

This guide is intended to be a quick reference for how to do the most basic tasks of the Administrative Assistant II position. Tasks are arranged in alphabetical order for easy reference.

Housing Management Information Systems Manual (HMIS) – This resource is a detailed instruction manual for the Housing Management Information Systems (often referred to as TSO). This computer program allows you to find out about occupancy, assignments, etc., (this program is labeled as “TSO” on your desktop).

Housing Staff Listserve Address - HSGSTF-L@listserv.uga.edu (contact Lawanna Laird, 2-8525 or Matthew Ionno, 2-8490 to be added to the listserv)

University Housing Online Links Summary - www.housing.uga.edu/secure/HousingLinkList.html Complete listing of all Housing online processes, including all administrative access.

Important websites that you will want to bookmark:

Housing website – www.uga.edu/housing - This website contains many useful pages including:

- (1) Housing staff polices and procedures – www.uga.edu/housing/staff
- (2) Community Guides (traditional residence halls and East Campus Village) www.uga.edu/housing/policies/index.html

UGA website – www.uga.edu

This is the general website for information about UGA. You can use the “Search UGA People” at the bottom of the page to get student or staff contact information.

UGA email website - www.ugamail.uga.edu – E-mail access for the University of Georgia. This can be accessed from any computer with internet access. Most Housing computers are set up for you to use Thunderbird mail to manage your email account.

Computer Remedy Ticket - www.citp.uga.edu/clients/housing - Report computer problems at this site. Click on “University Housing” Ask A Question – Report a Problem” link. Someone will respond to your request in a timely manner.

Oracle calendar website – There is a calendar icon on your desktop <http://calendar.uga.edu> (note: there is NO “www” at the beginning of the address)

Judicial Action - <http://judicialaction.stuact.uga.edu> (contact Brandi Williams, the Coordinator of Housing Judicial Programs at bwilliam@uga.edu or 2-8191 with any questions)

Housing work order website - <https://www.housing.uga.edu/secure/HousingWorkOrder/index.php> – Use this site to request a housing work order. You can also contact the office at (706) 542-3999. Another way to access the site is to go to the Online Links Summary.

The Department of University Housing uses a lot of acronyms. Many are listed below:

AAC	Assistant Area Coordinator	ECV	East Campus Village	RHES	Residence Hall Education & Services
AC	Area Coordinator	EVC	East Village Commons	RIC	Room Inventory Card
CA	C.L.A.S.S Advocate	GA	Graduate Assistant	RFP	Request For Payment
COS	Central Office Supply	GR	Graduate Resident	SDJP	Staff Development & Judicial Programs
CRB	Conduct Review Board	HBO	Housing Business Office	STW	Skilled Trades Worker
CRC	Conduct Review Conference	HJO	Housing Judicial Officer	VCA	Village Community Assistant
DA	Desk Assistant	INF	Information Notes Form	VPA	Village Programming Assistant
DAP	Double (room) As Private	NTA	Notice To Appear		
DI	Doctoral Intern	OA	Office Assistant		
		RA	Resident Assistant		
		RHD	Residence Hall Director		

ACCESS SYSTEM

Residence hall residents (and staff) gain access to the residence halls via hand geometry readers. The reader requires a resident to first swipe his or her UGA Card or ID badge and then, when prompted, place his or her right hand on the scanning surface. Doing so will release the magnetic lock and allow access if the resident has been assigned to live in that building and matches the hand image on file. Stickers with initials of the building are given to the residents at check-in to place on their UGA Card. Note: If a resident has a physical limitation that prohibits scanning of his or her hand, the hand scanner can be programmed to allow access with only the swipe of the card. Contact the UGA Card Office in order to make such arrangements. If a resident is unable to swipe a card a remote can be issued from the Community Office to unlock and mechanically open an entrance for access. This feature is readily available in Reed and Myers Halls.

Other Facilities:

In addition to the residence halls, hand scans are used to grant access into the Ramsey Center and the Food Services dining halls. However, a student need only have his or her hand scanned once for the image to be on file for all facilities using Hand Geometry Readers. Hands may be initially scanned (or re-scanned as necessary) *at the Tate Student Activities Center, the Cashier's Office in the Ramsey Student Activities Center, or the Food Services office in the basement of Snelling Hall.* Hand imaging is only available at these three sites.

If a resident's ID does not allow access into the community:

- Utilize flow chart to determine what the problem is and follow the flow chart to resolve the issue
- You will use the software program to resolve most problems.
 - Click on Access icon on computer (called either: Housing Access, Hand Reader or Tera TermPro)
 - Follow the instructions from Biometric Hand Reader Training
 - Email or call UGA Bulldog Bucks at 706-542-8257 or bbucks@uga.edu with any questions

Procedure

Hand Geometry Readers FAILING to Grant Access:

There are five potential problems that could keep an individual resident from gaining access to his or her residence hall:

- i. **Hand Scan Failure:** A resident will not be able to gain access to his or her residence hall unless a matching hand image is stored in the computer. Such failure is indicated when, after swiping the UGA Card and being prompted to place the right hand on the scanning surface, placement of the hand does not grant access. A resident with this problem should again attempt to gain access by re-swiping his or her UGA Card and making sure that his or her hand is (a) placed flat on the scanning surface and (b) devoid of any jewelry that was not present when the hand was originally scanned at one of the three scanning locations. The resident should confirm that sunlight is not reflecting into the device and that any heavy bags are taken off to avoid uneven pressure. Residents still unable to gain access should first request that the Community Administrative Assistant utilize the hand scan software to re-send their hand image to the reader. If after the image is re-sent the student is still unable to access their hall then they will need to have their hands re-scanned at one of the three scanning locations. This failure

is indicated by a message on the reader to place the right hand on the reader and after several attempts, the resident is not able to gain access.

- ii. **Assignment Failure:** Residents will not be able to gain access to a particular residence hall unless they have been properly assigned to that hall by the Housing Assignments Office. Such failure is indicated when swiping the UGA Card results in two “beeps” and does not result in a prompt to place the right hand on the scanning surface. Residents and staff should check with their Community Office to make sure they have been assigned to the proper building and that the proper building is listed under “current residence” in the hand scan software. Note: After proper assignment, the hand reader data base will not be updated until early morning hours (approximately 2:00 a.m.). If the currently assigned hall is listed under “current residence” then the Community Administrative Assistant can utilize the hand scan software to re-send their hand image to the reader to refresh the building access.
- iii. **UGA Card Failure:** A resident will not be able to gain access to his or her assigned hall if the wide magnetic stripe on the UGA Card has been demagnetized or severely scratched. Such a failure is indicated when the Housing Assignments Office confirms that a resident has been properly assigned to a hall, but the symptoms of an “Assignment Failure” (as described in procedure I.A.ii above) persist. A resident with a damaged UGA Card should go to the Tate Student Center to attempt to repair the card, or purchase a replacement card. Residents must use the most recent issue of their UGA Card as all previous issues are immediately invalid.
- iv. **System Component Failure:** If a hand reader completely fails (allowing no residents or staff to gain access), technical support is available to replace the reader. Contact the UGA Card Office when such failure occurs so that repairs can be coordinated.
- v. **Lockout:** If a resident has three unsuccessful attempts in a row their ID will be locked out of the system as if the resident is not assigned to the building. This is indicated by two “beeps” as in procedure I.A.ii with an assignment failure. The resident can make another attempt after a different resident successfully enters scans their hand. If access is still denied the Community Office can log in to the hand scan software and re-send the resident hand image to the machine.

Should students experience problems with the following stations where the UGA Card is used, contact the appropriate person(s). Work orders can be submitted online at the [Housing Work Order web site](#) or by calling 706-542-3999.

- Laundry Room and Copier – Contact Bulldog Bucks Office at 706-542-8257.
- Computer Lab – Contact the EITS Help Desk at 706-542-3106.

All Housing Assignments Office Staff, Community Administrative Assistants and Area Coordinators have access to the hand reader database to troubleshoot problems. Questions can also be directed to: bbucks@uga.edu

CALENDARS

All professional staff, support staff and some other staff have their calendars online through a program called Oracle. Many of the Department's community/conference rooms are also on Oracle. A class is offered through the University's Training and Development Department on using the Oracle calendar. Your own Oracle calendar should have been set up during your first week of employment. Lawanna Laird, 2-8525, llaird@uga.edu, is the contact for setting your calendar up.

In regards to the calendar, your responsibilities may include the following:

For AC, AAC, RHD and GR

Enter appointments as requested by AC /AAC/RHD/GR

Room Reservations

In order for someone to request a facility reservation, they must belong to a university department or registered student organization. Please refer to the housing policy for facility reservations to see what spaces are available for non-housing groups.

When someone requests to use a community/conference room:

- Have them complete the Facilities Reservation Request Form.
- Make sure they have read and understand the reservation guidelines listed for the housing facility reservation policy available on-line at www.uga.edu/housing under Policies & Staff.
- When approved by AC, contact the person to let person know their request has been approved
- Enter reservation in Oracle for the room requested.
- Some halls have special rooms (i.e. guest rooms) or room set up forms for which the AC will provide information.

CHECK –IN (FALL OPENING)

Manage Check-In

- Make schedule for student staff to work check-in.
- Organize materials used during Check-In:

- Room Inventory Cards (RICs)

OR

- ECV Room Inventory Cards

- Information Cards
- Temporary Key Issue Cards
- Access Pass-In Cards
- Bed Ends and Bed Springs Agreement
- Loft Policy

- Arrange check-in area with signs and tables
- Designate areas for keys, information packets, etc.
- Work with student staff to put together Welcome Packets for tables
- See the AC for the community-specific preparation checklist

UGA Card Check-in System

- Each community will receive training with written instructions on how to navigate the Tera Term system
- Each community or check-in station will be set-up with laptops for early check-in
- Students will swipe their UGACard into the Tera Term system
- Each community will be given back-up early check-in rosters for the students to sign in case their UGA Cards fails to swipe. In this case the Administrative Assistant will enter the students manually in the Tera term system
- Each morning beginning the day after the first early check-in day the Assignment Office staff person will retrieve the early check in data via CD from the UGA Card Office and deliver to Mike Carey (AIS) to transmit all the charges on the CD to the Students Accounts
- The reconciliations of these charges will be done each day by the Assignments Office
- Various reports can be generated and emailed or printed from the Tera Term system
- These reports also include daily counts/total number of students checked in
- After move in (early check-in and regular check-in days) each community will send over the back-up early check-in rosters to the Housing Assignments Office for Record Retention purposes

Prepare Keys (community specific)

- Complete a key inventory prior to check-in (Fall Opening)
Label a key envelope for each assignable space
 - Place the room number on each envelope. Then place one key per resident in each envelope (Depending in the community, a separate mail key may need to be added to the envelope)
 - Put the envelopes in order for easy access during check-in

Prepare Mail Room

- Put new name labels on mailboxes
-

Other Duties Related to Fall Check-In

- Assist with manuals for student staff
- Order office supplies
- Check with AC for community specific information

CHECK-OUT (Including Closing and Individual Check-Outs)

- Make sure all Room Inventory Cards (RICs) and keys are turned in to the community office
- Make sure the student forwarding address card was completed
- Make sure old information, key and access cards were pulled
- Have staff fill out a new Room Inventory Card for the next resident
- See room change process for check-out procedures
- Bill if necessary (see “Billing” section of this Guide)
 - Reasons to bill include lost keys, improper check-out, damages, etc.
- Send RICs to Assignments Office when submitting weekly occupancy report
- For improper check-outs, fill out RIC and sign/date as soon as you become aware of the move; send to Assignments Office when submitting weekly occupancy report
- Student will continue to be charged rent until official check-out
- Cancellation of Contract
 - If a student cancels his/her contract, the Assignments Office will email the Administrative Assistant II

- The Administrative Assistant II should have the student check-out and send the RIC to the Assignments Office, as soon as possible
- If a student informs the Administrative Assistant II he/she plans to or has withdrawn from classes, the Assignments Office should be contacted immediately for further instructions
The Administrative Assistant for Occupancy will enter the cancellation on the OC report
- Student Withdrawals
 - Go to the online Housing Occupancy Report. Click on Academic Withdrawals. Then click on Withdrawal Guidelines. Print a copy and follow the instructions. Letters should be sent certified mail to the students' home address as well as sending the email. A move-out email should be sent in every case, even if the student has planned to move-out the day the Administrative Assistant receives notification. Please call the Housing Assignments Office Manager for additional information.

CLEANING SERVICE PROGRAM IN ECV

In ECV, students are responsible for cleaning the bathrooms in their apartment. However, there is a cleaning service available for students to purchase.

The actual cost to each resident depends on the number of residents that share a particular bathroom and the date they completed the Cleaning Service Agreement.

Reference the apartment type on the Cleaning Service Price Sheet to determine the exact cost per resident for each semester of the service. Residents in spaces A and B or C and D in four bedroom/two bathroom apartments will split the costs of the bathroom cleaning for the bathroom closest to their bedrooms. In order to maintain the privacy afforded by living in ECV, residents who share a bathroom must both agree to the cleaning service program and sign the agreement form in order for the service to be provided. Cleaning service agreements are for one term (fall, spring, summer) only and must be renewed each term to continue throughout the year. There are two different plans available: a weekly cleaning and bi-weekly cleaning plan.

COMMUNICATIONS

Community E-mail

Each community has a central e-mail account. This email account **MUST** be checked every business day. Do not change the passwords or settings to the account or forward to another email account without permission from a Housing IT professional. This account is used for sending notifications to students and is the e-mail address used with our online Housing applications, such as room changes. Area Coordinators need to be able to log-in, view, and understand normally received emails from Housing application websites to be able to maintain them in your absence. E-mails in this account must be saved in accordance with Records Retention. Any inter-office emails and all communications (incoming and outgoing) between customers and the community office should be saved. Incoming emails from the room change / hall transfer, and single / dap sites can be deleted because the information is stored at the website.

Each year emails will need to be moved to the local folders on your computer, and save the files on a zip disk or CD. The zip disk or CD should be accessible to the Area Coordinator for research if needed. Please contact the Communications Administrative Assistant in the Housing Assignments Office for more information.

Email Management Tool

The AC, AAC, RHD and Community administrative Assistants have access to the online Email Management Tool. This system is able to query residents meeting requested conditions to send out official communications from the Community Office. Only send official emails that need to be recorded in student records when using the system. This system automatically keeps a record of each message sent and the sender of each message can be set to a variety of email addresses. Guidelines are distributed to each Community Office.

COMMUNITY/HALL COUNCIL

- Accounting Assistant III, Jane Ivey in the Housing Business Office (HBO) is assigned to Community Hall Council budgets and provides printouts of Council budgets on a monthly basis.
- When you receive the updates, verify with your records if applicable.

Allotted Money

- Some Community Administrative Assistants keep track of allotted money to staff members.
- Some Community Administrative Assistants meet with the GAs/GRs/RHDs/AACs to discuss budgets and compare for accuracy.
- Some Community Administrative Assistants meet with the Community/Hall Council to make sure budgets match.
- Check with your AC for your specific responsibilities.

Purchase Authorization Cards (laminated, ivory card from HBO)

- Check with the AC, as community specifics will vary in terms of who keeps the card and how cards are made available to student staff.
- Each year new purchase cards are assigned and once you receive your new card, you must return your card to HBO.

Request for Payment (RFP)

Request For Payment (RFP) forms are used to inform the Housing Business Office (HBO) of how funds were spent, where they were spent, and what account is to be charged; this form also identifies who is to be reimbursed (i.e., the store, the staff member, etc.).

For those Community Administrative Assistants responsible for allocations, complete RFP form, assign a number (kept in numerical order within each community) and send *white* and *yellow* copies to HBO.

- Have the AC sign the form.

Keep *pink* copy for office records.

Send *gold* copy to the Community/Hall Council Advisor

When turning in the RFP to the HBO:

- *TOP COPY*: Completed RFP (with appropriate information & signatures) goes on top.
- *MIDDLE COPY*: Invoice or receipt from the vendor goes next.
- *BOTTOM COPY*: Finally, the Community Council minutes go on the bottom with the corresponding allocation highlighted.

RA/CA/VPA Program Report Forms

The AC will set specific community expectations about how to handle program report forms. The report forms can be found at:

AC, AAC, RHD, GR/GA login:

<https://www.housing.uga.edu/secure/housingActivities/index.php?page=stafflogin>

RA/CA/VCA login:

<https://www.housing.uga.edu/secure/housingActivities/index.php>

ACs are responsible for tracking community programming efforts on behalf of the Community Development Model Committee. The Administrative Assistant II may be required to assist in this process.

COMPUTERS

Training

For questions about various training opportunities, refer to the UGA Training and Development Department at <http://www.hr.uga.edu>. To report any problems contact the IT Professionals in the Department of University Housing by phone (Lawanna Laird, 2-8525 or Matthew Ionno, 2-8490) or using the www.citp.uga.edu/clients/housing website.

Printer Problems (Administrative Assistants printer)

If your printer needs to be serviced submit a remedy ticket at www.citp.uga.edu/clients/housing

Computer Usage

Use of the computer in the Administrative Assistant II's office is governed by the following guidelines and expectations in addition to the UGA Computer Usage Policy,

<http://www.uga.edu/compsec/use.html>

- The Administrative Assistant II is the primary user during the hours of 8:00 am - 5:00 pm and other times she/he is at work.
 - The Administrative Assistant II's access to the computer should not be interrupted during these hours.
 - Office Assistants may use the computer during this time as directed by the Administrative Assistant II.
 - Use between 5:00 pm and 8:00 am is limited to the Graduate Resident staff and the AC/AAC/RHD for the respective Community.
- No software is to be loaded onto or deleted from the computer under any circumstances by any person other than the IT Professionals, and no software is to be downloaded from the Internet or other sources under any circumstances.
- No staff other than the Administrative Assistant II may access the departmental computer network using the password assigned to that respective Administrative Assistant.
 - Staff having access to the computer should be instructed on the procedures for turning on the computer and accessing the programs without accessing the network.
 - No further access should be granted.
- No changes are to be made in the Windows configuration by anyone other than the Administrative Assistant II, AC, or IT Professionals.
 - This includes modifying desktop settings such as screen savers, screen colors, and icons/shortcuts
 - No changes are to be made in the established e-mail configuration by anyone other than the IT Professionals.

Log-Ins and Passwords

- Because the Administrative Assistant II's computer has access to many of the Department of University Housing's files, the computer is password protected.
 - You will be prompted to enter the first password after you turn on the computer.
 - The computer will perform internal memory checks, after which it will prompt you for your login.
 - This login usually consists of your first, middle, and last initials followed by the number 110.
 - This password is specific to you; no one else should know it.
 - You are responsible for all actions while you are logged in under your username.
 - This password must be changed periodically and you will be prompted to do so every 90 days.
- There are separate passwords for accessing your email account and the mainframe.

COURTESY CHECKS IN ECV

Courtesy Checks are completed once each semester and once during the summer

During a Courtesy Check, a VCA, STW, Custodian, AAC and/or AC will enter each apartment unit to check the condition while referencing the RIC that was completed at move-in. This is to resolve any potential facility or sanitation problems. All students will receive advance notice of scheduled Courtesy Checks. If there are items that warrant resident action, they will be given a designated time to correct the condition. Failure to comply within the allotted time may result in an assessment of an administrative fee. Any damages noted in an apartment may result in that resident being charged for repairs and/or replacement.

JUDICIAL ACTION

Entering an incident

*Log in with your general community log in account for "quick entry" status (i.e. brumbysec, cressec, etc.)

1. Retrieve notes on the "incident notes" form.
2. Open Internet Explorer and go to <http://judicialaction.stuact.uga.edu>
3. Log into the program
4. Click on "enter a new incident"
5. Search by student name, date of birth and/or address
6. Enter incident information
7. If there are multiple students involved, click on "copy incident"
8. Repeat steps 4-6 for each individual involved. Do not create a record for witnesses
9. When finished, log out of Judicial Action

*Note: Each Area Coordinator has the ability to manage his/her own quick entry staff. You are able to add and remove these users as needed. Each of these users will have his/her own ID to access Judicial Action

Entering incident information from someone without Judicial Action access

1. A person without a Judicial Action password who wishes to report an incident should use the old IRF form or the Incident Notes page to report that incident. That person will turn in the report to the Community Secretary.

*Note - The Community Secretary does not have access to enter new case information from his/her normal Judicial Action login. Therefore, the AC should create an additional Quick Entry user for the Community Secretary. The login name should be the generic community email address. For example, Creswell will be "cressec."

2. Once the report is submitted, either the OA or Community Secretary will enter that information into Judicial Action.

Community Secretary Tasks

***For all of these activities below, log into Judicial Action using your UGA MyID**

Receive a Case & Record that Notice to Appear was sent

1. Community Secretary will receive an email from the area coordinator with instructions for each case.
2. Log into Judicial Action and select "choose the possible offender" or look up by case number.
3. When you find the correct student, you will be directed to the student view page
4. Select "notifications and comments" for the correct case
5. Enter the date that the notification was mailed (today's date) and the deadline date for the student to contact you before records will be flagged (generally 5 business days).
6. Click "save hearing information."
7. If the student does not respond by deadline date, email or call Brandi Williams to flag the student account.

Send Notice to Appear

1. Click on "documents" for the appropriate case
2. Click "create a document using a template"
3. Select the appropriate notice to appear document, either "Grad Student CRC Notice to Appear" for CRC cases heard by a GR or "Housing Notice to Appear" for cases heard by professional staff.
4. When given the option, save the document. (Note – you may want to create a special folder on your computer to house all of these documents.) Review the document to make sure everything is correct. If you make any changes, resave the document.
5. Go back to the documents page in Judicial Action and select "upload/email/delete/view a previously created document".
6. Select "upload document" and find the document in your files.
7. Once the document is uploaded, select "email file". Change the subject to "Judicial Hearing". Copy the text from the document and paste in the text section. Email the document.

Preparing case information for GRs (and Acs, AACs if requested)

1. Locate the correct case on the student view page and select "more case options."
2. Select "Printer friendly view of incident" and print the incident
3. Prepare a folder for the GR with the incident report, a blank CRC Notice of Decision Form and a blank Sanction Completion Form (if needed, some GRs keep forms)

When the student calls to make the appointment

1. Log into judicial action
2. Select "individual" and find the student's case by last name
3. If you are not sure who the hearing officer is, you can select "more case options" and then "printer friendly view of incident". The hearing officer is listed there.
4. Check the Hearing Officer's Oracle Calendar to determine availability and set the appointment. Record it on that calendar.
5. Return to the incident in Judicial Action and select "notifications and comments". Record the date and time of the hearing there.

If you have any questions regarding judicial incidents, contact your supervisor or Brandi Williams, the Coordinator for Housing Judicial Programs, 2-8191, bwilliam@uga.edu.

KEYS

Community Keys (ex. AC office, AAC office, electrical room, etc.)

Keys to the doors and offices of the community are kept in the Community Office. This includes the outside door keys, academic offices, etc.

- Individuals with authorized access can check out keys as needed.
 - Always check-IDs to verify the person checking out the key is an authorized person.
- Keep a log of keys checked out of this box, and maintain security of the keys.

Lock Security Program

When a resident room key or mailbox key is lost/stolen or not returned:

- Call the work order office (2-3999) or enter request on-line at: <http://www.arches.uga.edu/~hsgwkodr/> for a lock change (give them the room number and key code using the Key Code Manual).
- When the new key is returned to the Community Office, record the new key code in the Key Code Manual.
 - Keep the old keys in a secure location to be picked up and recycled.
- Bill the resident for the lock change (see “Billing” section of this Guide).

Resident Room Keys

- Maintain record/inventory of keys for resident rooms (and mailbox keys where appropriate).
- Room keys are kept in a locked box at the community’s 24-hour desk.
- At the beginning of each shift the desk staff should:
 - Inventory the keys to make sure the appropriate number of keys are on each hook in the key box.
 - Enter missing keys in the key log.
 - Check to confirm the missing key has been checked out by a resident using the resident’s temporary key issue card.
 - Follow up with the Administrative Assistant II about missing keys or keys not turned in within 72 hours.
- If the student requests a key and states the key isn’t lost (i.e., it’s at home, etc.), tell them how long they have before a lock change will be done and the cost of the lock change.
- Some Administrative Assistants send a warning letter or give a courtesy call to remind the resident that he/she has a key past due.

KRONOS

The Kronos Time and Attendance System will replace paper time sheets. Usage of this new electronic system will be required by every employee who submits a paper time sheet, including student staff. Implementation is due to commence during fall 2008.

LONG DISTANCE

- Administrative Assistants, ACs, AACs and RHDs each receive a long distance code (GIST code). Contact the Administrative Specialist in Russell Hall, Denise Stanchek, 2-8318, to obtain a GIST code.

- To place a long distance call, dial 9 plus 1 plus the 10-digit telephone number.
- After the three beeps, enter your 7-digit authorization code that begins with an 8.
- Long distance calls may be made for official business only.

MAIL

- Campus mail from the community offices should be brought to and retrieved daily from the Assignments Office located in the Russell Hall.
 - Campus mail is delivered to the Assignments Office on Russell Hall and placed in the designated box for each community.
- U. S. mail will be picked up and delivered to each community by the post office daily.
- Some communities coordinate a daily mail run.
- See your AC for community specific information.

MISCELLANEOUS CHARGES BILLING PROCEDURES - STUDENT ACCOUNTS

Students Accounts - A centralized billing and payment system where all housing miscellaneous charges are transmitted.

This process is to be used when assessing miscellaneous charges such as lock security program fees, damages, improper check-out, etc.

- The Administrative Assistant must send all charges to the Housing Assignments Office via memo or email to Inez Finch (ifinch@uga.edu).
 - Include the building assignment, resident's name, last four-digits of the student's social security number, the charge type and the charge amount.
- Paper bills are not mailed to the residents.
- The Housing Assignments Office will post all charges to the Student Account System.
- **PAYMENTS ARE NOT ACCEPTED IN THE COMMUNITY OFFICE OR THE HOUSING ASSIGNMENTS OFFICE.**
 - Student Accounts (located in the Business Services Building at 424 East Broad Street, 542-2965) will accept all payments for the Housing miscellaneous charges via cash, check, money order, or webcheck. Payments may also be made by credit card via a third party vendor. A fee of 2.75% or a minimum of \$3.00 is assessed when using the credit card method.
 - Students can also pay on-line at www.bursar.uga.edu .
- When the students make inquiries regarding their miscellaneous charges, the Bursar's Office will forward them to the Housing Assignments Office.
 - If the Assignments Office needs additional information to assist the student, the Community Office will be contacted regarding a specific charge.
- All appeals must be handled through the Area Coordinator (AC)
 - If the AC grants the appeal, the AC or the Administrative Assistant II will send the appropriate information to the Housing Assignments Office via email or memo to Inez Finch (ifinch@uga.edu)

Assignments Office will remove the appropriate charge(s) from the Student Account System

OCCUPANCY REPORTS/NO SHOW REPORTS

Occupancy Reports

Occupancy Reports will be completed by the Community Administrative Assistant and are submitted online to the Housing Assignments Office on each Monday by 12:00 pm, beginning one week after classes have started.

Data from the Room Change and Hall Transfer Request and DAP and Single Room Request websites is electronically fed into the Occupancy Report. When a student agrees to the online Contract Amendment, data is automatically entered into the report for room changes, hall transfers and DAPs. The Administrative Assistant for Occupancy will enter “New Assignments” and “Cancellations” in to each new report. A Community Administrative Assistant can enter a cancellation if a student departs from housing, has checked out with a completed *Room Inventory Card* and the cancellation is not on the report.

The Community Administrative Assistant is responsible for verifying all information and submitting the report. All *Room Inventory Cards* from student departures or moves should be submitted to the Housing Assignments Office by Monday at 12:00 pm. If a *Room Inventory Card* is not available it should be submitted with the next report.

Changes indicated on the Occupancy report will be made in HMIS by the Administrative Assistant for Occupancy on Monday.

No-Show Report

No-Show reports are due at the start of every new semester. Due dates will be dispensed by the Assignments Office. No-show reports are a component of Occupancy; instructions to prepare a report are online at the Housing Occupancy Report website. Click on No-Show report at the menu. Click on No-Show Report Guidelines, print and follow instructions.

OFFICE MACHINES IN STUDENT COMPUTER LABS (Copier and Printer)

- Maintain the working order of the copier/printer by ensuring that the copier/printer has sufficient paper, changing the toner, and calling for maintenance as needed.
- For service on a copier, contact Xerox directly at 1-800-822-2979. You will need to provide the model number and serial number, found on the copier.
- Problems with EITS printers should be referred to EITS at 2-8366 or go to <http://www.eits.uga.edu/sites/reportproblem.html>

PURCHASING

Purchase Authorization Card

- To be used at places where we have a charge account
 - Current lists of vendors may be obtained from Jane Ivey in the Housing Business Office
- Policy varies by Community; see your AC for information on how/when to use the card.

Charge Card (Pcard/Visa)

- Card is held by the AAC and/or RHD in your community. Must get permission from them first.
- Cardholder must make purchase.
- Accepted anywhere credit cards are taken.

RADIOS

Radios

- Radios are located at the Administrative Assistant II's desk or the community's 24-hour desk in each community.
- Radios should be turned on and set on channel 1-A during business hours.
- Radios are generally used to contact Maintenance and Custodial.
- Radio courtesy dictates that communications remain brief.
- If a longer conversation is necessary, ask the recipient to call you on a telephone line.
- Whenever radio is not in use, it should be turned off and placed on the battery charger.
- If you have specific questions about how to use the radios, contact the Area Coordinator or Director for Residential Facilities.

Housing Call Signs

Each hall or activity generally uses their own name as their call sign:

Brumby Community	= "Brumby"	Facilities Office	= "Operations"
Central Zone Maintenance	= "Central"	Hill Community	= "Hill"
Creswell Community	= "Creswell"	Myers Community	= "Myers"
East Campus Village	= "ECV"	Oglethorpe House	= "O'House"
East Zone Maintenance	= "ECV"	Reed Community	= "Reed"
Family Housing	= "Family Housing (Channel 1C)"	Russell Community	= "Russell"
		West Zone Maintenance	= "West"

- Within each hall or activity, generally numbers are assigned to functions or individuals (there are some exceptions):
 - State the call sign first, then the person's code number.
Typically:
1 = Building Supervisors
2 = Maintenance Personnel (Skilled Trades Workers)
4 = Area Coordinator
5 = Administrative Assistant II
- Within the Maintenance the following signs are registered:
 - ECV 12 & 13 = Locksmiths
 - West 4, 5 & 6 = A/C Mechanics
 - FH 9 & 10 (CH 1C) = Carpenters
 - ECV 10 & 11 = Electricians
 - ECV 9 = Second Shift Maintenance (4:00 pm to 12:00 am Monday-Friday)
- Within the Facilities/Operations Group the following signs are registered:
 - State "Operations" first, then the person's code number.
2 & 6 = Project Coordinators
3 = Director for Residential Facilities
4 = Custodial Superintendent
5 = Facilities Main Office, Procurement and Receiving

Examples:

Brumby Building Supervisor calls Brumby Administrative Assistant II	“Brumby 1 to Brumby 5”
ECV AC calls ECV Maintenance Supervisor	“ECV 4 to ECV 2”
Myers Desk Assistant calls for 2 nd Shift Maintenance	“Myers Desk to ECV 9.”

--- Radio handles can be found on the next page ---

Radio Handles

(Revised August 18, 2008)

Facilities/Operations

Tom Battenhouse	Operations 3
Matthew Deason	Operations 1
Joel Eizenstat	Operations 2
Bud Green	Warehouse 1
Barbara Ann Lee	Operations 5
Steve Marcotte	Operations 4
Grant Myers	Operations 6
Work Order Office	Work Order 1

Residence Hall Education & Services

Rick Gibson	RHES 1
Ralphel Smith	RHES 1
Tom Zimmerman	RHES 1

Locksmith Shop

Gary Cabe	ECV 12
Dean Smart	ECV 13

Maintenance/AC

Sammy Cofer – East Sup	ECV 2
Tim Carithers – West Sup	West 1
Steve Smith – Central Sup	Central 1

Mike Archer	West 8
Travis Bennett	ECV 3
Wayne Bennett	Russell 2
Randy Blackwell	Reed 2
Jerry Clark	Brum 2
Ahmad Daftarian (A/C)	West 4
Paul Dillon	ECV 4
Randy Gabriel	ECV 7
Scott Gabriel	Central 8
Mick Gerely (A/C)	West 6
Ismael Gomez-Diaz	West 9
Lee Gray	Hill 2
Cantrell Gresham	Myers 2
Stacey Jewell	Central 6
Johnny Kesler	OHouse 2
Johnny Lynn	ECV 6
Chris Massey	West 3
Ricky McRorie	ECV 10
Bob Murphy (2 nd Shift)	ECV 9
VACANT	West 7
Richard Sixtos	ECV 8
Donnie Strickland (A/C)	West 5
Larry Weldon	ECV 11
Andrea Woodall	Cen 7
Karl Woods	Creswell 2

Brumby Hall

John Trawick	Brumby 4
Marcella Smith	Brumby 5
Merian Gall	Brumby 1

Creswell Hall

Scott Oliver	Creswell 4
Angie Switon	Creswell 5
Bobby Johnson	Creswell 1

ECV

Kathryn Hall	ECV 4
Ray Williams	ECV 5
Kimberly Butler	ECV 1

Hill Hall

VACANT	Hill 4
Adam Nowaczyk	Hill 5
Mary Sutton	Hill 1

Myers Hall

Mark Whitesel	Myers 4
Anne Nielson	Myers 5
Donald Brooks	Myers 1

Reed Hall

Kenya McKinley	Reed 4
Lauren Ladd	Reed 5
Gail Martin	Reed 1

Russell Hall

Louis Gustafson	Russell 4
Ali Steen	Russell 5
Sue Coleman	Russell 1

Family Housing – Channel – 1C

Nick Ayala-Toro	Family 8
Nichole Elder	Family 1
Matt Murray	Family 3
Ken Goyen	Family 1
Melvin Jackson	Family 7
Jill Kidd	Family 1
David Ladd	Family 9
Major Rolland	Family 6
Shonda Smith	Family 4
George Thornton	Family 5
Jamie Wilkes	Family 2
Billy Wilkinson	Family 10

RECORDS RETENTION

This policy pertains to the length of time that records (files) need to be kept. See the Records Retention Policy in the On-line Housing Policy and Procedure Manual for specific details. This policy covers who is responsible for retaining records, the length of time records must be retained, where records may be sent for storage and how large quantities of records may be destroyed.

Of specific interest to Administrative Assistant II:

- Room Inventory Cards will be stored by the Assignments Office.
- Information Report Forms will be stored by the Office of Staff Development and Judicial Programs.

REFUNDS

Coke/Vend

- Maintain a petty cash fund of \$10.00 and give out refunds for Coke and Vend.
- Maintain a binder divided into Coke/Vend.
 - When an individual loses money, they must complete the information on the refund log.
 - When the Community Office needs more money for refunds, talk to the Coke/Vend employee and let him/her know you need refund money; give the representative a copy of the refund page.
- If an individual loses money on the Bulldog Bucks card in a vending machine, the Administrative Assistant II provides a receipt from the receipt book for the lost money. The resident takes the receipt to the Bulldog Bucks Office near the Tate Center for a refund.

Other Refunds

- If an individual loses money in a copier, printer or laundry machine, the Administrative Assistant II provides a receipt from the receipt book for the lost money. The resident takes the receipt to the Bulldog Bucks Office near the Tate Center for a refund.

ROOM CHANGE AND HALL TRANSFER WEBSITE OFFER SYSTEM (RCHT)

This site will allow students to submit a request for a room change and /or hall transfer. All requests for changes are maintained throughout the academic year and will be deleted in May.

The Assignments Office Administrative Assistant for Occupancy oversees the website. Students that want to access the website should be instructed to do the following:

- Go to www.uga.edu/housing
- Click on link: Waiting List Sign-up
- Click on link: Room Change Hall Transfer Request Site

For administrative access to make offers, go to: the *University Housing Online Links Summary* at: www.housing.uga.edu/secure/HousingLinkList.html (this site has a complete listing of all Housing online processes, including all administrative access)

Make sure a student actually *accepts* an offer before making a move to another room/hall.

Please follow this sequence to make offers at the RCHT website:
Identify all vacancies that are ready to receive new occupants.

- From the main menu click on swaps:
 - Offer specific swaps for your area
 - Offer regular swaps if possible for your area
- From the main menu click on requests:
 - Offer all type 1's first (requesting a specific space)
 - Proceed to offer in type order (2 thru 5)
 - The applications are in date order within each type, so next on the list should be offered.
 - For communities with multiple halls: If you have a vacancy for the next student on a waitlist and it is not the student's first choice, you can look to see if you have a vacancy for the first choice. If you have a vacancy for the first choice you must look at the waitlist (that lists the first choice) to see if the student is next in order to offer, if the student is not next you will simply need to offer that student their second or third choice. You have the option to skip the above process and just make a second or third choice offer, without researching the first choice. If so, it will mean you may make some immediate concurrent offers, and you will be tying up 2 rooms.
 - Students read the following both at the website and in the emails we send to them generated from the website (refer to screenshots for more detailed information):
 - Below is a prioritized request list that shows the order in which requests will be honored:

Request Type Guide

-Type 1: A student requests a space in a specific room and identifies the roommate that they are requesting that is currently assigned to the room (this type of request will receive top priority).

-Type 2: A student requests an empty space in another room in the hall in which they are currently assigned.

-Type 3: Two students request each other as roommates and request to room together in the hall in which both of them are currently assigned.

-Type 4: A student requests an empty space in another hall.

-Type 5: Two students request each other as roommates and request an empty room together in another hall.

When you submitted your request, you indicated you understood the following information:

-Your request will be prioritized by the date and time when this request is submitted and according to the type of request you make.

-Your ranking on the waiting list may change because of the types of requests submitted after you submitted your request.

Go online or view screenshots to view additional information provided to students.

Helpful Hints:

1. **INTERACTION WITH SINGLE/DAP WEBSITE:** If your area offers DAP's you can print a DAP list prior to making offers at the RCHT website. It is helpful to refer to this list to help you decide which spaces to offer and what to hold back for a potential DAP, (only hold back if there are other spaces available to fill requests of the RCHT site). Remember the order of priority is to do room and hall changes first, and DAP's last, based on availability.
2. **TYPE ONES:** If a student wants a type 1 request in an entirely vacant room, he/she should enter their own UGAMyId in the roommate request MYID field. The system is set up to request the roommates' UGAMyId and will not process if the field is blank.
3. **PENDING OFFERS:** If a student does not respond to an offer it will remain in pending mode at the website. The secretary should click on "pending" and decline the offer immediately after the due date if the student does not respond. The student can go to the website at anytime and accept the offer, even though past the due date, and perhaps the room is offered to another student, so it is extremely important to check the pending list frequently.
4. **ACCEPTED OFFERS:** Please check your Community Email account daily. When you are notified of an acceptance of an offer you made, or of an acceptance to move to another hall, please follow up and ensure that the student completes his/her move within the 48 hour requirement.
5. **DEMO:** Go to the RCHT website and click on "help" at the main menu. Scroll about midway down the page and go to "Description of the process to make an offer" and view the demo. There are screen shots available in the "Community Administrative Assistant Quick Reference Guide" which outlines the entire process from a student's perspective. The Assignments Office is happy to provide additional training upon request.
6. **SCREENSHOTS:** Screenshots are available in the Quick Reference Guide. They offer the ability to view the website on paper format from a student's perspective.
7. **TERM OFFICE CODES:** You may notice some 2 letter codes at the website. These indicate the student is in a special program, such as IE for International Exchange, HS for Honors, DR for Disability, etc. You can make offers to any of these students except the following: At for Athletes, and SC for Schedule Cancellations.
8. **NO MATCH/ORPHANS:** Assignments Office Administrative Assistant for Occupancy will generate emails to these students.
9. **SITE MAINTENANCE:** Secretaries should check the websites at least twice a week. Offers should be made consistently until a vacancy is filled.

The FRC Room Change Hall Transfer Request Site

This can be used by residents in FRC assigned to Rutherford Hall as well as other residents that are accepted into the Franklin Residential College program. Students that want to access the website should be instructed to do the following:

- Go to www.uga.edu/housing
- Click on link: Waiting List Sign-up
- Click on link: FRC Room Change Hall Transfer Request Site

The administrator of the FRC program has access rights to the website and makes offers, maintains the site, and communicates with the Myers Community Administrative Assistant regarding Occupancy Report submission for Rutherford Hall. The Assignments Office Administrative Assistant for Occupancy oversees the FRC website.

Double as Private (DAP) and Single Room Request Site

This site will allow students to submit a request for a double as private (DAP) and/or single room. DAP room requests are maintained throughout the academic year and are deleted in May. A DAP is a room designed for two students that is offered to an individual student to live in the room by him/herself. Students may request a DAP in all buildings with the exception of East Campus Village. Single room requests are maintained as long as the student remains an on-campus resident. Single rooms are available in the following halls: Mary Lyndon, Myers Hall, Oglethorpe House, Payne Hall, Reed Hall, Rutherford Hall and Soule Hall.

The Assignments Office Administrative Assistant for Occupancy oversees the website. Students that want to access the website should be instructed to do the following:

- Go to www.uga.edu/housing
- Click on link: Waiting List Sign-up
- Click on link: Double as Private and Single Room Request Site

For administrative access to make offers, go to: the *University Housing Online Links Summary* at: www.housing.uga.edu/secure/HousingLinkList.html (this site has a complete listing of all Housing online processes, including all administrative access)

Make sure a student actually *accepts* an offer before making a move to another room/hall.

DAP's are offered based on availability; therefore, please do not offer DAP's until the Assignments Office announces that offers can commence.

HELPFUL HINTS FOR DAP'S and SINGLES

1. **DAP INTERACTION WITH RCHT WEBSITE:** If your area offers DAP's you can print a DAP list prior to making offers at the RCHT website. It is helpful to refer to this list to help you decide which spaces to offer and what to hold back for a potential DAP, (only hold back if there are other spaces available to fill requests of the RCHT site). Remember the order of priority is to do room and hall changes first, and DAP's last, based on availability.
2. **PENDING OFFERS:** If a student does not respond to an offer it will remain in pending mode at the website. The secretary should click on "pending" and decline the offer immediately after the due date if the student does not respond. The student can go to the website at anytime and accept the offer, even though past the due date, and perhaps the room is offered to another student, so it is extremely important to check the pending list frequently.
3. **ACCEPTED OFFERS:** Please check your Community Email account daily. When you are notified of an acceptance of an offer you made, or of an acceptance to move to another hall, please follow up and ensure that the student completes his/her move within the 48 hour requirement.
4. **DEMO:** Go to the website and click on "help" at the main menu. Scroll about midway down the page and go to "View Demo" and view the demo. There are screen shots available in the "Community Administrative Assistant Quick Reference Guide" which outlines the entire process from a student's perspective. The Assignments Office is happy to provide additional training upon request.
5. **SCREENSHOTS:** Screenshots are available in the Quick Reference Guide. They offer the ability to view the website on paper format from a student's perspective.

6. **TERM OFFICE CODES:** You may notice some 2 letter codes at the website. These indicate the student is in a special program, such as IE for International Exchange, HS for Honors, DR for Disability, etc. You can make offers to any of these students except the following: At for Athletes, and SC for Schedule Cancellations, and RA/CA/VC for staff.
7. **SITE MAINTENANCE:** Secretaries should check the websites at least twice a week. Offers should be made consistently until a vacancy is filled.

SECURITY AND VIDEO and DIGITAL MONITORING

The following information regarding VCR monitoring was initially distributed to staff in a memo in August 1997. The Department of University Housing's video monitoring equipment serves two purposes. First, it enables staff to observe residents before passing them into a building. Second, it provides a visual record of individuals entering our halls that may be accessed at a later date should the need arise. A more detailed description of the Security and Video Monitoring Policy can be found in the Department of University Housing's On-line Staff Manual at www.uga.edu/housing/staff/manual.html.

Digital Monitoring

The digital system digitally stores video input onto a hard drive, just like a computer. Each of the systems on campus have a different memory capacity, depending on the number of video inputs and the size of the hard drive.

- At the beginning of each desk shift change, desk staff need to make sure the unit is on and recording. The system can be left alone until there is a maintenance issue that needs to be resolved or a power outage.
- ACs have access to the system manual.
- Community Administrative Assistants and ACs are able to search and play back video footage if needed.
- All maintenance issues and questions regarding the digital system should be immediately referred to the AC and Maintenance Supervisor.
- The system saves the video until the memory is full and deletes the oldest footage saved, therefore continuously making room for new footage to be recorded.
- Most of the systems have footage stored from a year ago that have not yet been deleted; so losing footage because it was taped over is not an issue.

No procedures are more important than those relating to the safety and security of resident students.

No procedures listed above or in the Department of University Housing's On-line Staff Manual should be modified without receiving approval from the Assistant Director for Residence Life or another Management Team member.

STUDENT ASSISTANTS

All applications for student employment will be kept in the Office of Staff Development and Judicial Programs in Creswell Hall. These include applications for Office Assistant, Desk Assistant, Mail Clerk, and any other student positions. In ECV, Office Assistants are cross-trained to do the work of an Office Assistant, Desk Assistant, and Mail Clerk. If you receive any applications from students, please send them to the SDJP office in Creswell Hall.

- If you need to hire a student employee,
 - Review the files of student applicants online.
 - If you interview applicants, notes that you take should be sent back to Joy Kellum in the SDJP office to attach to the student's application.
 - Once you have selected a candidate to offer to, please email Scott Nelson in the SDJP office, nelsonsc@uga.edu, 2-8191.
 - When a candidate accepts an offer, all further hiring procedures are the responsibility of their supervisor (i.e., completing paperwork, training, etc.). All the necessary paperwork must be completed **BEFORE** the student can begin working for Housing. The student must present *TWO appropriate* IDs in order for the paperwork to be completed.
 - Appropriate IDs are:
 - Drivers license AND EITHER a Social Security card OR birth certificate.
 - Non US citizens must present VISA and I-20 form
 - Contact Linda Peck in HBO with any questions, lbray@uga.edu, 583-0709.

Training

- Training is required for all new student employees.
 - Communities handle this differently; consider:
 - Providing a manual.
 - Giving a building tour and tour of the Community Office/Desk area.
 - Providing an introduction to mail service.
 - Setting expectations.
- Review performance expectations, mailroom procedures.

Supervise Student Workers

- Create work schedule
- Delegate tasks
- Offer feedback
- Evaluate using Student Staff Evaluation form

Maintain Time Sheets

- Student staff needs to complete an informal time sheet provided by the Community Office.
 - Students are expected to update these each day they work.
 - Students should submit informal time sheet to Administrative Assistant II.
- Formal time sheets are provided by the Housing Business Office (HBO)
 - Students complete these at the time the informal time sheets are turned in.
- Administrative Assistant II verifies accuracy.
- Administrative Assistant II sends formal time sheets to HBO bi-weekly on specified schedule (contact Linda Peck, lbray@uga.edu, 583-0709 for schedule).
- Community Administrative Assistants pick up pay stubs/checks every other Friday from HBO **AFTER** 10:00 am.
 - Students **must** sign for their checks on roster provided to the Administrative Assistant II by HBO.
 - Administrative Assistants will keep rosters, paychecks and advisements for two weeks only. After two weeks, mark on the rosters the checks you are returning and send back to Robin Bevins in HBO.
- If a student assistant does not receive a formal time card, pre-printed time sheet, copy a blank one and to ensure student is paid on time, fill out the time sheet completely:

- Account number, student's name, pay period ending date, last 4 digits of the student's social security number).
- 3 digit account number, STUWK, LA, hourly rate.
- Mark appropriate box on sheet:
 - New DTL = New detail
- OR**
- Del DTL = Delete detail
- Use blue or black ink ONLY.
- It may take up to two pay periods for a student to be entered into the system and receive a pre-printed time card.

Kronos Time and Attendance System

Implementation of this system is due to commence during fall 2008. This system will replace paper time sheets. Usage of this new electronic system will be required by every employee who submits a paper time sheet, including student staff.

TELEPHONE PROCEDURES

There are two types of phones in the department, and therefore two slightly different procedures for transferring calls.

- Questions about 542 & 583 phone numbers should be directed to Denise Stancheck, 2-8318, denisest@uga.edu.
- Questions about 357 & 389 phone numbers should be directed to Inez Finch, 2-8306, ifinch@uga.edu.

To transfer a call:

If your phone *has* a "transfer" button:

- Press the transfer button.
- Dial the number that the call is being transferred to, wait until the other party answers and tell them who is being transferred.
- Press the transfer button again.
- If the other party doesn't answer, retrieve the caller by pressing the pick up button; give them the option of leaving a message or being put through to voicemail, if applicable.
- Press the transfer button again.

If your phone *does not have* a "transfer" button

Press the flash button.

Dial the number the call is being transferred to, wait until the other party answers and tell them who is being transferred.

Press the flash button again.

To hold a call, press the hold button.

To forward the phones to another location or voice mail:

- Dial * 2.
- Then, dial the number to which the phone should be forwarded.
- Remove forwarding by dialing #2.

TRAVEL

Some forms you will need for staff members when they travel are:

Request For Authority To Travel on Official University Business

- Contact Jane Ivey in HBO, 583-0912 to get the form.
 - Once the staff member has completed the form, send it to Denise Stancheck, Administrative Specialist, in Russell Hall. Denise will give the form to Dr. Gerry Kowalski to sign.

Travel Expense Statement

- This form can be found at the Accounts Payable website:
- http://www.busfin.uga.edu/forms/travel_expense.pdf
- Once the staff member completes the form, send the form to Jane Ivey in HBO.

UGA ALERT

In case of emergency on campus UGA Alert can notify students, faculty, and staff that have registered with the system. UGA Alert can broadcast announcements by phone and email. You can register for UGA Alert by going to: <http://www.ugaalert.uga.edu/>

VOICEMAIL

- After four rings, a call automatically transfers to voicemail.
- To check your voicemail, dial 2-4234 and enter your password.
- Primarily, the voicemail system should be used only during times that the Community Office is closed (i.e., after 5:00 pm, on weekends or during certain holidays or break periods) and a special message should be created indicating when the building is closed and when it re-opens.
 - To activate calls going directly to voicemail, dial *2, 2-4234.
 - To deactivate voicemail, press the call forward button (or dial #2).
- If you need to step away from your desk, your calls can be forwarded to the community's 24-hour desk. (See Telephone Procedures in this manual to see how to forward phones).

Questions about **542 & 583** phone numbers should be directed to Denise Stancheck, 2-8318, denisest@uga.edu.

Questions about **357 & 389** phone numbers should be directed to Inez Finch, 2-8306, ifinch@uga.edu.

WORK ORDERS

The Work Order Office phone number is 542-3999. Work orders can also be placed via the work order website: www.arches.uga.edu/~hsgwkodr

- Work orders should be placed for all maintenance and custodial issues.
- If maintenance cannot resolve a telephone problem:
 - Call Denise Stancheck at 542-8318 in the Directors Office for **542-** or **583-** office number issues.
 - Call Inez Finch at 542-8306 in the Assignments office for **389-** or **357-** student room issues.

- If maintenance cannot resolve a pest control problem, the Custodial Supervisors or the community's Administrative Assistant II will contact Pest Control (a service contractor) as needed.
- For Internet problems the resident should call EITS at 542-3333.
- Do not leave or send URGENT voice mail messages or e-mails to the work order office. Contact maintenance or your Supervisor.
- When possible, please use the web address for multiple work orders rather than the answering machine.

If you have any questions please call the Facilities Analyst at 542-7990 during normal business hours.