcohol are permitted outside of individual residence hall rooms or apartments.
- Illegal drugs are not permitted within University Housing. Disorderly or disruptive behavior related to the consumption of any alcoholic beverages, regardless of age, is prohibited.

**Staff Response to Potential Alcohol Policy Violation**

When staff members ascertain that underage residents are in possession of alcoholic beverages or encounter other incidents inconsistent with the policy where there are no complicating factors (i.e., severe intoxication, personal injury, illegal drugs, etc.) staff should:
1. Have residents dispose of the alcohol immediately by pouring them down the drain. Staff should not touch nor pour out the alcohol.
2. Call the GR, DI or RHD on duty and/or the UGA Police for assistance.
3. Document the incident in Advocate.

Staff Response to Alcohol-related Emergencies
When a staff member becomes aware of a student who may need immediate attention (such as an individual being incoherent, unconscious, having trouble breathing, etc.) staff should respond by doing the following:
1. Contact UGA Police immediately at 706-542-2200.
2. Contact the GR, DI or RHD on duty to inform them of the situation.
3. Once the student has been taken care of, have resident(s) dispose of any remaining alcoholic beverages.
4. Document the incident in Advocate.
5. Staff members should never leave an individual needing assistance in the care of friends without consulting medical personnel. In addition, staff members should not accept the responsibility for care of residents and never transport residents to the hospital.

Bomb Threats
Proper procedures for handling bomb threats are:
- If a staff member receives a telephone call or message concerning a bomb threat, it is important to report as much about the threatening message and the spokesperson as possible:
  1. Time message was received
  2. Sound of voice and any background noise
  3. Location of alleged bomb
  4. Time of explosion
- After reporting the bomb threat to UGA Police, contact the GR, DI or RHD on duty immediately.
- After taking direction from UGA Police, document the incident in Advocate.

Whom to call

<table>
<thead>
<tr>
<th>Monday – Friday 8 a.m. – 5 p.m.</th>
<th>After 5 p.m. and on weekends</th>
</tr>
</thead>
<tbody>
<tr>
<td>UGAPD then RHD or AD</td>
<td>UGAPD then Duty GR/DI/RHD</td>
</tr>
</tbody>
</table>

Cancellation of Housing Contract
If a resident wants to cancel their housing contract (no longer live on campus), please refer them to Housing Assignments.

Whom to call

<table>
<thead>
<tr>
<th>Monday – Friday 8 a.m. – 5 p.m.</th>
<th>After 5 p.m. and on weekends</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing - 706-542-1421</td>
<td><a href="mailto:housing@uga.edu">housing@uga.edu</a></td>
</tr>
</tbody>
</table>

Candles, Incense and Halogen Lights
Actively burning candles, incense, and other open flames of any kind are prohibited in the residence hall. Lights which require halogen light bulbs are also prohibited.
If you encounter any of the above prohibited items:
- Ask the resident to extinguish it
- Document incident in Advocate

**Whom to call**

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<thead>
<tr>
<th>Monday – Friday 8 a.m. – 5 p.m.</th>
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</thead>
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<tr>
<td>RHD or AD</td>
<td>Duty GR/DI/RHD</td>
</tr>
</tbody>
</table>

**Death of a Student**

In the case of a student death in the residence hall:
- Leave the area untouched and contact UGAPD immediately
- Contact the duty GR, DI, or RHD immediately
- Attempt to keep other students away from the scene
- Document the incident in Advocate
- Do NOT contact any non-staff individuals (parents or friends) and do NOT release information about a death of a student to any non-staff person.
- Refer all media (radio, television, newspaper) inquiries to Stan Jackson, director of student affairs communications and marketing initiatives.

*Should you become aware of a student death off-campus, inform your Community Office or duty staff member for your area.*

**Disruptive Behavior**

Disruptive behavior is defined as behavior that interferes with the normal functioning of a residence hall or apartment building or unnecessarily infringes on the rights of students and/or staff. This includes but is not limited to: behavior where the safety of participants, other students, or property is compromised; hall sports, water fights, pranks, student displays/demonstrations that create a disruptive environment; lewd or indecent behavior; or where the actions of a person or group require the response of a housing staff member or other university employee.

If you encounter disruptive behavior:
- Confront the responsible party
- Explain to them why you are confronting them
- Call University Police to assist in cases where the staff member confronting the situation cannot resolve the disruption
- Document the incident in Advocate

**Whom to call**

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<thead>
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<tbody>
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<td>RHD or AD</td>
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</tr>
</tbody>
</table>

**Entry into Student Rooms and Apartments**

Occasionally, situations will arise in which the police will come to the halls to conduct welfare checks, search a student’s room or to arrest a student. When feasible, the police will inform the area/senior coordinator or GR/DI/RHD involved prior to their arrival.
- CAs and RAs may NOT key into student rooms for police.
- Only GRs, DIs, RHDs, and assistant directors (ADs) have authority to key into a room for
police with a search warrant.

- Staff should follow directions given by the officers. It is important to note that police officers have the right to exercise judgment in this area, using guidelines set forth for their use and the protection of individual rights.

### Whom to call

<table>
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<th>Monday – Friday 8 a.m. – 5 p.m.</th>
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<tbody>
<tr>
<td>RHD or AD</td>
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</tr>
</tbody>
</table>

### Electrical Failure

Occasionally, residents may overload an electrical circuit causing the circuit breaker to trip and the power to go out.

- Speak with the residents about overloading the circuits and preventing it in the future.
- Consult up as appropriate
- Submit an online work request if instructed
- Document the incident in Advocate

### Whom to call

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<tr>
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</thead>
<tbody>
<tr>
<td>Community Office</td>
<td>Duty GR/DI/RHD</td>
</tr>
</tbody>
</table>

### Elevator Issues

If the elevators in your building are not functioning properly, these are the steps to follow.

**(People on board)**

- Do not attempt to rescue the people inside the elevator.
- Converse with the individual(s) inside the elevator and verify everyone is okay, and then explain that assistance will be contacted.
- Request that they remain calm and patient and that they do not attempt to open the elevator doors or exit the elevator until it is functioning properly.

### Whom to call

<table>
<thead>
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<th>Monday – Friday 8 a.m. – 5 p.m.</th>
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<td>UGAPD then RHD or AD</td>
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</tbody>
</table>

**((No People)**

- Notify the community office or the GR, DI or RHD on duty.
- Note specific problems (e.g., elevator moving slowly, door not closing properly) in the duty log.
- Make sure to post “out of order” signs on the elevator doors that indicate that the elevator is not working. Be sure to post signs on all applicable floors.

### Whom to call

<table>
<thead>
<tr>
<th>Monday – Friday 8 a.m. – 5 p.m.</th>
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</thead>
<tbody>
<tr>
<td>Community Office or AD</td>
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</table>
Facilities Concerns
When facility concerns are discovered or reported, please do the following:

- Go to the location of the incident to assess the situation.
- Determine if there is something you can do to remedy the situation (plunge the toilet, etc.).
- If the situation is deemed an emergency (no air/heat, no lights, flooding, water outage, fire alarm system outage, etc.) then the GR, DI or RHD on duty should be contacted.
- If the situation is not an emergency, then submit a work request.

Whom to call

<table>
<thead>
<tr>
<th>Days</th>
<th>Contact</th>
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</thead>
<tbody>
<tr>
<td>Monday – Friday 8 a.m. – 5 p.m.</td>
<td>Community Office</td>
</tr>
<tr>
<td>After 5 p.m. and on weekends</td>
<td>Duty GR/DI/RHD</td>
</tr>
</tbody>
</table>

Fire Procedures
Protocol for fire or smoke discovered:
- Pull the pull station to activate the building-wide alarm.
- Call UGA Police at 706-542-2200 and the GR, DI or RHD on duty from a safe location to report the fire.
- Leave the building and once outside the building, direct residents to a safe location.
- Notify fire fighters of any residents with disabilities who may need assistance to evacuate the building – lists of these individuals and their room numbers are in the community office and at the 24-hour community desk to share with emergency personnel.
- Assist fire fighters by keeping residents away from the building and by trying to determine if everyone evacuated safely.
- Notify UGA Police or fire fighters if an individual refuses to evacuate or in any way interferes with staff in their efforts to safely evacuate a building or fight the fire.
- Never “silence” or “reset” the system. GRs, DIs, RHDs, and ADs are trained on the proper use of the alarm system.
- Assist residents in re-entering the building once the “all clear” is given as well as reset any exterior doors.
- Document the incident in Advocate.

Protocol for Audible Alarm
- Assess your immediate surroundings and exit safely.
- Follow evacuation procedures listed above.

Fire Evacuation Planning
Any student with a permanent or temporary disability may need assistance in the event of a building evacuation. If a student in the community needs assistance:
- Report this to the community office.
- Be sensitive to any changes in hall/room assignments and aware of any temporary disabilities in order to update the list.

Evacuation information is communicated to residents at their first floor meetings and can be found on the back of their room entry door. Additional information is found on the Office of Emergency Preparedness website at prepare.uga.edu.

Whom to call

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</tr>
</tbody>
</table>
Individual Emergency Notification
Residents with temporary or permanent disabilities may need assistance during emergency situations, particularly when evacuating the building. Staff members are encouraged to have residents notify the community office if the resident has a temporary disability. This information will be distributed to safety personnel.

Lock Issues
- Make sure the resident has the right key by checking the key code in StarRez.
- Have the resident check out their temporary key appropriately and check to see if it works in the lock.
- Use spray lubricant and a mallet to loosen any debris that may be in the lock.

Whom to call

<table>
<thead>
<tr>
<th>Monday – Friday 8:00am – 5:00pm</th>
<th>After 5:00pm and on weekends</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Office, RHD or AD</td>
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</table>

Medical Emergencies
- When a staff member becomes aware of a resident who may need immediate medical attention, UGA Police should be called immediately for medical assistance and then promptly inform the GR, DI or RHD on duty.
- If a resident is sick, but not in immediate danger, refer them to the health center and share appropriate phone numbers.
- Document the situation in Advocate.
- Staff members are NOT permitted to transport residents in emergency situations. Transportation for residents needing emergency medical attention should only be provided by UGA Police or an ambulance.

Whom to call

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Severe Weather
Weather watches (such as severe thunderstorms, winter storms or tornadoes) mean that conditions are favorable for local storm development. Weather warnings (such as severe thunderstorms, winter storms, or tornadoes) are issued when a severe storm is in progress, and when the National Weather Service has received reports on its type, location and direction of movement.

Emergency Notification for Severe Weather Conditions
- In the event that UGA Police or University Housing receives notification of impending or clearly present emergency situations, tornadoes or other damaging weather conditions, staff should refer to the weather monitor located at each community desk.
- Residents are encouraged to remain within the building during severe weather warnings.
- In the event of a tornado warning, residents are expected to evacuate their rooms and go to interior corridors, bathrooms or basement areas, avoiding large windows when possible. Most buildings have signs identifying the shelter areas.
- All staff members are required to be on duty if present during severe weather warnings. They
should assist in maintaining calm, orderly movement to building interiors and be available as needed following the emergency.

Whom to call

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**Police**

The UGA Police are welcome in on-campus housing at any time. They may inform us about the reason for their visit, but they are not required to do so. Staff may offer to accompany officers, but our accompaniment is not required. Give UGA Police complete access to the building.

In all cases in which UGA Police are called for assistance, staff should defer to the police or other professional emergency personnel when they arrive on site. Staff should be available to answer questions if asked. Staff should do the following:

- Notify the GR/DI/RHD on duty if UGA Police or any other emergency personnel are seen in the community.
- Provide assistance to UGA Police or emergency personnel as requested.
- Attempt to keep residents from interfering in the situation.
- Gather the case report number and officers' names.
- Document the situation in Advocate.

**Suicide Gestures, Threats and Attempts**

Residents may exhibit behavior which indicates that they are thinking about hurting themselves or having suicidal thoughts. When a staff person becomes aware of a resident who has or is making suicidal gestures, threats or attempts:

- Notify the duty GR, DI or RHD immediately.
- If the resident has injured themselves or poses a clear and present danger to self or others, UGA Police should be notified first.
- Do NOT leave the student alone until UGA Police or professional staff arrive; however, NEVER put yourself in danger.
- Document the incident in Advocate.


Whom to call

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<tbody>
<tr>
<td>Immediate Danger to Self or Others</td>
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<tr>
<td>UGAPD then RHD or AD</td>
<td>UGAPD then Duty GR/DI/RHD</td>
</tr>
<tr>
<td>No Immediate Danger to Self or Others</td>
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<tr>
<td>Community Office</td>
<td>Duty GR/DI/RHD</td>
</tr>
</tbody>
</table>

**Thefts**

When staff members are informed of a theft:

- Staff should encourage the complainant(s) to contact UGA Police.
- Document the incident in Advocate.


Whom to call

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</table>
Vandalism
When staff members become aware of vandalism to vending equipment, laundry equipment, room furnishings, bulletin boards, hallways, public facilities or any university property:

- Notify the GR, DI or RHD.
- UGA Police should only be notified if the estimated damage is greater than $500.
- Do not touch or move any vandalized items until the GR, DI or RHD on duty has investigated the incident.
- Document the situation in Advocate (with pictures) and the staff duty log.

Student staff assistance in identifying the individual(s) responsible may be requested. If student(s) responsible cannot be identified, the damage may be billed to the entire suite, floor, wing or building. It is to residents’ advantage to report malicious damage as it occurs to avoid the entire floor, wing or building assuming responsibility for damage.


UGA’s Sexual Assault Response (SAR) Protocol
https://eoo.uga.edu/Sexual_Assault_Response_Protocol

The University of Georgia’s Sexual Assault Response (SAR) Protocol aims to coordinate and assist UGA employees in delivering the highest quality of services to student victims/survivors of sexual assault and other forms of sexual violence. This SAR Protocol is also intended to insure compliance with the University’s legal obligations under Title IX of the Education Amendments of 1972 (“Title IX”), the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (“Clery Act”) as amended by the Campus SaVE Act, and the relevant implementing regulations of each statute.

The steps of the SAR Protocol are:
- Affirm the disclosure of sexual assault/sexual violence
- Explain no confidentiality
- Ask about medical concerns
- Reporting obligation
- Offer support resources

AFFIRM THE DISCLOSURE

Listen respectfully and let the survivor know that you care. In your own words, thank the survivor for telling you. Express to the survivor that you are sorry that they experienced such an event.

Try to avoid the following:
- Asking for specifics, details, or “why?” You do not want to investigate (leave that to law enforcement or the EOO) or seem as though you are “blaming,” judging or do not believe the survivor.
- Defining the experience for the survivor. Use the same words the survivor is using to describe the experience (e.g., “hurt,” “taken advantage of”). The survivor may not be ready to call what happened “rape” or “sexual assault.”
- Overly expressing your own feelings (e.g., “That’s outrageous!” “I can’t believe this happened to you!” “I am so angry someone would do that to you!”). This may make the survivor feel worse or become concerned about having upset you and feel they need to take care of you.
- Touching the survivor unless initiated by the survivor. Unwanted touching may make the survivor feel worse.
- Exhibiting distraction. Be present when the survivor is with you—don’t check your watch, phone, email, answer in-coming calls, etc.
EXPLAIN NO CONFIDENTIALITY

The vast majority of UGA employees (faculty and staff) have no confidentiality when a student discloses sexual assault or other sexual violence and must report any such disclosure to the EOO/Title IX Coordinator.

MEDICAL & SAFETY CONCERNS

Inquire about the survivor’s need for medical treatment (e.g., physical injury, emergency contraception, treatment for possible sexually transmitted infections). If there is a need for medical attention, call 706-542-2200.

REPORTING OBLIGATION

CA-RAs must promptly report to the Community Office staff or the GR/DI/RHD on duty all information known about disclosed incidents of sexual assault or other sexual violence. A report must be filed with UGAPD for reporting purposes. Survivors are under no obligation to participate in the investigative process or to speak with UGAPD.

SUPPORT RESOURCES

If a student discloses that they have experienced sexual violence or assault, always provide referrals to counseling and support resources, even if the incident(s) occurred in the past (even years ago). Information about various resources for students at UGA’s Athens and Griffin Campuses is available at: UGA Campus Resources [https://eoo.uga.edu/node/128]. UGA’s Relationship and Sexual Violence Prevention Office (RSVP) will endeavor to provide support to University community members outside of Athens and Griffin who have experienced sexual or relationship violence via email, telephone and or Skype. RSVP can be reached 24 hours a day at (706) 542-7233 (SAFE).

<table>
<thead>
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</thead>
<tbody>
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<td></td>
<td>Duty GR/DI/RHD</td>
</tr>
</tbody>
</table>
Consulting Up Afterhours

(Contact your community office during business hours)

Incident Occurs

Student Staff (CA/RA/DA/OA, etc.) are notified

Grad Staff (GR/DI) or RHD on duty is notified

Assistant Director on duty is notified

Associate Director is notified

Director of Residential Programs and Services and/or Housing Management Team notified, including the Executive Director (VP’s Office and University Administration)

Director of Residential Programs and Services and/or Housing Management Team notified, including the Executive Director (VP’s Office and University Administration)
### Whom Do I Call?

These are some guidelines for CA and RA staff should in the following situations.

1. If the situation is **life-threatening**, **UGA Police** should be notified immediately at (706) 542-2200 followed by the duty GR, DI or RHD.

2. If a staff member is unsure if they need to call someone, **the duty GR, DI or RHD should always be consulted.**

<table>
<thead>
<tr>
<th>Community Living Standards Violation</th>
<th>During Business Hours</th>
<th>After Business Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Community Living Standards Violations-Not listed in duty protocol</strong></td>
<td>Complete Incident Report.</td>
<td>Notify RHD</td>
</tr>
<tr>
<td><strong>Noise during quiet hours.</strong></td>
<td>Complete Incident Report.</td>
<td>Notify RHD</td>
</tr>
<tr>
<td><strong>Pets/Animals (other than fish in a max. 10 gallon tank)</strong></td>
<td>Remind residents/residents of the noise policy</td>
<td>Complete Incident Report.</td>
</tr>
<tr>
<td><strong>Unapproved flyers posted.</strong></td>
<td>Remove flyer.</td>
<td>Notify RHD via email with a photo of the flyer. Place flyer in RHD box.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Behavior Concern</th>
<th>During Business Hours</th>
<th>After Business Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Drugs – suspected/in use</strong></td>
<td><strong>Call UGAPD</strong></td>
<td>Contact Community Office</td>
</tr>
<tr>
<td>Event</td>
<td>After Business Hours</td>
<td>During Business Hours</td>
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<tr>
<td>-------------------------------</td>
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</tr>
<tr>
<td>Intoxication (resident</td>
<td>Call UGAPD</td>
<td>Call UGAPD</td>
</tr>
<tr>
<td>unresponsive: can't stand up</td>
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<td></td>
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<tr>
<td>w/help, eyes closed, mumbles,</td>
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<tr>
<td>etc.)</td>
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<tr>
<td>After Business Hours</td>
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<tr>
<td>Intoxication (resident</td>
<td>Call UGAPD</td>
<td>Contact Community</td>
</tr>
<tr>
<td>responsive: can stand up w/o</td>
<td></td>
<td>Office</td>
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<tr>
<td>help, talk)</td>
<td></td>
<td></td>
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<tr>
<td>After Business Hours</td>
<td>Complete Incident</td>
<td></td>
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<tr>
<td>Marijuana -smell</td>
<td>Call UGAPD</td>
<td>Contact Community</td>
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<tr>
<td>After Business Hours</td>
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<td>Office</td>
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<tr>
<td>Complete Incident Report.</td>
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<tr>
<td>Fire/Smoke Alarms</td>
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<tr>
<td>Fire- flames, smoke, etc.</td>
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<td></td>
</tr>
<tr>
<td>During Business Hours</td>
<td>Evacuate the building</td>
<td>Call UGAPD</td>
</tr>
<tr>
<td>After Business Hours</td>
<td></td>
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<tr>
<td>Fire Panel beeping</td>
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<tr>
<td>During Business Hours</td>
<td>Read what the panel</td>
<td>Contact Community</td>
</tr>
<tr>
<td>After Business Hours</td>
<td>says</td>
<td>Office</td>
</tr>
<tr>
<td></td>
<td></td>
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<tr>
<td>Smoke (from fire)</td>
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<tr>
<td>During Business Hours</td>
<td>Evacuate the building</td>
<td>Call UGAPD</td>
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<td>After Business Hours</td>
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<tr>
<td><strong>EITS</strong></td>
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<td>-----------------</td>
<td>-------------------------------------------------</td>
<td>---------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Internet down</strong></td>
<td>During Business Hours Advise resident to contact University EITS</td>
<td>Remind resident that Housing does not handle internet service directly.</td>
</tr>
<tr>
<td></td>
<td>After Business Hours Advise resident to contact University EITS</td>
<td>Remind resident that Housing does not handle internet service directly.</td>
</tr>
<tr>
<td><strong>TV Cable out</strong></td>
<td>During Business Hours Advise resident to contact University EITS</td>
<td>Remind resident that Housing does not handle internet service directly.</td>
</tr>
<tr>
<td></td>
<td>After Business Hours Advise resident to contact University EITS</td>
<td>Remind resident that Housing does not handle internet service directly.</td>
</tr>
<tr>
<td><strong>Keys and Locks</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Lock broken - Exterior door/ resident room or apartment</strong></td>
<td>During Business Hours Contact Community Office</td>
<td>Submit online maintenance request.</td>
</tr>
<tr>
<td></td>
<td>After Business Hours Call GR/DI/RHD On Duty</td>
<td>Submit online maintenance request.</td>
</tr>
<tr>
<td><strong>Lock broken - interior door (resident(s) trapped)</strong></td>
<td>During Business Hours Contact Community Office</td>
<td>Submit online maintenance request.</td>
</tr>
<tr>
<td></td>
<td>After Business Hours Call GR/DI/RHD On Duty</td>
<td>Submit online maintenance request.</td>
</tr>
<tr>
<td><strong>Lost Key</strong></td>
<td>During Business Hours Advise resident to retrieve a temp key from the 24-hour front desk.</td>
<td>Notify RHD via email</td>
</tr>
<tr>
<td></td>
<td>After Business Hours Advise resident to retrieve a temp key from the 24-hour front desk.</td>
<td>Notify RHD via email</td>
</tr>
<tr>
<td><strong>Maintenance</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Air Conditioning or heat not working</strong></td>
<td>During Business Hours Advise resident to submit a Maintenance Request</td>
<td>Contact Community Office</td>
</tr>
<tr>
<td></td>
<td>After Business Hours Advise resident to submit a Maintenance Request</td>
<td>Call GR/DI/RHD On Duty</td>
</tr>
<tr>
<td><strong>Clogged toilet</strong></td>
<td>During Business Hours Advise resident to submit a Maintenance Request</td>
<td>Contact Community Office</td>
</tr>
<tr>
<td></td>
<td>After Business Hours Lay eyes on situation, and see if there is a solution</td>
<td>If not able to successful plunge, call GR/DI/RHD On Duty</td>
</tr>
<tr>
<td></td>
<td>During Business Hours</td>
<td>After Business Hours</td>
</tr>
<tr>
<td>----------------</td>
<td>-----------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td><strong>Electrical outlet not working</strong></td>
<td>Advise resident to submit a Maintenance Request</td>
<td></td>
</tr>
<tr>
<td><strong>Elevator not working</strong></td>
<td>Determine if residents are in the elevator</td>
<td></td>
</tr>
<tr>
<td><strong>Light out in room(burned out)</strong></td>
<td>Advise resident to submit a Maintenance Request</td>
<td></td>
</tr>
<tr>
<td><strong>Vandalism</strong></td>
<td>Contact Community Office</td>
<td>Call GR/DI/RHD On Duty</td>
</tr>
<tr>
<td><strong>Washing Machine(s) broken or vandalized</strong></td>
<td>Submit a Maintenance request</td>
<td></td>
</tr>
<tr>
<td><strong>Water Leak - unmanageable</strong></td>
<td>Contact Community Office</td>
<td>Call GR/DI/RHD On Duty</td>
</tr>
<tr>
<td><strong>Water Leak - manageable</strong></td>
<td>Contact Community Office</td>
<td>Call GR/DI/RHD On Duty</td>
</tr>
<tr>
<td><strong>Urgent</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Blood or bodily fluids</strong></td>
<td>Contact Community Office</td>
<td>Call GR/DI/RHD On Duty</td>
</tr>
<tr>
<td><strong>Domestic violence</strong></td>
<td>Call UGAPD</td>
<td>Contact Community Office</td>
</tr>
<tr>
<td>Situation</td>
<td>During Business Hours</td>
<td>After Business Hours</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>-----------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td><strong>Depressed resident</strong></td>
<td>Call UGAPD</td>
<td>Call GR/DI/RHD On Duty</td>
</tr>
<tr>
<td><strong>Disturbance/Immediate danger</strong></td>
<td>Call UGAPD</td>
<td>Call GR/DI/RHD On Duty</td>
</tr>
<tr>
<td><strong>Injured/sick resident in need of medical attention</strong></td>
<td>Call UGAPD</td>
<td>Call GR/DI/RHD On Duty</td>
</tr>
<tr>
<td><strong>Suicide ideation or attempt</strong></td>
<td>Call UGAPD</td>
<td>Call GR/DI/RHD On Duty</td>
</tr>
<tr>
<td><strong>Sexually assaulted resident/assailant</strong></td>
<td>Contact Community Office</td>
<td>Call UGAPD</td>
</tr>
<tr>
<td><strong>Warrant</strong></td>
<td>Contact Community Office</td>
<td></td>
</tr>
<tr>
<td><strong>Weapons</strong></td>
<td>Call UGAPD</td>
<td>Call GR/DI/RHD On Duty</td>
</tr>
</tbody>
</table>

*Note: If you cannot contact the people listed above, go to the next level in our consulting up chart on the previous page.*
Confronting Behavior

You should always use confrontation as an opportunity to build community. Talking with residents about inappropriate behavior should always occur face-to-face. Confrontation can be positive when you handle it in a healthy and productive manner.

The goals of confrontation are:

- **STOP** inappropriate behaviors, activities or language.
- **PRESERVE** respect of the resident(s).
- **MAINTAIN** the relationship(s) with the resident(s).

Addressing Challenging Behavior

- **Be proactive.**
  - Emphasize and build an involved and inclusive community when you first begin.
  - Set clear expectations for your residents.
  - Thoroughly explain policies and community standards.
  - Explain the importance of reading the Housing Community Guide and asking any questions they may have.

- **Teach residents to confront their peers in a positive and non-abrasive manner.**
  - Housing student staff members are not police officers.
  - Maintaining community standards is the responsibility of all residents and staff.
  - Explain the basic guidelines for confronting others.
  - Explain that you are a resource for them to help as needed.

- **Be consistent.**
  - Residents learn by watching you.
  - Inconsistency creates mistrust and a lack of respect.
  - By being consistent with all of your residents, you are showing them that you are fair.

- **Don’t degrade or offend residents.**
  - Don’t use profanity, call them anything other than their name, raise your voice, make faces or confront them in front of other people.
  - Be aware of the language you use, the topics you choose to engage in and the content of your programs to avoid offending someone.
  - Remember, it’s okay to apologize if you offend someone accidentally.

- **Explain policy violations.**
  - Know the “why” and be able to explain the “why.”
  - Explain to them why compliance is expected and needed.
  - Never argue policy.
  - Remember that you are not the police.

- **Confront behaviors but not a person's personal values.**
  - Specify which behavior or language is creating the concern or issue.
  - The ultimate goal is to stop the behavior or language from reoccurring.

- **Call for assistance as needed.**
  - Call for another staff member, the GR/DI/RHD on duty or your supervisor.

- **Do not enter resident’s rooms without permission.**
  - Recognize the risks of entering a resident’s room and try to avoid doing so.
  - Remain in the doorway of the room or apartment.
  - Another staff member must accompany you. You are not permitted to enter a resident’s room by yourself.
  - When possible, ask to speak with residents assigned to that room/apartment in the hallway or
lounge.

- **Explain why you are confronting them.**
- **Follow-up as soon as possible.**
- **You are never “getting someone into trouble.”**
  - Remember, residents make their own choices; do not apologize for upholding policies.
- **Document the incident in Advocate.**

**Documentation**

There are three ways for CAs and RAs to document incidents that occur within the residence halls.

- Work requests are used to request the resolution of maintenance and facility issues. You can submit a work request at [https://workrequest.housing.uga.edu/](https://workrequest.housing.uga.edu/)
- CA-RA Duty Log Reports are used to document hall and community information, as specified by supervisor.
- Advocate: [https://uga-advocate.symplicity.com/sso/students/login](https://uga-advocate.symplicity.com/sso/students/login)

**Appropriate Actions**

In the event that an incident takes place that could be a violation of the university’s Code of Conduct or university housing policies, a staff member should address the incident and confront the student. The following is an action plan to follow when confronting incidents:

- The staff member can use the INF at the scene to help remember important details such as names, smells, observations, times and dialogues that occurred. Ask the students for their student IDs and correctly record their names and ID numbers. If the police are called to the incident, record the responding officer(s) name(s) and the police case number.
- While with the student(s), the CA or RA should inform the student of the documentation. If the student(s) wants to tell their own view of the incident, they should be directed to email that information to the area/senior coordinator.
- The staff member should document the incident in detail in Advocate immediately. The report must be clear, concise and factual. Avoid including opinions or feelings.
The Student Conduct Process

1. Incident Occurs
2. Complete Incident Notes Form (INF)
3. Enter information into Advocate
4. Area Coordinator/Senior Coordinator Reviews Advocate Report
   - Housing Violation
     - Residential Policy Review: GR/RHD/AC/SC will meet with student(s)
     - Community Standards Board will meet with the student(s)
   - Information Only
   - Billing
     - Community Administrative Assistant bills student(s)
   - University Conduct Violation
     - Office of Student Conduct handles the report

Note: If your report is sent to the Community Standards Board or the University Judiciary, you will be expected to appear to discuss the incident if called. If you cannot attend the hearing, please respond as soon as possible to the CSB Advisor of the Office of Student Conduct Staff member.
Documenting an Incident in Advocate

Importance
Properly documenting incidents in the Advocate system is vital. The documentation you provide is used to determine if students have violated the Code of Conduct or Community Guide as well as to keep records of incidents such as roommate conflicts and medical emergencies. Documentation can be viewed by assistant directors, associate directors, directors, Office of Student Conduct, Equal Opportunity Office, vice presidents and the President. All of these individuals rely on you to provide detailed and accurate information. If a student chooses to go to the formal hearing process, you may be called as a witness to the incident. Taking the time to document the incident thoroughly ensures that the conduct and housing offices are able to effectively manage the processes.

Components of Documentation

- **Details**
  - The who, where, and when of a situation
  - Use dates, times, locations, names, and ID numbers for the students involved.
  - List sensory information (what did you hear, smell?)

- **Narrative**
  - What happened? Who said and did what? How did you find out about the situation? How did the situation conclude? This should have the beginning, middle and end of the incident.

- **Timeliness**
  - Documentation of incidents should be submitted into Advocate immediately after the incident. Once you have finished submitting the report, notify your RHD/AD if during business hours or call the on call staff member if it is after business hours.

- **Grammar & Spelling**
  - It is crucial that you review your documentation before submitting. Proper grammar and spelling are important. Be sure that you also spell involved parties’ names correctly.

- **Opinion vs. Fact**
  - When writing your narrative, be sure you are able to discern fact from your own opinions. Opinions about the student or incident should not be included. Only facts should be included.
    - Ex: If you believe a student has consumed alcohol, you should not put they “looked drunk.” You should include information such as “the student had slurred speech, was stumbling or leaning on things for support and had red, glossy eyes.”

Helpful Tips

- You can type your narrative into Advocate or you can use a Word document to paste into Advocate after you have checked for spelling and grammar errors. If using a Word document, be sure to double check the format before saving the Advocate report. Be sure you do not save the Word document on a public or private computer.
- If police or emergency responders are on scene and take control of the incident, you should be taking notes of what was said and what was done while they were there to include this in your documentation.
- Be sure to collect the physical ID card from everyone involved/located at the incident. Taking down someone’s name and ID number without the card could leave you with false information or could lead to not being able to identify the person involved.
  - If someone has left their ID in their room – after the incident is over, escort them to the
room to get it or go to the front desk to look them up in StarRez.

- If the person is not a student, take down their driver’s license or another government-issued ID number.
- Do not take pictures of any identification.

- You do not need to collect all the direct quotes from students, but it is okay to put them in the report when you have them. Remember, do not quote someone unless you are 100% certain that is exactly what they said. If the quote has offensive or profane language, you need to spell it out in the narrative without symbols in place of letters. Ex: a$$
- Include as much information and detail as possible. There should not be any holes or gaps in the narrative about what occurred.
- If another staff member was with you during the incident, you should sit down together to write a single incident report using the information you both have, as it is likely you both have details the other did not remember or have from the incident.
- Always make sure you list the correct building. If the incident occurs outside of the building but in the area of the community such as the parking lot or right outside of the building, list the building.
- Always start your narrative with the following introduction:
  - I, (Your name) (Resident Assistant/CLASS Advocate of (your hall)) am submitting this report based on an incident that occurred on (date of incident) at (time of incident):

Example Narrative

I, Barney Stinson, Resident Assistant of Reed Hall am submitting this report based on an incident that occurred at 2:15am on Saturday, February 12, 2017 in Room 142:

At approximately 2:15am on Saturday, February 17, 2018, I was called by the Reed Desk Assistant. DA John Clark let me know that he had received a call complaining about noise coming from Reed Hall room 142. I called co-RA on call Ted Mosby to assist, and as we approached room 142, we could smell alcohol in the hallway and heard a group of people laughing, and one person yelling, “take that shot!” Ted then knocked on the door and announced that we were the RAs and would like to talk with them. At this point, resident Sheldon Cooper opened the door approximately 4 inches and stuck his face out. I told Sheldon that we had smelled alcohol, could hear people yelling about taking a shot and had received a noise complaint about the room. I then asked Sheldon to fully open the door, which he did. Within the room I could see four other students, later identified as Dwight Shrute, Pam Beesly, Stanley Hudson and Kelly Kapoor. I asked the students if they had been drinking, could hear people yelling about taking a shot and had received a noise complaint about the room. I then asked Sheldon to fully open the door, which he did. Within the room I could see four other students, later identified as Dwight Shrute, Pam Beesly, Stanley Hudson and Kelly Kapoor. I asked the students if they had been drinking, which they had not. I explained to them again why we were there and asked them to bring all the alcohol to the center of the room. After some hesitation, Dwight encouraged the group to follow directions. Kelly then brought two bottles of vodka to the center of the room. Stanley brought five solo cups with an orange liquid, and Sheldon placed two bottles of beer in the center of the room. I asked if there was any other alcohol in the room, and Dwight said yes, opening the refrigerator and pulling out three more bottles of unopened beer. I asked all of the students in the room for their IDs. Once I collected the IDs, Ted asked Pam and Dwight to gather the alcohol and walked with him to the kitchen to pour it out and dispose of the bottles and cups. Once Pam, Dwight, and Ted returned, we asked if they had any questions.

Sheldon asked what would happen next. Ted and I let the students know if they had any questions, they could contact their Residence Hall Director or Assistant Director.
Guide for Advocate

1. Go to the Advocate website:
   https://uga-advocate.symplicity.com/sso/students/login
2. Log in using your MyID and password

3. From here, you will be taken to your Home Screen. On your Home Screen, you will choose “Create Incident Report.”
4. Next, choose CA-RA Incident Report for the “Incident Type.”

5. You will also list your information as the “Reporter.” You can leave the “Academic Department” blank.

6. Next, choose referral information. Specifically, who was the report referred by? If you are the person entering the report, choose University Housing > Resident Assistant or CLASS Advocate. If there is a RA and CA that are entering the case together, choose one of the titles (CA-RA) and then specify in step 7.

7. In the “Referred by Specifically” box, please insert the name and title of the staff that are reporting the incident. For the example report above, Ted Mosby and Barney Stinson.
8. Enter the time and location information.
   a. Time – should be the time the incident began.
   b. Location of Incident – use the drop-down menu to select the specific location.
      i. Community – your community
      ii. Hall
      iii. Floor/Common Space
      iv. Room #
      v. Additional Location Information – add specific details as necessary.
         1. For example, you may have an incident that took place in the hallway of Brumby. You would choose Brumby Community >> Brumby Hall >> Brumby Hall-common space, a new drop down menu would appear, and you would then choose hallway. In the “Additional Location Information” box, specify what hallway.
         2. For the above example incident, you would select Reed Community >> Reed Hall >> Reed Hall Floor 1. Once you select the location, you would be able to use a drop down to select a specific room. (Shown in the next 2 images).
9. Enter all UGA students involved in the incident (note – this section does not include those students who were witnesses). Begin by typing the student’s name into the system; once you see the student’s name, click on it and repeat this process until all of the students involved are listed in the “Students Involved” box. If the student or person is unknown, leave this section blank.

10. Do not enter anything into the “Student Groups Involved”.

11. Enter any non-students who allegedly violated policy in the “Other Involved Individual(s)” section.

12. If there are witnesses, enter the appropriate title (e.g. student, staff, security, etc.) and then enter their names in the “Witness(es) Specifically” box.

13. Enter the names of any victims in the “Victims/Affected Parties” box.

14. Next, enter the narrative of the incident in the “Incident Description” box. Please note that there is no limit to the size of the narrative. You can also drag the corner of the box to enlarge it, if you would like to.
15. Also, if you have documents such as pictures, screenshots or video to attach, you can click “+ Add Item” to do so. Please note—do not take pictures or video of an incident or students unless directed to by a supervisor.

16. Add additional information including:
   a. Were professional staff called?
   b. Were police called?
      i. If yes, what is the report number? Who was the officer(s) involved?
      ii. If police are called, professional staff MUST be called.

17. After you have reviewed the information that you have entered, are sure it is accurate and has correct grammar and spelling, click submit. Do not click save or save as draft. Once you click submit, you will not have access to see your report. If you have questions, concerns, edits or additional information to add, please contact your supervisor. Also, unless you get an error message, please do not submit your report more than one time.

Community Operations

Abandoned Property
When students leave items in or around campus housing facilities after they have vacated, we consider the items abandoned. Turn in all abandoned items to the appropriate desk. Then document in Advocate the date, time, location and party turning in the property. If the owner of the property is known (e.g., abandoned property following resident’s checkout, or name of owner is indicated on property), this should also be indicated in the documentation.

- Contact UGAPD for any wallets, purses or other personal items valued at over $20 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.

We hold items for 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.

**Break Responsibilities**

There are times throughout the academic year (winter break and spring break) when most of the residence halls close. During these times, staff members have the responsibility to conduct health and safety checks and to make sure all residents have exited the building. Staff members may not leave campus until all residents have left the building. Staff members must return at a designated time before the residents return. Residence hall directors may modify who stays after closing and who arrives before opening based on the needs of the community.

University Village, the Health Science Campus and some of the buildings in East Campus Village are open year round; Reed and Payne Halls are open continuously throughout the academic year. These communities must have staff coverage during every break. Supervisors will provide specific break responsibilities if you work in a hall that does not close during regular breaks.

**Closing Responsibilities**

All staff members are required to assist with resident checkouts. All staff members are required to work until the end of the work agreement date.

Some responsibilities of staff members may include, but are not limited to:

1. Hold closing floor meetings.
2. Communicate with residents about closing procedures and the checkout process.
3. Complete resident checkouts by completing Room Inventory Cards and checking the resident out in StarRez.
4. Take down flyers, bulletin boards and door decorations.
5. Tidy up resource rooms and community spaces.

**Health and Safety Inspections**

In buildings that do not close for breaks, staff will perform health and safety inspections once per semester (excluding summer terms). Staff should pay attention to necessary repairs, damages, safety/health hazards and policy violations. The community staff will notify residents if there are concerns that warrant action. Failure to comply may result in the assessment of an administrative fee and/or a referral through the student conduct process. Any damage in a space may result in a charge to the resident(s) for repairs and/or replacements. In the case of policy violations, staff will document the concern in Advocate.

Staff members should report any necessary repairs within the community to the Work Control Office online at [https://workrequest.housing.uga.edu/](https://workrequest.housing.uga.edu/). After hours or emergency maintenance should be reported to the professional staff on duty.
Key Responsibilities

**Resident Keys**
A resident will be issued a key to their assigned room. The resident may sign out their "temporary key" at the front/community desk for a period of 24 hours. If the temporary key is not returned within the designated time period, the original key will be considered lost and a new core and key will be ordered for $45.00. In some communities, residents are issued a mailbox key. The lock security fee for a mailbox key is $45.00. All billing is handled through the community office and is applied to the student’s account through the Bursar’s Office.

Only staff members working at the desk (DAs/OAs) can issue keys. CA-RAs cannot issue resident keys. CA-RAs are also required to check out their own temporary key from the desk and should never access the resident key boxes without permission from a supervisor.

**University Keys**
University keys are only for official business and should always be returned immediately after use. Misuse or loss of a university key may result in termination.

**Missing Persons Card**
When residents check into the residence halls or apartment units, they are asked to complete a missing persons card. This card should be completed after check-in. This card is kept on file in the community office.

**Opening Responsibilities**
University Housing requires staff members to be available to residents during opening each semester. This time is the perfect opportunity to welcome new residents into the community.

Some responsibilities of staff members may include, but are not limited to the following:
- Making door decorations (decs)/tags for your residents.
- Making signs and bulletin boards that provide information for residents.
- Distributing any information for residents prior to their arrival.
- Completing Room Inventory Cards (RICs or eRICs).
- Taking inventory of public areas to become familiar with the furnishings.
- Planning for your first resident meeting.
- Planning community-building activities for residents to become more acquainted with one another.
- Encourage attendance at Welcome UGA events.
- Assessing the needs of the residents and programming accordingly.
- Encouraging residents to participate in community and/or hall governments.
- Assisting with check-in procedures.

**Resident Verification**
During the first few days of each semester staff may be asked to verify that their residents have checked in to their assigned space by the community office. Additional reports may be required as needed. This information is necessary so that:
- Residents assigned to temporary spaces can be moved into regular rooms.
- New applicants can be assigned.
- Space may be provided for hall transfers.
- No-shows and cancellations can be verified.
Room Inventory Cards
Rooms and apartment units are inventoried by each RA prior to check-in. A Room Inventory Card (RIC/eRIC) should be completed for each space at the beginning of fall semester and throughout the year as changes and vacancies develop. These cards are used to assess damages at the time residents check out of their rooms permanently. Therefore, it is important that the cards are filled out accurately and completely. Make sure the resident receives the appropriate copy of the RIC and submit the completed form to your administrative assistant immediately upon completing a check in or checkout.

Facility Concerns
Building services workers and maintenance staff within University Housing are assigned to specific areas. It is important for CAs and RAs to take time to get to know the staff assigned to their areas. Establishing a good working relationship early makes handling facility issues throughout the course of the year much easier.

In each community, there is a building services supervisor (BSS) that manages the building services workers (BSWs). It is their job to see that the building is kept clean and in a safe condition. They also communicate with the maintenance staff about areas in need of repair.

The community maintenance staff is supervised by the maintenance supervisor. While most repairs can be performed by the maintenance staff, there may be times when someone from Facilities Management (FMD) may be summoned for specialized areas such as plumbing, plasterwork, electrical work, carpentry, etc.

Damages
University Housing holds residents financially responsible for the condition of their assigned rooms and for all the furnishings assigned to their room. The department also holds residents financially responsible for their share of the expense of replacing or repairing any property in common areas (such as common rooms, hallways, studies or lobbies) when such losses or damages are determined to be above and beyond normal wear and tear.

University Housing, at its sole discretion, will determine the charges for damages and cleaning. Repairs or replacement of items may not be done by residents. Damage charges will be placed on student accounts.

Any damages that have occurred during the course of the academic year need to be reported as they occur. All work requests that are turned in will result in an investigation of the circumstances surrounding the work request.

Residents should note all existing damages on a Room Inventory Card (RIC/eRIC) when they check into the room to prevent being charged for any existing damages when checking out. Residents should submit changes to the front desk and/or community office within 24 hours of check-in.

The community office will determine the charges for damages based on a current damage charge schedule. If the schedule does not apply, the charges will be determined using an estimate by a worker skilled in making the repairs.
Incidental housing charges will be posted on student accounts. Residents will receive notification by email.

**Disposal Trash**
It is not the responsibility of building service staff to clean up excessive trash or debris caused by residents or staff. Staff members who encounter such incidents should first attempt to determine the individual(s) responsible for the situation (staff members should not open or dig through trash bags). If identified, staff should confront the individual(s) and request that they correct the problem. The incident should be documented in Advocate regardless of whether those responsible can be identified.

**Laundry Repairs**
Laundry rooms are leased by Caldwell & Gregory, LLC. When a washer or dryer malfunctions or needs to be repaired, the staff member or resident should immediately call Caldwell & Gregory at 800-927-9274 for assistance and notify the community office or the GR/DI/RHD on duty.

**Lounges**
Staff should monitor the use and any abuse of the lounge facilities. Lounge furniture is provided for all residents to use. Residents are prohibited from having lounge furniture in their rooms. Any lounge or other housing furniture found in a resident’s room should be returned to its original location by the resident and documented in Advocate. Lounges should not be used to store resident belongings for any period of time.

**Painting of Resident Rooms**
Residents are not allowed to paint their rooms or apartments. Residents requesting to have their room repainted due to damage from the previous year should contact their community office.

**Windows**
No objects may hang out of the windows. Screens are not to be opened or removed except in an emergency. Any instances found should be documented in Advocate, and you should instruct the resident to correct the concern.

Whenever there is a broken window in a common area, staff should take the following steps:
1. Try to discover what happened and, if possible, who was responsible for the damaged window. The resident(s) responsible will be billed for the damage. If no one claims responsibility, this may be billed to all of the residents in the common area.
2. Notify the community office or the GR/DI/RHD on duty if afterhours. If the duty person determines that the damage is vandalism, they may instruct you to take pictures and contact UGA Police. Do not clean up until the police have made their report.
3. Do not leave the area unattended until a BSW or STW has arrived to clean up the remaining glass fragments and secure the window.
4. Document the incident in Advocate and submit an online work request.

**Work Requests**
Any resident or staff member may request a repair needed in the student rooms, apartments or common areas at [https://workrequest.housing.uga.edu/](https://workrequest.housing.uga.edu/). Staff should always utilize the online system to
report work requests. When describing the nature of the problem, be very specific in describing the problem, location, etc. Be sure to leave your own contact information in the event that follow-up is necessary.

Please remember that for afterhours maintenance emergencies you should contact the GR/DI/RHD on duty for instructions on how to proceed. Even when a situation is resolved by emergency maintenance staff, an online work request must be submitted.

*Please refer to the Damage Charge Schedule (Appendix C).*

**Other Information**

**Email Policy**
CAs-RAs are required to check UGA email daily and must use their UGA email as the official means of communication with residents. Email may be used to distribute information to residents for the following purposes:

1. Soliciting program feedback or ideas
2. Reminder about appointments
3. Reminder about check-out procedures/policies
4. Announcements such as upcoming community or campus programs
5. Important dates

Email may not be used for the following:

1. Confronting behavior or policy violations
2. Roommate conflict mediation
3. A replacement for regular and frequent face-to-face contact

All messages to residents are to be succinct, to the point and provide all appropriate information (who, what, where, when, why and how). Please be professional in all written correspondence. Grammatical and spelling errors should be minimized.

Email restrictions are as follows:

1. Do not give out a resident’s email address to any third party.
2. Use email only for work-related items.
3. Do not use students’ email addresses for personal benefit (e.g., signing up ten people to receive some sort of offer).
4. Supervisors should be copied on all work-related emails.

**Solicitation and Selling**

*Policy*
Solicitation and/or selling (this includes fund-raising) within university housing is only permitted in compliance with applicable university policy. Research may be conducted only with the written approval of the assistant to the executive director of university housing who will take the request to the housing management team.

*Protocol*
If you encounter door-to-door salespeople or individuals without permission to be in the halls posting unapproved items, you should:

1. Inform them they are violating the solicitation policy and ask for their identification/ask them to leave.
2. Contact UGA Police and other staff members for back-up assistance, if necessary.
3. Document the incident in Advocate.

Regent's Policy
Institutions of the University System shall not permit the operation of privately operated business enterprises on their campuses. All business enterprises operated on a campus of an institution of the University System shall be operated as auxiliary enterprises and shall be under the direct management, control and supervision of the chief business officer of the institution.

Business Enterprise
In the application of the above policy to business operations on the University of Georgia campus, "business enterprise" is defined as any undertaking of any individual or group which encompasses activities associated with the production, sale or distribution of products and services. The sale and distribution of products and services include solicitation by way of direct or indirect selling through the use of posters, flyers, handouts or other promotional literature. Advertising of a private enterprise on campus is permitted only in approved campus publications such as newspapers, magazines, Direct U.S. Mail and telephone. Posters, circulars, windshield "flyers," etc. are prohibited.

These policies apply to all forms of solicitation or selling by organizations or individuals unless specifically approved by and under the control of the Director of Auxiliary Services.

Privately operated business enterprises may not be operated on the campus except as permitted by the Vice President for Business and Finance or their designee. For further information and solicitation requests, contact the Director of Auxiliary Services, Auxiliary Services Office, 1088 South Lumpkin Street.

Student Organization Fund Raising Committee
Student organization requests involving fund raising and other forms of solicitation not protected by the First Amendment are to be directed to Campus Life's Student Organization Fund Raising Committee. This committee is to be composed of the Director of Campus Life, three students, a representative of the Office of the Director of Auxiliary Services and a member of the Committee on Drives.

Commercial Solicitation
Commercial solicitation requests are to be directed to the Office of the Director of Auxiliary Services. Fund raising projects approved by the Campus Life's Student Organization Fund Raising Committee to be conducted by registered University of Georgia student organizations are subject to the Commercial Solicitation policy only when the project involves the sale or distribution of a commercially prepared product or service, or a product or service which may be available through an existing university-operated service or through a university contract with a commercial vendor.

Student Organization Posting
Any student organization wanting to post flyers in university housing for a fund-raiser must be approved by the Student Organization Fund Raising Committee in Campus Life. All organizations must present their copy of the approval form and the flyers to be posted to the Central Housing Office in Russell Hall. The Central Housing Office will distribute the flyers once approved to community offices to be posted.

Staff Interactions with Members of the Media
If contacted by the media (newspapers, television, radio, etc.) regarding departmental matters, CAs, RAs, GRs, DIs or RHDs are not permitted to speak on behalf of University Housing. Staff members are to refer
any requests for information to the Director of Student Affairs Communication and Marketing Initiatives.

**Media Guidelines**
Due to copyright laws, copyrighted media may not be shown in University Housing or public areas without specific authorization from the owner of the copyright. Neither University Housing’s groups nor individuals may rent or stream movies to show in University Housing without infringing the copyright law, unless prior authorization is granted. Only authorized distributors have a license to distribute videos and movies for non-theatrical release on college campuses. Video stores are not authorized distributors. Renting or streaming movies and/or TV shows to show in the residence halls public areas is a violation of the copyright. If you have any further questions or want to seek authorization to show a movie, please contact your supervisor.

**Social Media**
Staff members who wish to engage in social media should contact the Public Relations Specialist in University Housing who will ensure the proposed new account does not overlap or conflict with previously established ones.

Maintain confidentiality. Do not post proprietary information about University Housing, including information about residents, former residents or employees.

Staff members may not use GroupMe or similar messaging applications for work-related activities. Microsoft Teams are provided. Facebook, text messages and other social media should only be used as a supplemental form of communication.

Refer to the departmental Social Media policy for more detailed guidance. [https://housing.uga.edu/uploads/staffsite_documents/pr_socialmedia.pdf](https://housing.uga.edu/uploads/staffsite_documents/pr_socialmedia.pdf)
StarRez Instructions

https://uga.starrezhousing.com/starrezweb

Check In

- Log in

- Search by name or UGA ID
- Click on last name

- Top-right corner - click on “Actions” then “Check In”
- Click OK:

- Confirm the Building and Room Number
  - If a message “Check In Date Not Today” shows – click/tap FIX
  - If there are keys to issue CHECK THE CODES, click/tap “Issue”

- DONE!
You will notice now that the Entry Status of the resident is “In Room”

Checkout

- Search by name or UGA ID

- Click last name
• Top-right corner - click on “Actions” then “Check Out”

• Click “OK”
• When the Check In Wizard pops up, this is the screen you can return the mailbox key, room key, and check the student out all on one page. Click “Fix”, “Return”, “Return”.
Inputting a Program into StarRez

StarRez has a programming module that is used to track CA/RA programs. All programs should be entered into StarRez and approved by your supervisor.

Once you’ve logged in, follow the below steps.

1. Select Campus Life
2. Click on the “+”

- After clicking on Campus Life you should see a blank screen with a green circle with a white plus on the bottom right.
- First step is to select the green circle with a white plus.
- A second screen will open and you will fill in the basic information for the program.
- Click “Edit further” to move to the next step.
• You will see two dates and times available for selection.
  o The first date/time is for the day you enter the program for review.
  o The second will be the date/time the program will occur. (Note: it is on 24hr)
• Next you will see a term session box. When selected you will see and additional screen. Select Term: Residence Halls 2018-2019.
  o You will then see two terms below Fall and Spring. Select the correct term. Then click “Ok”
• Select the Program Type
• Select the Program Sub Type
• Input Program Title and Description of the Program
Scroll down to the “Details” section

- Type in your Community
- Program Cost (estimated)
- Attendee Estimate
- Goal = What will you need to do to complete this program?
- Purpose = Why are you having this program?
- Benefit = Who is the program for?

You will now need to pass this program along to the next step in the workflow. You do this by clicking on the right arrow in the top right corner of the program screen.
• A new screen will open and you will type in the reason for moving to the next step (supervisor approval) as well as a message to your supervisor.

• When done click save.

Once you click “Save”, the program proposal will go to your supervisor for review. Once it has been approved, you may continue planning for your program. You know your program is approved when you see the “Date Approved” item is completed with any supervisor comments and has been reassigned to you.

After have completed the program, you will need to complete an evaluation of the program. To do so, click on the “Evaluation” tab on the left side of the screen.
Complete the form and click “Save”.

Once you have completed the form, move the program forward and reassign it to your supervisor using the same steps as the initial assign process.

How to Pull a Roster
Making Connections

"Making Connections with Each of Our Residents"

Create a method for keeping up with the information you learn in connecting with your residents. In University Housing, this “connection” is a way to form relationships through:

- Meeting all of their residents within the first few weeks
- Getting to know their residents
- Helping their residents establish support networks
- Following up with residents about previously discussed items

When CAs and RAs build and help maintain interactive and positive relationships, this is a form of making connections in your community and encourages residents to build connections of their own!

Making Connections and Creating Community

It is important to make sure your intentions are genuine and do not seem forced. Interactions should not be interviews. As you learn more about your residents, you can use what you learn to help direct your future conversations with them. By showing a genuine interest in your residents’ interests and dislikes, you are building a stronger connection with them. Consult with your GR or RHD if you hear anything that is concerning during these conversations so we can all work together to better assist our residents.

Making Connections the Easy Way

Making connections with residents means doing what you normally do as a CA or RA.

- Use your first welcome meeting or “Meet your CA” program as a way to introduce yourself and start bringing residents together. By being open with them, it will encourage residents to open up to you.
- Use duty rounds as an opportunity to promote upcoming programs and recruit volunteers. You may use this time to knock on doors of residents you have not met before and learn something about them.
- Follow up with residents after you have documented an incident and make sure they know you still consider them a vital part of the community.

Peer-to-Peer Assistance

There will be times when residents will need to have someone to talk with regarding a personal issue. You are NOT a counselor. You are a resource for your residents and can listen to and assist them in finding the best method of resolving their concern.

When talking with residents, please consult the section on “Crisis Response” for more specific information on how to address particular concerns.

There are strategies and resources that you can use in responding to the request for assistance.

- Preparing for discussion
  In this stage, you should explain to the resident your rationale for speaking with them about the situation. Regardless of whether the student came to you or you noticed their behavior, ask open-ended questions to invite the resident to talk about what is happening with them.
• **Listening**  
  This stage involves the resident talking about their situation or concern. You should act as a listening ear, speaking very little and remaining engaged and attentive. Be aware of your non-verbal body language so that the resident is able to see that you’re listening. An example would be facing the resident and making eye contact while the resident speaks.

• **Problem Identification and Analysis**  
  A. Restate the issue as you see it.  
  B. Brainstorm with the resident about potential solutions and resources *(Refer to Appendix A)*.  
  C. Assist the resident with developing an action plan.

• **Follow-up**  
  Check back with the resident periodically to see how they are doing.

*Remember:* You can never promise confidentiality. You should always document resident issues and consult up in a timely manner, depending on severity.

### Common Concerns of New Students

Please remember that this is only a guide designed to help you understand the types of pressures encountered by college students. These stress periods affect each student in different ways.

#### September

- Homesickness – especially common for first-year students and first-time residents  
- Roommate conflicts which are often caused by personality differences and unwillingness to compromise. It is also the first time many students have to share a room.  
- Initial adjustment to academic environment – feelings of inadequacy sometimes related to the changes in high school expectations to college expectations. Also, academic success in high school does not ensure academic success in college.  
- First-year students begin to realize that life at college is not as perfect as they were led to believe by family, teachers, counselors, and friends.  
- Class size and the adjusting to professors (as opposed to teachers in high school) can be discouraging for new students.  
- Values exploration – students start to explore their own values without the guidance of their parents and home communities.  
- New social life adjustments – including not having to check with parents about curfews and opportunities to experience new areas, making your own decisions on when to conduct social activities and establishing yourself in a peer group.  
- Initial social rejections can create a feeling of inadequacy when not immediately accepted in a peer group or into a social sorority or fraternity.  
- “In-loco parentis” problems – students feel depressed because of real or perceived restrictive policies and regulations of the college.  
- Campus familiarization – includes becoming familiar with campus, classrooms, buildings and meeting places.  
- Long distance relationship(s) – torn between being loyal to a significant other from home and going out with new people.  
- Financial adjustment – involves adjusting to a somewhat tighter budget. Students who are
supporting themselves start to realize how important budgeting their money becomes.

- International student adjustment – experience a sense of confusion, vulnerability and a lack of any advocate in higher positions while trying to make a successful cultural and academic transition.
- Family problems seem more intense because the student may either be caught in the middle or may feel helpless because they are far away.
- Adjusting to “Administrative Red Tape” – students soon realize that is usually a long and frustrating process when trying to find an answer to what seems to be a simple question.

**October**

- Academic stress from midterms builds with the great demand for studying and preparation.
- For some students this may be their first exam of the semester. For many, the midterm workload pressures are followed by feelings of failure and loss of self-esteem.
- Midterm workload pressures are followed by feelings of a sense of accomplishment.
- Roommate problems continue, but they are smaller than in previous months.
- Values exploration continuing, especially in the area of sexuality and dating.
- Dating/non-dating/friendship anxieties extremely high. Non-dating students feel a sense of loss of esteem because so much value is placed upon dating. For women who do date, the pressure to perform sexually increases and consequently increases the feelings of rejection, loneliness and guilt and in some instances leads to unwanted sexual activity.
- Homesickness may be still felt by number of students.
- Job Searching stress for mid-year graduates starts with the onset of resume preparation and interviewing.
- Students may decide that college is not the place for them and return home for personal reasons or transfer to another school.
- Grief from not being part of a group develops because of inadequate skills for finding a group, or from not being selected by one.
- Financial strain sets in from lack of budgeting experience.
- Excitement about the holidays begins to grow.
- Homecoming blues develop because of no date for social affairs, and/or lack of ability/opportunity to participate in activities.
- Graduate school syndrome starts to emerge from graduating seniors. Signing up for graduate school exams, wondering if you will be accepted, wondering which school to apply to and questioning whether graduate school is the right thing to do.
- Time conflicts between academic and social expectations emerge.
- Signing up for classes involves starting to think about the following semester.
- Adjusting to new study habits includes not just being able to study the way they did in high school. More time and greater workload needs to be incorporated into their schedule for studying.
- Disenchantment with school – low regard level because students begin to realize that life at college is not as perfect as they were led to believe by parents, teachers and counselors.
- The novelty has worn off and the demands on their time are great.

**November**

- Suicidal thoughts may occur from inability to cope with the pressures of academic and social expectations.
- Academic pressure beings to mount because of procrastination, difficulty of work assigned and lack of study skills. “Pre-finals” stress starts to emerge as preparation begins for taking the exams.
- Anxiety increases as final exams approach and papers are due.
• Time management conflicts continue.
• Social apathy causes frustration because of academic pressures.
• Depression and anxiety increases at this time of year because of feeling that one should have adjusted to the college environment by this point.
• Economic anxiety—funds from family and summer earnings begin to run out and loans may become due.
• Problems develop due to increased alcohol consumption because students see this as an easy acceptable way to relieve stress and from not knowing how to handle alcohol responsibly.
• Roommate problems may start to emerge again. This is mostly due to the pressure of school; tempers become shorter and people are less tolerant of others.
• Health (or lack thereof) can start to affect performance. Reasons include the changing weather and either lack of food quality or the negative feelings about institutional foods.
• Students tend to eat more ice cream and salads because they don’t find as much red meat, yogurt, etc. on the line or the lack of new items forces them to eat other places.
• Students have given up making attempts to establish new friendships.
• Living unit dissention causes uncomfortable feelings with residents. Results from apathy, academic pressures, need for vacation from school.
• Students look forward to the holidays and break from school.

December
• Increasing thought/deliberation about suicide occur from inability to cope with the pressures of academic and social expectations.
• Final exam pressures including anxiety, fear and guilt increases as exams approach and papers become due. Increased use of alcohol and drugs is related.
• Extracurricular time strains – seasonal parties, concerns, social service projects and religious activities drain student energies.
• Financial worries occur with the thought of Christmas gifts and travel costs.
• Pre-holiday blues emerges, especially for those who have concerns for family, those who have no home because of family conflicts.
• Friendship tensions become high with the onset of final exams.

January
• Anxiety about second semester begins and students who did not perform as well as they would have liked first semester have the added pressure of improving performance.
• Some students may have lost a loved one, a friend or significant other by and ended relationship or even death over break and they may find it hard to share the happiness and joy others experienced over the break.
• Moving to a new environment causes feelings of intrusion because students move onto a unit where most of the friendships have been established, priorities set and expectations understood. Unfamiliarity with campus also creates some anxiety especially for new students.
• Money problems begin because students were unable to find jobs over the holiday break.
• Post-holiday depression occurs at the beginning because students are away from the security and positive strokes of family and friends.
• Some students experience another bout of homesickness while others are happy to be back with new friends.
• Depression increases as students get tired of winter and being inside.
• Some students experience unwanted weight gains over the break with the holiday foods and home
cooking.

- Reincorporating social and academic life is difficult at first with not having to worry about school for an extended period.

February
- Exams and other academic pressures approach.
- Depending upon the weather, some people will experience cabin fever if the weather forces them to stay inside for a lengthy period of time. Unacceptable social behavior may occur and students may act out and break rules.
- Students begin thinking about changing majors or transferring schools.
- Career choice anxieties set in with the onset of job interviews.
- Worry of summer job hunting begins. This is especially high for students who were unable to find work during the Holiday break and those who may be seeking competitive summer internships.
- Relationship anxieties increase as either couple begins to strengthen their ties (engagement) or experiencing weakening relationships.
- Fall housing planning begins with trying to tentatively decide about living arrangements for next year.
- Job searching anxieties start to set in for students who are graduating in the spring.

March
- Increasing thoughts/deliberations about suicide occur from the inability to cope with the pressures of academic and social expectations.
- Academic pressures increase with the approach of mid-term exams. With the pressure of the end of the semester approaching, many students start to increase their use of alcohol and drugs. This can cause them many biological and behavioral problems.
- Existential crisis for seniors – Must I leave school? Is my education worth anything? Was my major a mistake? Why go on?
- Living arrangement anxieties occur with the forcing of decisions – Should I move out? Live in the same building? Stay with the same roommate? Will a friend be left out of the plan?
- Summer job hunting will be heavy over spring break.
- Worry about finding a job or not finding one will cause severe anxiety.
- Trying to find money to use for spring break is a problem, especially when your peers are going to a place other than home and you are not able to join them.

April
- Increasing thoughts/deliberations about suicide occur from an inability to cope with the pressures of academic and social expectations.
- Academic pressures increase with the end of the semester approaching. Papers, exams and final projects approach.
- Summer job pressures continue.
- Senior job recruitment panic continues.
- Financial strain from spring break affects social life.
- Many students are forced to select a major and are not sure what field they would like to enter. Social life pressures increase during this time period – formal dances, parties, concerts.
- Excitement about the approaching warm weather of spring and summer heightens.
- With spring arriving, love is in the air. Many students go through rejection or the fear of rejection or envy towards their friends who have found a significant other.
• Frustration from being ill because weather changes so dramatically. Causes colds, allergies, lethargy and limits social interactions.
• As pressures build, students tend to become disenchanted with many normal services and food service is the primary target. They tend to get tired of eating “The same old” institutional food.

May
• Increasing thought/deliberations about suicide occur from an inability to cope with the pressures of academic and social expectations.
• Anxiety develops because of the realization that the year is ending and a deficiency in a number of academic areas still exist. Students will miss their friends, and/or they may not have done as well academically as they had hoped.
• Finals pressures are at a critical level with papers, take-home exams and studying. Some of the major effects of the pressure include; increased use of coffee, No-Doz, Vivarin, and amphetamines; and increase or decrease in food consumption. Less sleep and a lower tolerance level with friends/peers.
• Senior job pressures increase for those who have not yet found one.
• Anxiety for couples who will be separated for the summer. Also, the fear that their significant other will find someone else while they’re apart.
• Depression over having to leave the friends and people that they have grown close to during the school year.
• Anxiety of having to go home after having been independent the past year, especially if they are having conflicts with their parents.

**Successful Roommate Relationships**

Sharing a living space with another individual has the same challenges as any other relationship. Healthy relationships require openness, flexibility and mutual respect. Resident rooms can be social gathering places, quiet havens for intellectual thought or simply places to relax. To a large extent, the quality of life in a room will depend on the relationship developed between the roommates.

**ROOMMATES SHOULD GET TO KNOW EACH OTHER**
We all like to imagine that college roommates will become instant best friends; however, roommates may be very different people. It may take time and work to develop good relationships.

It may be hard to talk about differences when roommates are first getting to know each other. They need to recognize and resolve personal differences early in the relationship. The first step is to begin talking about values and lifestyles. An easy way to discover more about one’s roommate is to talk about personal experiences.

**ROOMMATES SHOULD SHARE PREFERENCES**
Roommates should begin immediately getting to know each other so that they will feel comfortable discussing sensitive subjects. They should sit down together to discuss personal preferences, likes and dislikes.

**ROOMMATES SHOULD DISCUSS CONCERNS**
An important part of understanding one’s roommate is learning how they feel in certain situations. If roommates can share their feelings, they will be ahead of the game in understanding and empathizing...
with one another during the ups and downs of college life.

**ROOMMATES SHOULD SHARE HOUSE CLEANING**
One perennial area of conflict between roommates is who will clean the room and how often it should be cleaned. It can be helpful for roommates to sit down together to draft a written agreement outlining the weekly cleaning duties.

**ROOMMATES SHOULD DISCUSS FRIENDS AND VISITATION**
It is also important for roommates to come to agreement concerning visitors. They should spend some time honestly discussing the following issues.

**ROOMMATES ALWAYS HAVE STAFF SUPPORT**
Talking through these issues should provide roommates with the foundation for a healthy, friendly relationship. If problems develop between roommates that they cannot resolve, they should request the help of their resident assistant, C.L.A.S.S advocate, graduate resident or residence hall director. These staff members have experience and are happy to work with roommates. They are available to help before either roommate loses their cool or gives up. Residents should never let problems grow until ill will has developed between roommates.

**Roommate Mediations**
Mediation is a voluntary process in which a neutral party facilitates discussion among disputing parties. During this process, the mediator enables the disputing parties to come to a reasonable agreement to be upheld after mediation is complete.

**Benefits**
- Helps individuals terminate the conflict and resolve underlying issues by bringing them to a mutually satisfying agreement in a timely manner.
- **Skill Development**
  - Accept responsibility for themselves and their actions
  - Learn how their behaviors affect others
  - Take the time to think critically and analyze their thoughts as well as their intentions, and analyze the problem
- **Student Development**
  - Not the superficial, easy way out
  - Take time to search for a solution
  - Are supported as well as challenged

**Mediation Process**
- **Preparation**
  - Contact each individual involved separately to conduct a preliminary assessment of the situation
    - Arrange a time and place for the mediation to occur—should be private, quiet, impartial, and comfortable
- **Introduction and Overview**
  - Who are the people involved? What are their roles?
  - Explain the mediation process (steps 3-9)
  - Explain the benefits of mediation
• Establish Ground Rules
  o Important to communicate the types of behaviors that are appropriate and not appropriate
  o The expectation of participation, honesty, civility, positive problem-solving, and language
• Sharing Perspectives
  o Individuals briefly state their view
  o Check for understanding by making restatements, paraphrasing, and asking clarifying questions
• Determine Problem and Define Issues
  o Individuals agree on a specific problem(s) to be worked on
  o Define any underlying issues
  o Individuals should agree on the problems and/or issues
• Generate and Evaluate Appropriate Alternatives
  o Have individuals discuss possible outcomes to the problem/issue
    ▪ Statements about “I’d like to see this...” or “We could do that....”
    ▪ Outcomes should be specific, attainable, and relevant
• Select Appropriate Solution
  o Individuals should agree on a specific solution to the problem/issue
• Conclusion
  o Finalize the agreement
    ▪ Informal understanding or formal written agreement
  o Determine timeline for follow up
• Follow-up
  o Check back with each roommate to see how things are going
  o Refer to additional resources as needed

Community Development

Personal Growth
• Educational and academic development
• Diversity
• Recreational
• Social

Affordable
• Providing programs with funding through RHA and Hall Councils
• Personal development to be more fiscally conservative

University Housing Mission

Secure
• Personal development and safety/security

Comfortable
• Personal development and safety/security
• Diversity
• Social

Academic Success
• Educational and academic
• Social
"Home is Where the Arch is!"

Community building should take place at all times. It is an expectation that staff facilitate opportunities to help build floor/building morale.

Meet Your CA/Meet Your RA
Each CA is required to hold a "Meet Your CA". Each RA is required to conduct a "Meet Your RA/Opening Floor Meeting" Program. This meeting should be entered into StarRez; however, this does not count towards the total programming requirements.

Engagement with Residents
- 6 programs per semester
  - 2 programs planned
    - They may be experiential, transformative, collaborative
  - 4 take to programs
    - Must take at least 5 residents for it to count as a program
- 1 signature event per community a semester
- Individual interaction engagements with residents
- RAs should know all of their residents names and where they live by the third week of school

Program Proposals Requirements
- Program proposals must be submitted at least two weeks before proposed programming day
  - If you have conducted any Community Building Activities those should be entered into StarRez.
  - If you choose to collaborate with fellow staff members, together you should submit a single program proposal in StarRez outlining each person’s responsibilities.
- Proposal should be well written, creative and detailed.
- Requests for budget, food, supplies or other programming materials and a copy of your advertisement should be submitted with your proposal.
- Coordinate with your supervisor at least 72 hours prior to start of program to schedule a time for vendor card sign-out.
- Coordinate with your supervisor at least a week prior to schedule a time to go shopping with them to use the Publix card.
- RFPs, receipts and entertainment form are due to your supervisor 24 hours after your program.

*** Please follow-up with your supervisor regarding the RFP process for your community***

Note: Please find out your community’s flyer and publicity requirements from your supervisor.

Program Evaluations
- Program evaluations must reflect accurate information including attendance, cost, as well as strengths and weaknesses of the program. Be sure to expand upon what went well and what improvements can be made moving forward.
- Program evaluations should be completed within 24 hours following the program.
- Only ONE CA-RA per program is to be responsible for gathering information from the team and submitting the evaluation right after the program is completed
- All advertisements should be taken down immediately after the program.
Program Assessment
CA and RAs are encouraged to provide residents and program attendees an assessment/evaluation after the program to:

- Determine the overall effectiveness in meeting programs goals and objectives.
- Determine the quality level of the programs being implemented.
- Identify strengths and weaknesses in the program.

The 8 steps for hosting a successful program
1. Set a positive example for your residents.
2. Dress appropriately—as a staff member, wear your UGACard.
3. Be early, be helpful, be respectful.
4. Properly introduce any speakers—ask for correct name pronunciation.
5. Help speaker set-up or break-down.
6. Arrange where you will meet the speaker when they arrive.
7. Offer to walk the speaker out afterwards.
8. Follow up with a thank you note or email.

Advertisements, Bulletin Boards, and Door Dec's

Advertisement Requirements
Your flyers and publicity for programs and events in your residential community are a direct representation of you. When creating a flyer and other publicity, your goal should be to capture the attention of everyone that sees it.

- You should make sure your flyers are bright, vibrant and stand out. However, do not limit yourself to a single sheet of paper—get creative. Include something that makes the advertisement 3D.
- When creating an advertisement for a program you should include the following:
  - Date/Time
  - Location
  - A brief synopsis or catchy tag line
  - If you are holding a program outside of the residence hall you should include information about gathering before the event in order to leave together
  - Inclusive Language
  - If food is served, include a statement such as "Refreshments will be provided"
- When creating a flyer for a program be sure that you DO NOT:
  - Include business name – we are not allowed to advertise for outside businesses
  - Use copyrighted images
  - Use student images without their permission
Advertisements Examples

AWESOME!

NOT Awesome

Bulletin Board Requirements
CAs and RAs are required to have their bulletin boards covered at all times during the semester. Boards should be informative in nature and be updated every month. Consult with your supervisor for monthly bulletin board deadline.

For additional Bulletin Board assistance:
http://relife.net/html/assistant.html
https://www.pinterest.com/theraguide/

Tips:
- Laminate what you post so that materials can be reused.
- Bulletin boards can be made with Power Point.
- Make them interactive and creative.
- HAVE FUN!
Bulletin Board Examples

Door Decorations
- CAs are encouraged to make door decorations for their fellow staff members but do not make them for residents.
- Resident Assistants DO create door decorations for their residents.
  - Completed each Semester (Fall and Spring)
  - Supervisors will provide community-specific expectations
- Pro-Tip: Make several extra in case residents go by a different name, room changes, etc.
- Make one for each member of your staff team (RAs, CAs, RHDs, BSWs, STWs).

Door Decoration Examples

AWESOME!

Not Awesome
Welcome Events with Residents

One of the first impressions you will make on your residents will be in your welcome event. This is an opportunity to begin building community with residents through social interaction. Make this a fun event. Policies and other community information will be shared with residents through emails and social media.

A. Introductions
   a. Icebreakers & Social
   b. Myself...what is a CA or RA?
   c. Introduce other staff members present (RHD, GR, DI, AD)

B. Community Living
   a. Goals and Expectations of the Community
      i. Community living
      ii. Importance of student government (Hall Councils)
      iii. Programs in the community
      iv. Respect for one another: diversity and inclusion
   b. Rewards of building and living in community
      i. Respect
      ii. Privacy
      iii. New friends
      iv. Working together can bring great achievement
   c. Roommate, suitemate and apartment success plans - Discuss the positive value of planning for success in your new home!

C. Policies
   a. Refer residents to the community Guide and Resident Guide on the Housing website

D. Safety and Security
   a. Security staff
   b. Lock your door!

E. Fire Safety
   a. What to do if you see smoke
   b. What to do if alarm is audible
      i. Evacuation (do not use the elevators)
      ii. Move away from building to the designated evacuation location
      iii. Where to meet or go during inclement weather

F. Community/Hall Activities
   a. Student governments – community council and Residence Hall Association (RHA)
   b. Intramural sports
   c. Involvement opportunities [Community Standards Board (CSB)], hall Community councils, food drives, etc.]

G. Questions
## Appendix A

### Important Numbers

<table>
<thead>
<tr>
<th>Community</th>
<th>Desk</th>
<th>Duty Cell</th>
<th>Community Office</th>
</tr>
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<tbody>
<tr>
<td>Creswell</td>
<td>706-542-8289</td>
<td>706-202-6610</td>
<td>706-542-8344</td>
</tr>
<tr>
<td>ECV</td>
<td>706-542-1780</td>
<td>706-207-3039</td>
<td>706-542-2041</td>
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<tr>
<td>ECV-1516</td>
<td>706-583-0277</td>
<td>706-207-3039</td>
<td>706-542-2041</td>
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<tr>
<td>Hill – Hill Hall</td>
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<td>706-206-6511</td>
<td>706-542-5217</td>
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<tr>
<td>Hill - Morris</td>
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<td>706-542-8344</td>
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<td>HSC</td>
<td>706-713-2654</td>
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<td>Russell</td>
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<td>UV</td>
<td>706-542-1473</td>
<td>706-207-3039</td>
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</table>

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 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
- Disability Resource Center ........................................... 706-542-8719
- Food Services
  - Bolton Dining Commons ........................................... 706-542-1255
  - Snelling Dining Commons ......................................... 706-542-8412
  - Oglethorpe House Dining Commons ............................ 706-542-7763
  - The Village Summit at Joe Frank Harris Commons ......... 706-542-4386
  - The Niche at the Health Science Campus ................. 706-713-2669
- 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
Transportation and Parking Services ..............................................706-542-7275
Ramsey Student Center .................................................................706-542-5060
Registrar’s Office...........................................................................706-542-4040
Student Technology Support .........................................................706-542-3106
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 ID Cards .............................................................................706-542-9226

Medical
Piedmont Athens Regional Hospital ..............................................706-475-7000
Poison Control ..............................................................................800-222-1222
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.............................................706-542-7233
University Health Center .............................................................706-542-1162
Fontaine Center ...........................................................................706-542-8690

Safety
Athens Fire, Police and Ambulance..................................................911
UGA Police Department ..............................................................706-542-2200
## Appendix B

### University Housing’s Common Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
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<tbody>
<tr>
<td>AD</td>
<td>Assistant/Associate Director</td>
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<tr>
<td>BSW</td>
<td>Building Services Worker</td>
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<tr>
<td>CA</td>
<td>C.L.A.S.S. Advocate</td>
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<tr>
<td>CAPS</td>
<td>Counseling and Psychiatric Services</td>
</tr>
<tr>
<td>CH</td>
<td>Conference Host</td>
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<tr>
<td>C.L.A.S.S.</td>
<td>Continuing the Legacy of African American Student Success</td>
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<td>CSB</td>
<td>Community Standards Board</td>
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<td>DA</td>
<td>Desk Assistant</td>
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<td>DAP</td>
<td>Double as a Private</td>
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<td>DI</td>
<td>Doctoral Intern</td>
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<td>ECV</td>
<td>East Campus Village</td>
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<tr>
<td>eLC</td>
<td>eLearning Commons</td>
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<td>EITS</td>
<td>Enterprise Information Technology Services</td>
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<td>FCSE</td>
<td>Freshman College Summer Experience</td>
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<tr>
<td>FRC</td>
<td>Franklin Residential College</td>
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<tr>
<td>GR</td>
<td>Graduate Resident</td>
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<td>HBHR</td>
<td>Housing Business and Human Resources Office</td>
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<tr>
<td>HSC</td>
<td>Health Sciences Campus</td>
</tr>
<tr>
<td>NACURH</td>
<td>National Association of College and University Residence Halls</td>
</tr>
<tr>
<td>INF</td>
<td>Incident Note Form</td>
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<tr>
<td>NRHH</td>
<td>National Residence Hall Honorary</td>
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<td>OA</td>
<td>Office Assistant</td>
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<td>OSC</td>
<td>Office of Student Conduct</td>
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<td>OVPQA</td>
<td>Office of the Vice President of Student Affairs</td>
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<td>RA</td>
<td>Resident Assistant</td>
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<tr>
<td>RFP</td>
<td>Request for Payment</td>
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<tr>
<td>RHA</td>
<td>Residence Hall Association</td>
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<tr>
<td>RHD</td>
<td>Residence Hall Director</td>
</tr>
<tr>
<td>RHS</td>
<td>Residence Hall Studios</td>
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<td>RIC</td>
<td>Room Inventory Card</td>
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<td>RLS</td>
<td>Residence Life Staff</td>
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<td>R PR</td>
<td>Residential Policy Review</td>
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<td>RPS</td>
<td>Residential Programs and Services</td>
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<td>SC</td>
<td>Senior Coordinator</td>
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<td>SDSC</td>
<td>Staff Development and Student Conduct</td>
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<td>SOAR</td>
<td>Student Organization Achievement and Recognition (Awards)</td>
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<td>STW</td>
<td>Skilled Trades Worker</td>
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<td>UH</td>
<td>University Housing</td>
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<td>UHC</td>
<td>University Health Center</td>
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<td>UV</td>
<td>University Village</td>
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## Appendix C

**2019 - 2020 University Housing Damage Charge Schedule**

Traditional Halls = "trad;" East Campus Village = "ECV"

<table>
<thead>
<tr>
<th>Item</th>
<th>Area</th>
<th>Price</th>
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<tbody>
<tr>
<td><strong>BATHROOM</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Re-caulking Tubs</td>
<td></td>
<td>$35 (ECV)</td>
</tr>
<tr>
<td>Replace Plunger</td>
<td></td>
<td>$5</td>
</tr>
<tr>
<td>Replace Shower Curtain</td>
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<td>$10</td>
</tr>
<tr>
<td>Replace Shower Head</td>
<td></td>
<td>$60</td>
</tr>
<tr>
<td>Replace Sink</td>
<td></td>
<td>$200-$300</td>
</tr>
<tr>
<td>Replace Toilet Seat</td>
<td></td>
<td>$35</td>
</tr>
<tr>
<td>Replace Toilet</td>
<td></td>
<td>$250-$350</td>
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<tr>
<td><strong>BED</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frame</td>
<td></td>
<td>$110 (trad), $30 (ECV)</td>
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<tr>
<td>Mattress &amp; Box Springs (full size, XL)</td>
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<td>$400</td>
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<tr>
<td>Reassemble: Single Beds (ECV)</td>
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<td>$20 (trad), $15</td>
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<tr>
<td>Mattress (Twin: 75 &amp; 80 inch)</td>
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<td>$110</td>
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<tr>
<td>Springs</td>
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<td>$60</td>
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<td>Reassemble: Bunk Beds</td>
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<tr>
<td>Wedge Locks</td>
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<td>$10 each</td>
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<td><strong>BULLETIN BOARD</strong></td>
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<td>Replace (minimum)</td>
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<td><strong>CABLE</strong></td>
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<td>Tub/Shower</td>
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<td>Toilet</td>
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<td>$15</td>
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<tr>
<td>Bathroom Sink</td>
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<td>Bedroom/Living Room</td>
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<tr>
<td>Kitchen Floor</td>
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<tr>
<td>Kitchen Sink, Countertops, &amp; Floor</td>
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<tr>
<td>Stove/Oven</td>
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<td>$25 (range hood), $50 (complete)</td>
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<td>Range Hood</td>
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<tr>
<td>ECV Light/Medium/Heavy Cleaning</td>
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<td>$35, $50, $75 (ECV)</td>
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<td><strong>CLOSET</strong></td>
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<tr>
<td>Rod</td>
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<tr>
<td>Repair Closet Door (minimum)</td>
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<td>Repair Shelving</td>
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<td><strong>DESK/DRAWER</strong></td>
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<td>Replace</td>
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<td>New Top Surface</td>
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<td>Replace Drawer</td>
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<td>Replace Pedestal Cabinet for Desk</td>
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<td>Replace Dresser</td>
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<td><strong>DOORS</strong></td>
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<td>Door Closures</td>
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<tr>
<td>Louvers (minimum)</td>
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<td>Repaint/Refinish</td>
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<td>Number Sign</td>
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<tr>
<td>Replace Screen in Door</td>
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<td>Replace Front Door</td>
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<td>Replace Bedroom/Closet Door</td>
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<tr>
<td>Replace Bedroom/Closet Door Frame</td>
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<td>Bedroom/Bathroom Letter Sign</td>
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<td><strong>DOOR LOCK &amp; KEYS</strong></td>
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<td>Replace Cylindrical Lock</td>
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<td>Re-key &amp; Change Core</td>
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<td>Replace Deadbolt</td>
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<td>Replace Thermostat</td>
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<td>Replace Fan Switch</td>
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<td><strong>FIRE EQUIPMENT</strong></td>
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<tr>
<td>Replace Addressable Smoke Detector (24/110 volt)</td>
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<td>Replace Sprinkler Cover</td>
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<tr>
<td>Re-fill CO2 Extinguisher</td>
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<tr>
<td>Replace CO2 Extinguisher</td>
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<tr>
<td>Replace Glass in Cabinet</td>
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<tr>
<td>Replace Glass in Pull Station</td>
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<tr>
<td>Replace Exit Sign</td>
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<td>Replace Exit Sign Glass</td>
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<tr>
<td>Replace Smoke Detector (9 volt)</td>
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<td>Replace Smoke Detector (24/110 volt)</td>
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<td>Protective Guards</td>
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<td><strong>FURNITURE</strong></td>
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<td>Move to Intended Area</td>
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<td>Replace Couch</td>
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<tr>
<td>Replace 3-position Chair</td>
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<td>Replace Night Stand</td>
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<td>Replace End Table</td>
<td>$84</td>
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<tr>
<td>Replace TV Stand</td>
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<tr>
<td>Replace Coffee Table</td>
<td>$117</td>
<td></td>
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<tr>
<td>Replace Stool</td>
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<tr>
<td>Replace Waste Basket</td>
<td>$43</td>
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<tr>
<td>Re-upholster Couch or Chair Cover</td>
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<tr>
<td>Re-upholster 3-position Chair</td>
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<tr>
<td>Re-upholster Stool Seat</td>
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<tr>
<td>Re-upholster Stool Back</td>
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<tr>
<td><strong>HVAC</strong></td>
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<tr>
<td>Replace Window AC Unit</td>
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</tr>
<tr>
<td>Replace Vent/Register</td>
<td>$35</td>
<td></td>
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<tr>
<td>Through Wall Units</td>
<td>$1000-$1500</td>
<td></td>
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<tr>
<td>Window AC Fronts</td>
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<tr>
<td><strong>KITCHEN ITEMS</strong></td>
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<tr>
<td>Replace Kitchen Stopper</td>
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<tr>
<td>Replace Cutting Board</td>
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<tr>
<td>Replace Cabinet Door</td>
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<tr>
<td>Repair Cabinet Door</td>
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<tr>
<td>Replace Countertop Small</td>
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<td>Replace Countertop Large</td>
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<tr>
<td>Repair Countertop</td>
<td>$400</td>
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<tr>
<td>Replace Ice Tray</td>
<td>$6</td>
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</tr>
<tr>
<td>Replace Refrigerator Crisper Drawer</td>
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<tr>
<td>Replace Microwave Plate (ECV)</td>
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<td>Replace Microwave</td>
<td>$200</td>
<td></td>
</tr>
<tr>
<td><strong>LIGHTS</strong></td>
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<tr>
<td>Replace Light Cover (minimum)</td>
<td>$40 (trad), $125 (ECV)</td>
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<tr>
<td>Replace Light Unit</td>
<td>$150</td>
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<tr>
<td>Replace Kitchen Light Cover</td>
<td>$50</td>
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</tr>
<tr>
<td><strong>MIRROR</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Replace (minimum)</td>
<td>$25 (trad), $75 (ECV)</td>
<td></td>
</tr>
<tr>
<td><strong>NEIGHBORHOOD/HALL</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bathroom: Reinstall Stall Door</td>
<td>$100</td>
<td></td>
</tr>
<tr>
<td>Bathroom: Reinstall Lavatory Sink on Wall</td>
<td>$150</td>
<td></td>
</tr>
<tr>
<td>Hallway: Reinstall Water fountain on Wall</td>
<td>$250</td>
<td></td>
</tr>
<tr>
<td>Hallway: Repair Holes (Small, spakle)</td>
<td>$20</td>
<td></td>
</tr>
<tr>
<td>Hallway: Repair Holes (Large, beyond spakle)</td>
<td>$40</td>
<td></td>
</tr>
<tr>
<td><strong>PEEPHOLE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Replace</td>
<td>$25</td>
<td></td>
</tr>
<tr>
<td><strong>PHONE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone/Ethernet Jack</td>
<td>$25</td>
<td></td>
</tr>
<tr>
<td><strong>TILES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ceiling (per tile)</td>
<td>$10</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------------------</td>
<td>----------</td>
<td></td>
</tr>
<tr>
<td><strong>Floor (per square foot)</strong></td>
<td>$10</td>
<td></td>
</tr>
<tr>
<td><strong>Removal (minimum)</strong></td>
<td>$25</td>
<td></td>
</tr>
<tr>
<td><strong>TRASH</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>VINYL FLOORING</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Replace in Kitchen</td>
<td>$1000</td>
<td></td>
</tr>
<tr>
<td>Replace in Bathroom</td>
<td>$1000</td>
<td></td>
</tr>
<tr>
<td><strong>WALLS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paint Ceiling</td>
<td>$40</td>
<td></td>
</tr>
<tr>
<td>Paint Walls (per wall)</td>
<td>$50 (trad), $75 (apt.)</td>
<td></td>
</tr>
<tr>
<td>Paint Entire One Bedroom Apt.</td>
<td>$300</td>
<td></td>
</tr>
<tr>
<td>Paint Entire Two Bedroom Apt</td>
<td>$350</td>
<td></td>
</tr>
</tbody>
</table>
# Appendix D
## Important Dates for 2019-2020

### IMPORTANT DATES - FALL SEMESTER 2019

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wed. July 31</td>
<td>CAs and RAs Move In 1:30 p.m. – 4:30 p.m.</td>
</tr>
<tr>
<td>Thurs. - Thurs. Aug. 1-Aug. 8</td>
<td>CA and RA Training</td>
</tr>
<tr>
<td>Sat. Aug. 3</td>
<td>Residence Halls close for summer 2019 at 12 p.m.</td>
</tr>
<tr>
<td>Wed. Aug. 7</td>
<td>DAs and OAs move in 5 p.m. – 8 p.m.</td>
</tr>
<tr>
<td>Thurs. Aug. 8</td>
<td>DA and OA Training 8 a.m. – 5 p.m.</td>
</tr>
<tr>
<td>Thurs. Aug. 8</td>
<td>Desk open 5 p.m.</td>
</tr>
<tr>
<td>Fri. Aug. 9</td>
<td>Early Move in for Approved Groups</td>
</tr>
<tr>
<td>Sat. Aug. 10</td>
<td>Residence Halls Move-In, 7 a.m. – 7 p.m.</td>
</tr>
<tr>
<td>Mon. Aug. 12</td>
<td>Orientation/Advisement</td>
</tr>
<tr>
<td>Mon. Aug. 12</td>
<td>Fresh Check Day at Stegeman Coliseum</td>
</tr>
<tr>
<td>Tues. Aug. 13</td>
<td>Registration</td>
</tr>
<tr>
<td>Tues. Aug. 13</td>
<td>Fresh Check Day at Stegeman Coliseum</td>
</tr>
<tr>
<td>Tues. Aug. 13</td>
<td>Freshman Welcome at Sanford Stadium &amp; Reed Plaza 5 p.m.</td>
</tr>
<tr>
<td>Tues. Aug. 13</td>
<td>RA Welcome Meetings with Residents at 9:30 p.m.</td>
</tr>
<tr>
<td>Wed. Aug. 14</td>
<td>Classes Begin, Room change request available online</td>
</tr>
<tr>
<td>Wed. – Tues. Aug. 14 - 20</td>
<td>Drop / Add</td>
</tr>
<tr>
<td>Thurs. Aug. 15</td>
<td>Welcome Week Program on Myers Quad</td>
</tr>
<tr>
<td>Sat. Aug. 24</td>
<td>Dawg Days of Service at Tate Grand Hall 9 a.m. – 1 p.m.</td>
</tr>
<tr>
<td>Mon. - Fri. Aug. 26 – 30</td>
<td>CA-RA Seminars Begin for new staff and staff that have not participated in the seminar</td>
</tr>
<tr>
<td>Mon. Sept. 2</td>
<td>Holiday (Labor Day) - Weekend Duty During the Day <em>(No Classes)</em></td>
</tr>
<tr>
<td></td>
<td>1st RHA General Body Meeting MLC rm. 8 p.m.</td>
</tr>
<tr>
<td></td>
<td>RHA Exec ’n Rec (business), CSB Training Miller Learning Center rm. 101</td>
</tr>
<tr>
<td>TBD (Typically Oct 1)</td>
<td>GR &amp; DI Applications for 2018-2019 available on OVPSA website</td>
</tr>
<tr>
<td>Mon. Oct. 7</td>
<td>Midterm</td>
</tr>
<tr>
<td>Mon. Oct. 14</td>
<td>Deadline for Spring 2020 CA-RAs to request to return late for Spring 2020</td>
</tr>
<tr>
<td>Mon. - Sat. Oct. 14 - 19</td>
<td>Homecoming</td>
</tr>
<tr>
<td>Mon. Oct. 21</td>
<td>CA-RA Recruitment Begins</td>
</tr>
<tr>
<td>Mon. Oct. 21</td>
<td>Withdrawal Deadline</td>
</tr>
<tr>
<td>Fri. Nov. 1</td>
<td>Fall Break <em>(No Classes)</em></td>
</tr>
<tr>
<td>Mon. Nov. 4</td>
<td>CA-RA Application Portal opens at 9 a.m.</td>
</tr>
<tr>
<td>Wed. Nov. 6</td>
<td>CA-RA Information Sessions 3:30 p.m. – 5 p.m.</td>
</tr>
<tr>
<td>Mon. Nov. 11</td>
<td>CA-RA Reapplication emailed to current staff</td>
</tr>
<tr>
<td>Mon. Nov. 11</td>
<td>CA-RA Information Sessions 3:30 p.m. – 5 p.m.</td>
</tr>
<tr>
<td>Thurs. Nov. 15</td>
<td>CA-RA Information Sessions 3:30 p.m. – 5 p.m.</td>
</tr>
<tr>
<td>Date</td>
<td>Event</td>
</tr>
<tr>
<td>-----------------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td>Wed. Nov. 20</td>
<td>CA-RA Information Sessions 3:30 p.m. – 5 p.m.</td>
</tr>
<tr>
<td>Tues. Nov. 26</td>
<td>Last Day of Classes prior to Thanksgiving Break</td>
</tr>
<tr>
<td>Wed. - Fri. Nov. 27 – 29</td>
<td>Thanksgiving Break <em>(Residence Halls Remain Open – University Closed)</em></td>
</tr>
<tr>
<td>TBD (typically Nov. 30)</td>
<td>Anticipated GR &amp; DI applications due to OVPSA</td>
</tr>
<tr>
<td>Mon. Dec. 2</td>
<td>Classes Resume</td>
</tr>
<tr>
<td>Mon. Dec. 2</td>
<td>CA-RA Information Sessions 3:30 p.m. – 5 p.m.</td>
</tr>
<tr>
<td>Tues. Dec. 3</td>
<td>CA-RA Information Sessions 3:30 p.m. – 5 p.m.</td>
</tr>
<tr>
<td>Wed. Dec. 4</td>
<td>Friday Class Schedule in Effect</td>
</tr>
<tr>
<td>Wed. Dec. 4</td>
<td>CA-RA Information Sessions 3:30 p.m. – 5 p.m.</td>
</tr>
<tr>
<td>Wed. Dec. 4</td>
<td>Classes end for Fall Semester</td>
</tr>
<tr>
<td>Thurs. Dec. 5</td>
<td>Reading Day</td>
</tr>
<tr>
<td>Fri. - Thurs. Dec. 6 - 12</td>
<td>Final Exams</td>
</tr>
<tr>
<td>Thurs. Dec. 12</td>
<td>All CA - RA Applications due online by 5 p.m.</td>
</tr>
<tr>
<td>Thurs. Dec. 12</td>
<td>Current CA-RA Reapplications due by 5 p.m.</td>
</tr>
<tr>
<td>Fri. Dec. 13</td>
<td>Commencement</td>
</tr>
<tr>
<td>Fri. Dec. 13</td>
<td>Residence Halls close at noon. Residence Hall Commencement Participants Checkout with Granted Extension by AD at 4 p.m.</td>
</tr>
<tr>
<td>Sat. Dec 15</td>
<td>UV/HSC December Commencement Participants Checkout</td>
</tr>
<tr>
<td>Mon. Dec. 16</td>
<td>Grades Due at 12 p.m.</td>
</tr>
</tbody>
</table>

**IMPORTANT DATE SPRING SEMESTER 2020**

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wed. Jan. 1</td>
<td>CA-RA Check in</td>
</tr>
<tr>
<td>Thurs. Jan. 2</td>
<td>Residence Halls open @ 7 a.m.</td>
</tr>
<tr>
<td>Thurs. – Fri. Jan. 2-3</td>
<td>Orientation/Advisement</td>
</tr>
<tr>
<td>Fri. Jan. 3</td>
<td>CA-RA Training</td>
</tr>
<tr>
<td>Mon. Jan. 6</td>
<td>CA-RA Training</td>
</tr>
<tr>
<td>Mon. Jan 6</td>
<td>Registration for New Students</td>
</tr>
<tr>
<td>Tues. Jan. 7</td>
<td>Current Team Members Summer 2020 Staff Application sent</td>
</tr>
<tr>
<td>Tues. Jan. 7</td>
<td>Classes begin</td>
</tr>
<tr>
<td>Tues. Jan. 7</td>
<td>Summer 2020 Staff Recruitment Begins</td>
</tr>
<tr>
<td>Tues. – Mon. Jan. 7 – 13</td>
<td>Drop/Add</td>
</tr>
<tr>
<td>Tues. Jan. 7 – Thurs. Jan. 16</td>
<td>Current CA-RAs applying to transfer for 2020-2021 meet with supervisor a/o AD</td>
</tr>
<tr>
<td>Fri. Jan. 17</td>
<td>Approved Transfer Applicants list sent to RPS from areas</td>
</tr>
<tr>
<td>Fri. Jan 17</td>
<td>Approved CA-RA Applicants notified to sign-up for an Interview</td>
</tr>
<tr>
<td>Fri. Jan. 17 – Wed. Jan 22</td>
<td>CA-RA Applicant Interview Sign-up 1/17/20 at 12 p.m. – 1/22/20 at 12 p.m.</td>
</tr>
<tr>
<td>Mon. Jan. 20</td>
<td>Holiday (M.L.K. Day) - Weekend Duty During the Day <em>(No Classes)</em></td>
</tr>
<tr>
<td>Tues. Jan. 21 – Thurs. Jan. 30</td>
<td>Current CA-RAs applying to return for 2020=2021 but not wanting to transfer meet with supervisor a/o AD</td>
</tr>
<tr>
<td>Tues. Jan. 21</td>
<td>Transfer Accept/Decline forms due at 12 p.m.</td>
</tr>
<tr>
<td>Date</td>
<td>Event</td>
</tr>
<tr>
<td>--------------------</td>
<td>-----------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Tues. Jan. 21</td>
<td>Summer Staff 2020 Applications open online</td>
</tr>
<tr>
<td>Wed. Jan. 22</td>
<td>Current Staff Summer 2020 staff Application Due at 5 p.m.</td>
</tr>
<tr>
<td>Wed. Jan. 22</td>
<td>Transfer Selection Meeting in Building 1516 Multipurpose Room at 9 a.m.</td>
</tr>
<tr>
<td>Thurs. Jan. 23</td>
<td>Current CA-RA Transfer Applicants notified of transfer decisions</td>
</tr>
<tr>
<td></td>
<td>G.R.A.S.S. Conference</td>
</tr>
<tr>
<td>Mon. - Fri. Jan. 27 – 31</td>
<td>CA-RA Seminars Begin for new staff and staff that have not participated in the seminar</td>
</tr>
<tr>
<td>Wed. – Fri., Mon. – Thurs. Jan. 29 – Feb 6</td>
<td>CA-RA Interviews 8 a.m. – 5 p.m.</td>
</tr>
<tr>
<td>Fri. Jan. 30</td>
<td>Offers are made in Areas to Current CA-RA staff for fall 2020</td>
</tr>
<tr>
<td></td>
<td>GR Open Houses</td>
</tr>
<tr>
<td>Tues. Feb. 4</td>
<td>Current CA-RA Accept/Declines Due by 12 p.m.</td>
</tr>
<tr>
<td>Wed. Feb. 19</td>
<td>Priority Consideration Summer 2020 Staff Applications Due at 5 p.m.</td>
</tr>
<tr>
<td>Wed. – Sun. Feb. 19 – 23</td>
<td>Summer 2020 Applicants sign up for Interviews by 12 a.m. (Midnight)</td>
</tr>
<tr>
<td>Wed, Feb. 26</td>
<td>New CA-RA 2020 - 2021 Selection Meeting at 9 a.m.</td>
</tr>
<tr>
<td>Thurs. Feb. 27</td>
<td>New CA-RA 2020 – 2021 Offers sent beginning at 12 p.m.</td>
</tr>
<tr>
<td>Thurs. Feb. 27</td>
<td>Summer 2020 Priority Team Interviews 8 a.m. – 5 p.m.</td>
</tr>
<tr>
<td>Fri. Feb. 28</td>
<td>Midterm</td>
</tr>
<tr>
<td>Mon. Mar. 2</td>
<td>Summer 2020 Selection Meeting at 1 p.m.</td>
</tr>
<tr>
<td>Tues. Mar. 3</td>
<td>Summer 2020 Team Priority Offers</td>
</tr>
<tr>
<td>Wed. Mar. 4</td>
<td>CA-RA 2020-2021 Offer Accept/Declines Due at 12 p.m.</td>
</tr>
<tr>
<td>Fri. Mar. 6</td>
<td>Summer 2020 Team Priority Offers Due by 12 p.m.</td>
</tr>
<tr>
<td>Fri. Mar. 6</td>
<td>Last Day of Classes prior to Spring Break</td>
</tr>
<tr>
<td>Fri. Mar. 6</td>
<td>1/2 staff may leave for Spring Break at 12 p.m.</td>
</tr>
<tr>
<td>Sat. Mar. 7</td>
<td>Residence Halls close at noon. All staff may leave after closing procedures.</td>
</tr>
<tr>
<td>Fri. Mar. 6 – Sun. Mar. 15</td>
<td>Brown, ECV, Payne, Reed, UV and HSC Townhomes remain open during spring break</td>
</tr>
<tr>
<td>Mon. - Fri. Mar. 9 – 13</td>
<td>Spring Break</td>
</tr>
<tr>
<td>Sun. Mar. 15</td>
<td>Residence Halls open at 8 a.m. (All staff must return by designated time)</td>
</tr>
<tr>
<td>Mon. Mar. 16</td>
<td>Classes Resume</td>
</tr>
<tr>
<td>Fri. Mar. 20</td>
<td>Withdrawal Deadline</td>
</tr>
<tr>
<td>Fri. Mar. 20</td>
<td>AD/RHDs email Fall 2020 CA-RA Team with Spring orientation location</td>
</tr>
<tr>
<td>Sun. Mar. 29</td>
<td>Spring Orientation for Fall 2019 CA-RA Staff 4 p.m. – 6 p.m. in Areas</td>
</tr>
<tr>
<td>Sun. Apr. 7</td>
<td>Summer 2020 Staff Orientation 4 p.m. – 6 p.m.</td>
</tr>
<tr>
<td>Mon. Apr. 13</td>
<td>Deadline for Fall 2020 CA-RAs to request to return late to fall training</td>
</tr>
<tr>
<td>Sun. Apr. 19</td>
<td>CA-RA Staff Recognition Event</td>
</tr>
<tr>
<td>Thurs. Apr. 23</td>
<td>GR &amp; DI Social at 6 p.m.</td>
</tr>
<tr>
<td>TBD</td>
<td>RezFest</td>
</tr>
<tr>
<td>TBD</td>
<td>NRHH / RHA Annual Awards Banquet Tate Grand Hall Ballroom</td>
</tr>
<tr>
<td>Tues. Apr. 28</td>
<td>Monday Class Schedule in Effect</td>
</tr>
<tr>
<td>Tues. Apr. 28</td>
<td>Classes End for Spring Semester</td>
</tr>
<tr>
<td>Date</td>
<td>Event</td>
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<td>--------------------</td>
<td>------------------------------------------------------</td>
</tr>
<tr>
<td>Wed. Apr. 29</td>
<td>Reading Day</td>
</tr>
<tr>
<td>Thurs.- Wed. Apr. 30 – May 6</td>
<td>Final Exams</td>
</tr>
<tr>
<td>Thurs. May 7</td>
<td>Spring to Summer Space Transition 8 a.m. – 12 p.m.</td>
</tr>
<tr>
<td>Fri. May 8</td>
<td>Commencement</td>
</tr>
<tr>
<td>Sat. May 9</td>
<td>Residence Halls Close for Academic Year 12 p.m.</td>
</tr>
<tr>
<td>Mon. May 11</td>
<td>CA-RA Agreement Ends</td>
</tr>
<tr>
<td>Mon. May 11</td>
<td>Grade Due at 12 p.m.</td>
</tr>
<tr>
<td>Mon. May 11</td>
<td>May and Extended Session Move in</td>
</tr>
<tr>
<td>Tues. May 12</td>
<td>Summer CA-RA Agreement Begins</td>
</tr>
<tr>
<td>Tues. May 12</td>
<td>Registration for May and Extended Sessions</td>
</tr>
<tr>
<td>Wed. May 13</td>
<td>Classes Begin for Maymester</td>
</tr>
</tbody>
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