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Living In

Professional staff are responsible for following all policies listed below and all applicable policies as outlined in the Regulations for On-Campus Living. This section of the manual applies to all ORL live-in and live-on (Assistant Director) staff.

Apartment Occupancy

- Live-in staff are expected to use their apartment as their primary residence during the period of their job or assistantship appointment.
- Live-in staff are not permitted to create income through apartment use (e.g. sub-leasing or renting to a roommate).
- Live-in staff must identify all other occupants of the apartment to the Office of Residence Life.
- Other occupants of the apartment may only be a spouse, same-sex domestic or engaged partner and/or dependents of the ORL staff member. Any exception to this policy must be approved by the Director of Residence Life. (To establish domestic partner status, complete the Affidavit of Same Sex Domestic Partner and submit it to the Benefit Services Office in Roudebus Hall).
- Other occupants of the apartment may not interfere with the live-in staff members fulfilling job responsibilities.
- Total occupancy for the apartment is limited to those guidelines set forth by the university fire code.
- Other occupants will be issued a University ID for access to the residence hall. Other occupants must abide by all university policies pertaining to the use of the University ID.
- All occupants must abide by the policies of Miami University and the Office of Residence Life.
- Live-in staff are responsible for the conduct of all other occupants of the apartment.
- Failure to follow the above policies may result in the eviction of other occupants.
- All other occupants of the apartment must vacate the apartment as soon as the live-in staff vacates the apartment.

Inspection

- The Office of Residence Life reserves the right to conduct a health and safety inspection of apartments and offices on campus.
- When the live-in staff leave the apartment, the apartment will be inspected by the direct supervisor or another member of central staff.
- Live-in staff are responsible for the cost of additional time and materials necessary to clean the apartment beyond reasonable wear and tear of the apartment.

Furniture and Storage

- All professional staff apartments are different, depending upon the building, but all are completely furnished.
- Live-in staff are allowed to add their own furniture to meet their individual needs. All of the furniture in each apartment must remain in the apartment.
- Live-in staff are responsible for the cost of replacing missing or damaged furniture beyond reasonable wear and tear.
- Main bed size for each Professional Staff apartment:

<table>
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<th>Queen Size</th>
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<tr>
<td>Dodds, Elliott, Emerson, Tappan, Havighurst, Heritage Commons, Morris, Peabody, Porter, Richard, Stanton, Thomson</td>
<td>Anderson, Beechwoods, Bishop, Clawson, Collins, Dennison, Dorsey, Etheridge, Hamilton, Hillcrest, Mapleston, McBride, McFarland, McKee, Miami Inn, Minnich, Ogden, Presidents, Scott, Stonebridge, Symmes, Withrow</td>
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- There are some apartments may have one to two spare bedrooms. These bed size in these room will vary.

Lockout of Apartment

- In case a staff member is locked out of their apartment, the following steps may be taken to gain entry:
- Use the Mobile ID app.
  - Download the Mobile ID App by searching for CBORD in your app store. Enter webcardcenter.miamioh.edu as the server. Allow Location Services. Log in with your Miami unique ID and password. Mobile ID only works on doors that you have opened with your ID card in the last two weeks and only works 80 feet from the door.
- Contact the Resident Director On Call.
- Get a replacement ID card. On weekdays from 8am-5pm go to the ID Card Office in 128 CAB. After hours and on the weekends ask for the manager at any dining location in the Armstrong Student Center. During break periods when the ASC is closed, go to the Marcum Hotel & Conference Center front desk. There will be a $35 charge on your Bursar Bill for a new ID.

Decoration

- Live-in/on staff may not paint or hang wallpaper in any part of the apartment.
Live-in/on staff may not use nails or tape to hang any object on the walls of the apartment. Staff are encouraged to use s-hooks to hang objects from the picture molding provided in most apartments. Contact your housing manager or housekeeping staff to obtain s-hooks.

Smoking, Vaping, Candles, Incense
- Smoking and vaping as well as the possession and burning of candles or incense are prohibited in all areas of the residence halls at all times, including the professional staff apartments pursuant to section 308.4.1 of the Ohio Revised Code.
- Smoking and vaping is not permitted in university-owned properties or outside of the buildings.

Pets
- With the exception of fish, no pets are permitted to live in any residence hall.
- The maximum size of an aquarium shall be ten (10) gallons. Miami University and the Office of Residence Life assume no responsibility for the loss of fish for any reason, including loss of power and reduced building temperatures.
- Emotional Support Animals must be approved through Human Resources for graduate students, and Human Resources for full-time staff. ESAs may not be in apartments until they are approved.

Summer Housing and Transitions
The summer is a time when Housing, Dining, Recreation and Business Services (HDRBS) plans many small and large renovation projects. A Central Staff member will communicate information about these renovations with the professional staff.

Non-Returning Professional Staff
- All graduate students not returning to the Office need to vacate their apartment by the last day of May. Full time staff who are leaving the department must vacate the apartment upon the final day of employment unless otherwise agreed upon with the designated Associate Director. Professional staff who are not returning to the Office of Residence Life but who are interested in temporary housing should contact the Central Staff member who is coordinating apartment moves.
- The Hall Closing Checklist will state a date by which staff must email the Central Staff member who is coordinating apartment moves, with the date you are planning to leave your current apartment. This information is important in determining the timeline for other departmental apartment moves and relocation efforts. You may request an extension in your departure beyond your vacancy date or temporary housing by contacting the central staff member coordinating apartment moves. Every effort will be made to meet your request.
- When a live-in staff vacates their apartment, the staff member’s supervisor or another Central Staff member will conduct an inspection of that living space. This inspection will occur after the apartment has been cleaned by the live-in staff and immediately prior to moving.
- Live-in staff are responsible for the cost of additional time and materials necessary to clean the apartment beyond reasonable wear and tear of the apartment.

Returning Professional Staff
- Graduate students returning to the office are permitted to reside in their current assigned apartments throughout the summer without any charge. Professional staff returning and moving to a different apartment will do so on a schedule determined by a member of central staff. No staff member will be permitted to leave their belongings over the summer in an apartment to which they have not been assigned to for the following academic year. Professional staff may be asked to temporarily relocate from their assigned apartment if major residence hall or apartment renovations are scheduled during the summer.
- Some staff may be unable to move into certain residence hall apartments on time due to conflicts with conferences or summer sports camps. All efforts will be made to have any sports camp or conference personnel out of apartments in time for staff to move into their apartments. All apartments are thoroughly cleaned before new staff move in.

Utilities and Services
- Utilities, including electric, water, sewer, and trash removal are provided at no cost to the live-in staff member. Services, such as local telephone number, internet-provided cable via Philo on Roku-enabled devices, and data access are also provided at no cost to the live-in staff member.

Telephone
- Voicemail is provided at no cost to the live-in staff member. The message on the voicemail should be suitable to receive job-related callers.
- All live-in staff are provided with an office phone line and a home phone line.
- The live-in staff assumes responsibility for all costs associated with long-distance phone calls, extended cable and enhanced phone capabilities. A long-distance plan is available through the university.
• Long distance codes are distributed by the Office of Telecommunications. Business codes issued are tracked by the Program Associate within the Office of Residence Life. Personal calls made via the business code will be billed back to the staff member through the Program Associate.

• It is not possible to install an additional outside telephone line in the apartment.

Mail
To assure live-in staff and other occupants' continuous mail delivery, including during times when the residence halls are closed, mail should be sent to the following address:

Name
451 East Spring Street
211 Warfield Hall
Miami University
Oxford, OH 45056

Using this address also facilitates subsequent mail forwarding in the event that a live-in staff member is reassigned to another residence hall and when the staff member leaves the office. Only the live-in staff member will have card access to Warfield Hall and be issued a mailbox key. If this key is lost, the live-in staff member must pay for a replacement key.

Both US and Campus Mail is received and distributed from 211 Warfield Hall. Outgoing US Mail can be placed in the plastic tray labeled "US Mail". Outgoing Campus Mail can be placed in the wire tray labeled "Campus Mail". There are empty campus mail envelopes, consult the Program Associate for location. Please use campus mail envelopes for sending mail to other campus offices, including those on the Hamilton and Middletown campuses.

Campus Mail is picked up once a day. The campus mail carrier will also pick up outgoing US Mail and take it to the Central Mail Center for mailing. US Mail usually arrives sometime between 10 AM and 2 PM. The US Mail carrier will pick up any [and only] US Mail still in the US Mail tray.

A member of the administrative staff oversees campus and US Mail distribution to professional staff. This person also keeps all forwarding addresses of past ORL staff members and forwards first class mail to former staff. You are responsible to provide a forwarding address to the administrative staff to which first class mail [only] will be forwarded upon your departure as a staff member. If a current forwarding address is not provided, first class mail will be returned to the sender, and other mail will be recycled. Upon departure, you must notify all correspondents of your new address so that the amount of mail needing to be forwarded or recycled is minimal.

Packages are usually delivered in the afternoon. Professional staff receiving a package that is too large to fit in the mailboxes will receive a notice of a package in their mailboxes that a package has arrived, and the packages will be placed in the cabinet directly across from the professional staff mailboxes. If you are expecting a particularly important package, please let the administrative staff know so they can contact you upon its arrival.

Meal Plan
Due to the nature of a live-in residence life/housing position and the need for staff to interact with their residential community members and/or constituents, a tax-sheltered meal plan is provided to each live-in staff member by the Housing, Dining, Recreation, and Business Services department as part of the partnership with ORL. It is expected that all staff members afforded this compensatory benefit will use it according to the guidelines directly below.

• The use of the meal plan must occur with the understanding that the purpose is not to provide three meals a day, seven days a week with unlimited spending at campus dining and convenience store locations. Rather, it is to be used with prudence and understanding that the purpose is to support the staff member's work. This further signals that a goal to use up remaining meal plan money at the end of an employment period is inappropriate.

• Spouses, same-sex domestic partners, and/or dependents who occupy the apartment will also be provided with a partial meal plan. This amount is less than the professional staff amount. Unmarried partners will not receive a meal plan per HR & HDRBS.

• Meal plans provided to live-in staff, spouses, dependents, and same-sex domestic partners may not cover all of the dining needs of those individuals. Staff must budget their meal plan and spend accordingly. Additional money will not be added by the department if the meal plan runs out.

• A maximum per day spending limit may be set.

• ORL staff may not use their own funds to add declining balance credits to their meal plan. If your meal plan runs out, you may use Payroll Deduction at the dining halls which may be a discounted rate.

• Declining balance funds unused in the first semester carry over to the spring semester.

• Meal plans may be used while the dining halls are open.
Live-in staff and other occupants will not be refunded any of the balance remaining in their meal plan account at the end of the academic year.

During pre-semester periods, all live-in staff and other occupants may be provided with an interim meal plan.

Live-in staff and other occupants may not participate in end-of-the-year merchandise or gift certificate programs offered by HOME (Housing Options, Meals & Events).

At times throughout the year when fewer students are on campus (fall, spring, winter break, winter term, and summer break), the choices of dining halls and food available may be very limited. There are also times when all of the dining halls are closed. Live-in staff must provide their own meals at these times.

While a staff member can choose to use the meal plan to pay for a meal for a direct family member beyond those who reside with the staff member, doing so should occur infrequently and cannot be reimbursed by ORL.

Should a staff member desire to provide a meal to a campus partner, guest meal passes can be obtained from the Director of Residence Life, upon request. The name of the individual and the reason for the guest pass must be provided when making the request.

Meal plan money may not be used for the following purposes:

- To purchase non-food items at campus markets
- To supplement meals for a colleague whose allocation of meal plan money has been exhausted
- To subsidize a philanthropic event (e.g., food drive)
- To provide snacks/meals for RAs for “welcome” packets

Parking

- Live-in staff, partners and spouses may purchase an appropriate parking permit for their primary vehicle. Check with the Office of Parking & Transportation Services for the fee amount. Reserved spaces for live-in staff are not provided anywhere on campus.
- Live-in staff and other occupants may not park near any residence hall during resident move-in or move-out periods.
- It is the responsibility of live-in staff to pay for any parking tickets received when their vehicle is not parked in an appropriate location as designated by their parking permit.
- Miami has a policy for those times when you need to load or unload your car. Park in a valid parking space near your hall and call Parking Services at 513-529-2224 and provide your name, make/model/color/license plate of vehicle and location. They will log the information into their system to allow you 20 minutes to load/unload your car.

Laundry

The Long Range Housing Plan calls for the installation of a washer and dryer in every ORL apartment for use by the occupants of the apartment. Staff who do not have laundry machines in their apartment will be issued a laundry card per the following:

- The laundry card will have a preloaded amount for use during the academic year.
- The laundry card may be used by any occupants of the apartment.
- Funds allocated on the laundry cards are not transferable to any other account or employee.
- If the laundry card is lost, it should be reported immediately to the direct supervisor so the card can be deactivated. The person to whom the card was issued bears the charge to replace the card.
- Funds not used by the end of the academic year will not be refunded or used for any other purpose.
- Once the laundry card is depleted staff must use either a MUlaa account or payroll deduct to use the laundry machines on campus. Cash and coins may NOT be used to operate the machines.
- If you do not have any MUlaa in your account, starting a transaction on the laundry card terminal will look for your active payroll deduction and use that as your payment method.
- NOTE: Payroll deduction will only work if you have activated it by visiting the Bursar (located in CAB) and signing an agreement. You do not have it by default.
- If you don’t wish to activate payroll deduction, you can still feel free to load your MUlaa account to use the laundry machines. If you don’t have money in your MUlaa account when you process a laundry transaction, it will simply tell you that funds are not available.
- If you have payroll deduction activated but you don’t want to use it for laundry, you can still use your MUlaa account. If you have money in your MUlaa account, the card terminal will look for funds there first before it will look for payroll deduction.
- Funds may be added to your MUlaa account at any dining hall or the HOME Office.
- The actual amount used on the laundry card is taxable and is reported at the end of the calendar year to Human Resources.

Residential Curriculum

Overview

Our educational priority is to enable residents to become citizen leaders and students as engaged scholars within their community. The Miami University Residential Curriculum is the framework upon which we base all of our work in the Office of Residence Life.
In developing the Residential Curriculum, a wide array of staff in the Office of Residence Life answered the question, "What do we want students to learn as a result of living in our residential communities?" Over the course of several years, the responses to that question were narrowed and refined. From those discussions, we derived an overall educational priority, four broad goals (academic success, intercultural awareness, effective community engagement, personal development), and specific learning outcomes within each goal.

All of our staff in ORL are educators who support student learning. The Curriculum outlines what we want students to learn. It is a process that consists of:

- identifying broad goals and specific learning outcomes
- identifying and implementing strategies to achieve the goals and learning outcomes
- assessing students' achievement of the goals and learning outcomes
- revising the strategies to be more effective.

**Philosophical Foundations**

The development and implementation of the Curriculum is guided by many philosophical foundations. These theories, goals, values, mission, and philosophy statements form the backbone of the Curriculum. The foundations include but are not limited to:

- Miami University Strategic Goals
- The Goals of the Miami Plan for Liberal Education
- Learning Partnership Model
- Student Development Theory
- Office of Residence Life Mission
- Office of Residence Life Departmental Values
- Living Learning Community Mission
- Appreciative Advising Philosophy
- Professional Standards and Ethics statements from professional organizations
- University Mission Statement ("The Engaged University")

No one of the above is dominant over the other. Some are more applicable based on the specific learning outcome and strategy.

Refer to the ORL Resident Assistant Manual for all of the specific guidelines for implementation of the Residential Curriculum.

**Strategy Assessment**

Assessment of learning outcomes can occur at the macro level (institutional research, national surveys, etc.) or at the micro level (assessment of individual resident or corridor). Possible means of assessment include:

- Pre-test / post-test
- Survey
- Observed, obvious changed behavior
- Follow-up discussion
- None (some outcomes cannot be easily measured or will not reveal themselves until later)

It is possible for one strategy to achieve multiple learning outcomes. Strategies can be related to your LLC objectives, but do not have to be. Seek advice from supervisor and peers when needed.

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**Professional Staff Policies and Procedures**

**Expectations Document ???? Rob**

**Availability and Time Away**

- Professional Staff are expected to have a strong presence in their communities. This presence is achieved by doing periodic rounds of the building, being reasonably visible during high-traffic times in the building, and being known to residents through formal and informal interactions.
- Professional Staff should post a schedule of times when they generally can be expected to be available in the hall and should post the anticipated time of return when leaving the hall. Some staff hold strict office hours while others take a more informal approach.
- Professional Staff are expected to reside overnight in their primary residence. When Professional Staff do not plan to be in their apartment overnight, they must communicate their absence to their direct supervisor in writing. As a general guideline, Professional Staff may typically be away overnight from their primary residence eight nights per semester (not including...
University break periods when the buildings are closed). Generally, professional development opportunities do not count towards the eight nights away. Again, the goal of this guideline is to simultaneously promote high Professional Staff presence in our communities while acknowledging that staff should get away from their primary residence and Oxford from time-to-time.

- Professional Staff may not depart early before breaks and closings. They are expected to return to the hall following the break in ample time (the expectation has been to return two hours before opening) to open it at the time stated for hall opening. Resident assistants should be scheduled to assist with these closings and openings but are not to open or close buildings by themselves.

**Expectations of ORL Staff Regarding Alcohol Use**

**Context**

The problems associated with college students’ use and abuse of alcohol are well documented and long standing. Given the new freedoms students realize they have soon after arriving on campus and living in our residence halls & apartments, part of some students’ collegiate experience involves experimenting with alcohol to varying degrees (i.e., using for the first time to increasing usage of alcoholic beverages used pre-college to using different forms of alcohol altogether). As residence life staff members, our goals are to (1) encourage students to examine the relationship they have with alcohol, (2) help students navigate the experimenting some do, (3) support abstainers to cope with what feels like a culture “where everyone drinks and it’s the only way to socialize/meet new people”, (4) hold students accountable to the university standards regarding alcohol use and abuse, and (5) refer students to appropriate university resources when their use of alcohol interferes with their success or the success of others around whom they live.

None of the five goals listed in the previous sentence can be accomplished to the fullest extent if residence life staff members themselves have not examined their use of alcohol and comport themselves appropriately. This is particularly important for ORL staff members who both live and work in the residence halls and apartments. When at home, live-in staff members are there to respond to situations needing immediate attention regardless of the time of day and, thus, are expected to be able to professionally respond when called upon to do so. The excessive use of alcohol (defined below) can compromise this job obligation.

The choice to use or not use alcohol is an individual choice for each Office of Residence Life staff member. There is no prohibition for Professional Staff possessing or consuming alcohol responsibly within staff apartments.

**Expectations**

This document outlines the expectations of Miami University’s Office of Residence Life regarding staff members’ use of alcohol for those who choose to do so. These expectations apply to all staff members, including Central Staff members, Professional Staff members, Resident Assistants.

- The use of alcohol by residence life staff must be legal. This means professional staff may possess and consume alcohol in their apartments, and RAs who are over the age of 21 can possess and consume alcohol in their rooms. Furthermore, the providing of alcohol by staff members of age to anyone not of age is illegal and is also prohibited.
- Behaviors resulting from the use of alcohol that are illegal are also prohibited (e.g., public drunkenness, driving while intoxicated).
- While the low-risk use of alcohol is each staff member’s choice to make, the excessive use of alcohol, even if legally consumed, is prohibited. Thus, it is important that all staff members know their limits regarding the use of alcohol.
  - ORL defines excessive use as follows: Use of alcohol is excessive if a staff member, as a result of the use of alcohol, is unable to perform the requirements of their position when living/working in our residence halls.
- When a staff member is on campus, the use of alcohol cannot compromise the staff member’s ability to respond to a student situation. Further, the excessive use of alcohol is prohibited when a staff member is conducting University business (e.g., accompanying students on a service trip or to a conference) or using University resources (e.g., attending a professional conference).
- Staff members should refrain from using alcohol when accompanying students and in the role of, chaperone, or driver to these students. This does not mean that you cannot be in bar/restaurant where students are present and never consume alcohol. For example, if you are in a bar/restaurant in uptown Oxford with colleagues and students who you know enter, there is no expectation that you must leave or cease your appropriate use of alcohol. In this situation, as in all situations where we know students view us as having authority, the expectation is that we act appropriately.
- Students watch and learn from what we do. Therefore, ORL expects staff members to be appropriate role models regarding the use of alcohol, just as we are role models in many other arenas of our work. Understanding that all university staff members’ behaviors are subject to institutional scrutiny regardless of locale, it is particularly important that ORL staff members refrain from activities such as drinking games, pub crawls, and so forth when in our residence halls and apartments or in environments where our students are present. These activities send messages – either implicitly or explicitly to students – that minimize or trivialize the power of alcohol socially, psychologically, culturally, and/or physically, and students who engage in these risk-taking behaviors involving alcohol are jeopardizing their chances of success.
• For staff who are permitted to consume alcohol and who are required to be “on call”, the consumption of alcohol when on call is prohibited.
• Just as we hope students will seek assistance in managing their use of alcohol, so too should staff. Staff members are welcomed and encouraged to talk with their supervisor or other staff who can assist regarding any difficulties that exist as a result of their use of alcohol in the performance of their duties.
• Staff members needing assistance in negotiating/reconciling any conflict between one’s personal values regarding alcohol use and these expectations should consult with their supervisors.
• Staff members who violate these expectations are subject to judicial and/or personnel action that could result in the loss of employment within the Office of Residence Life.

References
• For undergraduate and graduate students, the university policy on alcohol can be found in Section 2.1.E of the Student Handbook at http://blogs.miamioh.edu/miamipolicies/?p=2122.
• For faculty/full-time staff, the Miami University Policy and Information Manual has a section on alcohol, which can be found at http://blogs.miamioh.edu/miamipolicies/?p=362.

Keys and Card Access
All Professional Staff members have card access to residence halls as well as to Warfield Hall. After hours, card access to Warfield is only via the front door or back door by the vending machines. The elevator, also card swipe-required, must be used to get to 2nd floor, as the stairwell doors are locked when the offices close in the building.

In halls that still use keys, most of the keys are stored in a key box in the building. When there is a transition of professional staff, a metal keyboard is issued to the Professional Staff member. They keyboard should only contain the keys necessary to access all of the other keys. For example, a typical keyboard might contain an RD office key, an RA closet key, and the keybox key. When the Professional Staff leaves a community, the keyboard is turned into an Assistant Director.

Professional Staff are responsible for all keys associated with their community. Professional staff may be required to assume the cost of replacing keys. When the keyboard is checked out and in, a key inventory should be signed by the professional staff member as well as their Assistant Director.

Mail (residents’)
Miami University Package and Mail Center will deliver sorted residential mail to to Warfield Hall via labeled Miami mail bags. Then mail bags are placed in the community mail area by ORL office support staff.

Professional Staff are responsible for the following:
• Assigning Resident Assistants to sort the mail Monday-Friday at the start of the RA-on-duty shift at 7:00 p.m. Mail is not delivered on Saturdays or Sundays.
• Periodically checking the mail room for cleanliness, unsorted mail, and/or the need for supplies from Miami University Package and Mail Center (9-3029) should there be any problems or student complaints about the mail.
• Ensuring that the security of the mailroom is maintained. Only ORL staff members, the HDRBS Housing Manager, and University Package and Mail Center personnel are allowed in the mailrooms.
• Keeping the address labels of each mailbox up-to-date, as students move rooms or residence halls.
• Ensuring the return to University Package and Mail Center of misdirected mail or mail needing forwarding.
• Assigning mail boxes & combinations to students. At the start of the year, this means checking mailbox combinations and assigning mailboxes to students during check-in. Any mailbox not working properly should be reported via MyCard for repair. As students move/relocate throughout the year, mailboxes & combinations must be reassigned to ensure students are not receiving mail sent to other students.

Packages
Packages that do not fit in student mailboxes are NOT delivered to the mailrooms. Students receive an email from the Miami University Package and Mail Center indicating that they have a package and receive instructions how to claim their packages via University Mail Services in the Shriver Center.

Change of Address
When students move within Miami’s housing system, the room change process has, as part of its system, the notification to the Miami University Package and Mail Center that changes have occurred. Notices are sent with the mail when these changes occur, and the mailbox labels must be changed accordingly. Students do not have to notify anyone on campus that their address has changed. Students are responsible for notifying others (e.g. family members, magazine/newspaper subscriptions, credit card companies) of their change of address.
When students move off-campus, they are responsible for notifying both on-campus and off-campus correspondents of their move. Offices to be notified on campus are the Office of the Registrar and Miami University Package and Mail Center.

Public Relations
The public relations role of professional staff may be heightened as unexpected circumstances arise, demanding flexibility, initiative, and thoughtful consideration prior to action.

Suggested aids toward the achievement of effective public relations include:

- Greeting parents and students during the "check-in" period at the start of each semester.
- Welcoming prospective students who may be overnight guests or visitors seeking a cursory acquaintance with the campus.
- Welcoming guests of the university.
- Answering written inquiries from former students, parents, prospective employers, and faculty members.
- Answering the telephone in a pleasant manner and identifying yourself by giving your name, position, and hall.
- Endeavoring to be genuinely friendly at all times and with all people.

On occasion, members of the local news media will contact a professional staff member. Please direct them to the director of Residence Life or the University’s News and Public Information Office (they may speak with Claire Wagner).

Resident Director On Call (RDOC)
Having resident director on call (RDOC) is one of the many strategies in place to provide information, service, and a response to an immediate situation by ORL staff when the need to do so arises. It is also a strategy in place to make our campus as safe and secure as possible. In particular, it is a resource in the absence of a supervisor to our RAs when they face a situation that requires assistance. This assistance is usually in the form of verbal information, marshalling resources, or responding on site.

Being on call is one of the ways we serve each other, and our students, and is part of full-time, live-in staff members jobs at Miami. Because we have a large number of full-time staff to share this responsibility, staff are on duty less than in many other systems, and the expectation that each staff members be on call for some number of days.

Below is the protocol for the RDOC system:

- The full-time Resident Directors will serve as ORLs Resident Directors On Call.
- A RDOC will carry the on-call phone 24 hours a day each day when on call.
- RAs will be expected to contact their supervisor(s) by calling their office number when a need for assistance arises and then will contact the RDOC for assistance if the supervisor(s) is not available.
- During times when Resident Directors are on call and engaged in LLC advisory council meetings, teaching, etc., they will inform those with whom they are meeting that they will need to take a phone call if the on call phone rings because doing so is part of the person’s job responsibilities.
- The phone is a smartphone. Please do not download apps or set up mailboxes on the phone. The screen password is “1809.” The voicemail does not require a password. Do not set up your email on the phone. If email is necessary use a web browser on the phone.
- The phone must be on at all times while you are on call.
- When answering the on-call phone, use some version of “Hello, this is (name), resident director on call.”
- The RDOC should get as much information as possible from the caller before hanging up. Be sure to note the applicable building and room number if necessary; also, find out who else may have been contacted prior to the RDOC.
- Contact Miami University Police (9-2222 or 911) or Counseling Services (through central staff supervisor), as necessary. If you are near a campus phone, use it instead of the on call phone.
- After each incident, record the information to the RDOC log via the Google Spreadsheet.
- Do not make personal calls on the on-call phone.
- Resident Directors on call should pass the on-call phone onto the next Resident Director on call per the schedule. The schedule can be found on Resources for Current Staff via the Google Calendar. You may also access the calendar from your Google account. A Google spreadsheet will also be shared with the schedule.
- Resident Directors on call should stay within 20 minutes driving distance from campus in case there is a need for immediate face-to-face intervention.
- Resident Directors on call should immediately report to their supervisors when the on-call phone is not getting an adequate signal to receive calls.
- The consumption of alcohol while serving as the RDOC on call is prohibited.
- The on-call phone number is 513-330-2005. From a campus phone, dial (88) 330-2005

RDOC Schedule
Scheduling RDOC will be facilitated by member of central staff. The schedule is set, to the best of our ability, to match any requests made by Resident Directors for specific weeks. In the spring, the professional staff, or a member of the central staff, may facilitate setting the RDOC schedule. Resident Directors are responsible for finding replacements if they are unable to cover any part of their on-call schedule. The schedule includes holidays and break periods. If staff do not volunteer for these dates, they will be assigned. Staff who are on call during holidays should consult with their supervisor to determine how to report vacation days.

Summer RDOC Duties
Even though there are only residents in one or two residence halls in the summer, we still schedule a summer RDOC so that the summer resident director does not need to be on duty all summer. The purpose and duties of the summer RDOC are the same as regular year with the following additional points:

- The summer RDOC will also have access to the summer housing RA closet to help with any building concerns.
- Sometimes the summer RDOC may be called into a situation involving summer camps or other conference groups using the residence halls. Although we have no direct responsibility for these residents, we gladly support the conference staff when necessary. Summer conference staff typically have staff in the summer conference buildings 24 hours per day. Contact a Central Staff member or the HOME office if you encounter any issues with summer conference residents.
- When new professional staff and student staff are moving in, the summer RDOC may be called upon to help resolve any issues.

Safe Spaces

- Professional staff work with their Assistant Director to decide whether a safe space should be offered as a possible temporary solution to an issue.
- In the mission statement of the Office of Residence Life is reference to providing as safe and supportive an environment for our students as possible. While we cannot guarantee a student’s safety, we have measures in place to make students feel secure in their homes away from home. One of the ways we try to provide such an environment is the existence of safe spaces. Safe spaces are located in our residence halls and are used when a student faces an immediate, critical situation calling for a temporary relocation from their regularly assigned residential space.
- The locations of the safe spaces are confidential and are not to be shared beyond the administrative need-to-know regarding each situation. Safe spaces are for residential students only.
- Examples of situations when a safe space has been used include sexual assault, threats of physical harm, discrimination/harassment, and roommate situations where one roommate no longer feels safe in their room. A student is not required to move to a safe space; a safe space is one alternative for consideration by the student if appropriate. The need for the use of a safe space typically arises no more than 2-3 times during an academic year.
- When a student is granted the use of a safe space, it is done with the understanding that this is a temporary arrangement, usually for the time period of no more than three days, while the situation is being resolved. The student signs an agreement form stating that they will adhere to not hosting guests in the safe space and not sharing the location of the safe space with anyone beyond the need-to-know. It is also shared that this is a limited arrangement and not a permanently assigned space. The student is issued card access for the safe space by the Office of Residence Life.

Student Employee Payroll

- All student employees are required to complete forms via Student Employment/Human Resources in order to be employed by the Office of Residence Life.
- A student is not authorized to work or be paid by ORL until the necessary forms are completed. Working without completing the proper forms puts the student's job and the Office of Residence Life in jeopardy.
- At the beginning of the academic year we will confirm that every RA has completed the employment registration process before they can begin training.

Student Room Lockout

- Students have a variety of options to gain access to their rooms if locked out. These include using the Mobile ID application, finding their roommate, or getting a temporary ID card.
- Another way is to enlist the help of an ORL staff member, which results in a $7 lockout fee. This fee is designed to deter students from locking themselves out of their rooms.
- If the student is not known by the ORL staff member, the staff member must verify that the student lives in that space by asking for their home address or the name of a parent listed in MyCard. Once verified, elevate their access for the room needing to be opened and then open the door with their ID card. It is mandatory that a correct notation be entered when elevating privileges. This notation must contain the following information: “Lockout, [name of student], [room number of student], [residence hall].
- Once a month, beginning in September of each year, according to the calendar below, the Program Associate in the Office of Residence Life reviews the report of student room access in order to submit to the Bursar the list of students to be charged the
$7 lockout fee. They will edit this report to eliminate all health, safety, and maintenance reasons that occurred in the prior month.

- By the end of the first week of the month (or the first business day thereafter), the Program Associate will send the edited report via electronic spreadsheet to the appropriate Professional staff, showing the lockouts for the previous month. The appropriate Assistant Director of Residence Life will be cc’d on this correspondence.
- By the due date stated in the email, these staff members will return the spreadsheet electronically to the Program Associate, confirming the students who should be charged the lock out fee. This correspondence should also be cc’d to the appropriate Assistant Director of Residence Life.
- By the end of the month, the Program Associate will provide to the Office of the Bursar the names of the students to be charged the lock-out fee.
- Lock-out fee money is deposited into an ORL staff development account. Access to these funds is through requests to Resources of Current Staff.

Student Transport

- ORL staff (including central staff, professional staff and RA staff) are not permitted to transport a student for any medical purpose. This includes minor injuries. In all cases where a student has a need for a medical-related transport, MUPD should be contacted at 513-529-2222.
- ORL staff may, but are not obligated to, transport students in most other situations such as a ride to Kroger or WalMart, driving to Hueston Woods or, driving to the Underground Railroad Freedom Center in Cincinnati. Students do not need to sign a waiver to be driven in these occasions. ORL staff must take precautions to operate their vehicle safely and obey all traffic laws.

Technology

Miami University provides staff technological support to aid in the completion of daily work. Familiarity and competency in the use of the following technologies is a job expectation for those working within the Office of Residence Life.

- Use of and proficiency with Google for email, calendar and Drive.
- Checking email account and calendar account daily.
- The department relies heavily on email. We expect you to keep your calendar and email up-to-date, respond in a timely manner (24 to 48 hours) to meeting proposals. Also, grant/give proxy to/from your direct supervisor. You can expect to receive email notification of upcoming events, expectations, and interviews scheduled for candidates.
- Membership on ORLADV listserv and ability to post a message to this listserv.
- Use of MyCard for numerous tasks, including seeking available spaces, viewing early arrivals, and viewing your roster.
- Use of Office of Residence Life Resources for Current Staff webpages to access staff manuals, staff directory, strategy evaluations, weekly report form, incident report form, etc.

Office Computer & Printer

- The Office of Residence Life will issue a computer and a printer to each professional staff member. Staff are expected to follow the following guidelines for use of ORL computers:
- ORL computers are the property of ORL and should be used primarily for professional, job-related tasks.
- Staff are encouraged to save files on server space or Google Drive instead of the hard drive of their machines. Files on the hard-drive slows the machine down and the servers are backed up daily.
- Professional staff may only use software that is directly supported by the Miami University IT Services.
- Professional staff may not load any other software or files on their ORL machine since such practices may interfere with job-related operation of the computer.
- Professional staff must be able to receive e-messages sent to their University email account.
- At the end of the year, professional staff may be asked to return their University issued computer to a central location.

Use of Personal Computers

Professional staff may use their privately-owned personal computer for job-related uses in lieu of being issued an ORL computer. The computer must be able to support all software needs of the department. In order to get technical support from ORL or the University technical support offices, staff must use versions of software that are supported by the University. Professional Staff who are using their own printer may be provided with a toner cartridge to account for the work-related printing they do.

The “Save Paper” Challenge

In many cases technology cannot (yet) replace paper. We are committed to genuinely asking ourselves each time we intend to make copies, “Can this document be distributed through some electronic means (email or web)" The Office of Residence Life is committed in its role to be a more sustainable office when it comes to paper consumption and printing.
ORL Listservs
The Office of Residence Life manages two listservs:
ORLADV@LISTSERV.MIAMIOH.EDU; Central Staff, All Advisory Staff 60
ORLSTAFF@LISTSERV.MIAMIOH.EDU; Central Staff, All Advisory Staff, All RAs and CAs 276

Through use of a listserv you can send a message to everyone on the list by using one address. The lists are open lists which means that anyone who has the above addresses, even those who are not on the list, can send messages to the lists. We have not had many problems in the past with operating the lists in this way. Most messages on these listservs generally come from members (student and Professional Staff) but we periodically get messages from the Residence Hall Association (RHA) president, colleagues in Student Activities, colleagues in the Housing Office, and others.

Guidelines for our listserv:
● Never send any message that you would not feel just as comfortable saying in person to every member of our office.
● All messages should serve our mission in Residence Life.
● Do not send messages that promote a single business or private organization.
● Do not send messages that promote a specific point of view - such as advocacy for a candidate in an election. Promoting a forum that offers multiple points of view is appropriate for the listserv.
● Do not type in ALL CAPS. Commonly, using all caps is perceived as "SHOUTING."
● Always type in a descriptive Subject: at the top of your messages.
● Never forward 'junk mail' to the list.
● Use the Staff Address Book on the ORL Website to send a message to a certain subgroup on staff such as a quad or team.
● You may not use the content of any message on the listserv for an article for a newspaper.
● Read your message before you hit SEND. Check for errors, complete information, and content.
● When you Reply to a message, it only goes to the person who sent the original message - not the entire listserv.

Common uses for the ORLSTAFF listserv:
● Distribute Campus Crime Alerts and Campus Information Notices
● Remind fellow staff of a program to which the entire campus is invited
● Ask feedback from staff for policy and procedure changes
● Remind staff of upcoming dates (staff selection, inservice programs, OTM deadlines, etc.)
● Other ORL related communication

Every message sent on this listserv is archived. You can review past messages by going to http://listserv.muohio.edu/archives/orlstaff.html.

Any comments about the ORL listservs, including requests to change your email address should be sent to abowitm@MiamiOH.edu.

Residence Hall Listservs
These listservs update from banner every night. So hall changes are reflected on the listserv lists within two days from when the change appears on the Housing system.

Professional Staff are set as "owners" of the lists. Professional Staff are the only users who may send a message to the lists (with exception to IT Services staff). If anyone else tries to post a message to the list, the message is sent to the live-in Professional Staff member for approval. Simply follow the instructions on the message if you wish to send the message to the whole list.
The addresses are "OXF###@listserv.muohio.edu" where ### is the three-letter abbreviation of your building. Remember "listserv" does not have an 'e' at the end.

You can check out the archives of your hall's listserv (if any messages have ever been posted to it) by going to http://listserv.muohio.edu/archive/oxf###.html again, where ### is the three-letter abbreviation for your hall.

Vacation Accrual/Use/Reporting (Full-time staff only)
Administrative staff members have an obligation to ensure the progress of the educational program of the University. An individual who expects to be absent should obtain advance permission from the department chair or other supervisor and assist in making arrangements for proper coverage of duties.

The purpose of the vacation benefit is to provide time away from work for rest, recreation, and renewal; the University, therefore, expects its unclassified administrative staff to use vacation time each year for such purposes.
● Administrative staff employed 12 months full time earn a maximum of 22 days per fiscal year.
- vacation is used in increments of one-half day for absences of four (4) hours and one full day for absences of more than four (4) hours. Requests for vacation of more than two (2) days duration should be made at least one (1) month in advance. all vacation leave must be approved in advance by the staff member’s supervisor.
  - use of accrued vacation days must be reported on a monthly basis, and the report must be approved by the supervisor. questions should be directed to the appropriate personnel office.
  - vacation day use will not be charged against days not scheduled to work or university recognized holidays (see “holidays”).
  - the university closes for several days during winter break. in order for administrative staff to be paid for the days the university is closed, the use of vacation is required. please note that certain university departments must remain open and some employees will be required to work those days.
- more information regarding vacation time and procedures can be found in the Miami University Information and Policy Manual section 4.2.

vandalism
vandalism in our facilities results in a waste of money and time, a disruption to our community, and can interfere with students’ achievement of their goals. ORL’s response to vandalism depends on the severity and impact of the vandalism. Below are general guidelines for responding to vandalism.
- respond in a timely manner. do not wait until a pattern of vandalism is established.
- write an incident report whenever vandalism is observed. Where the perpetrator of the vandalism is known, submit an incident report to the office of Ethics and Student Conflict Resolution. Where applicable, find out from PFD how much it will cost to repair the vandalism and report that amount to OESCR.
- report vandalism to pool tables to Sheri Harper in PFD.
- in situations where the perpetrator is not known, there are a variety of ways to respond.
  - know that posted and email messages to the community are generally not read or heeded by the perpetrator. So, they should be address the majority of students who did not cause the vandalism. Ask them to report if they know who did the vandalism.
  - an email message from the community leadership team (edited by the RD) can be a very effective way of responding to the community. The message should have a “this is our community…” tone.
  - it is appropriate in most cases to be open with the community about what, specifically, occurred. Vague, unspecific messages such as, “There has been some vandalism in our community” is less effective than, “On Monday this week, someone damaged the water fountain in the front lobby.”
  - the message should include a value statement such as, “This is not consistent with our community value, here in _____ Hall, of treating each other and the facilities with respect.”
  - encourage students to give ORL staff any information about the vandalism.
  - explain the impact on the community such as, “As a result of the shaving cream vandalism in our lounge, Tina and Marjie, our housekeepers, had to spend over an hour doing extra cleaning.”
  - ORL staff can request increased foot patrols from MUPD as a result of a pattern of vandalism.
  - ORL staff can amend the frequency and scheduling of duty rounds as a result of a pattern of vandalism.
- Facilities such as bathrooms, laundry rooms and kitchens will only be closed for resident use when it is necessary to make them functional again (cleaning, repair, safety precautions). ORL, PFD and HDRBS generally do not practice closing facilities as a punitive way of responding to vandalism.
- HDRBS generally does not practice group billing in situations where the perpetrator of vandalism is not known.
- if the vandalism specifically targets or threatens an individual, MUPD should be contacted.
- if the vandalism specifically targets or threatens an individual based on protected class, OEO should be contacted.

Warfield Office Use & Office Supplies
- If you are in the office after hours and making copies or getting your mail, please remember to lock your mailbox before you leave. Also, please turn off the lights.
- Please be respectful of the supplies and the computers on the desks of the administrative staff. Computers of the administrative staff are not to be used without permission. There is a computer station in the Center for use by Professional Staff. Please be sure you log off once you finish using computers in Warfield.

Copier
- All copies made on the office copy machine should be for ORL-related purposes. For print jobs over 50 copies, you should print via Printing @ Miami. Print jobs are submitted through an online form, are printed off-campus and are delivered to a pick-up desk in the Shriver Center Bookstore. Use this form: http://miamioh.edu/printing/order-process/order-form/index.html. If the copies are for a program for students in your hall, please charge the copies to your hall account. If the copies are administrative, please see the ORL program associate for an account code. The Oxford Copy Shop is a secondary option but is more expensive and does not provide as high-quality printing. A purchase order must be used at the Oxford Copy Shop.
Please use the manual feed tray for colored paper. If you do use the large capacity bin for colored paper, please be considerate and remove the unused colored paper, so that the next person using the machine isn’t surprised.

Should the copier jam during office hours, please ask the Program Associate to help you locate the problem. If the copier jams during non-office hours and you are not able to locate the issue, please leave a note on the copier saying that the copier has a jam so that a service call can be placed as soon as possible.

If the copier should run out of toner while you are using it, please inform the program associate.

Shredder
The shredder in the office is not a heavy duty machine. Please do not try to shred more paper than it can handle. Please clean up any messes you might create.

Office Supplies
The Office of Residence Life has a budget for supplies to help maintain and organize professional staff offices. Supplies should be used for office work only.

All staff will be supplied with the following supplies at the beginning of the school year:

- Post-It Notes
- Markers
- Etc.

During the year, printer paper is available in the main office. Printer cartridges can also picked up through the Program Associate in the Office of Residence Life. They should have a few ink cartridges on hand and available and do not usually have to order these specially.

Additional supplies can be ordered through our program associate by sending an email to your Assistant Director. Your Assistant Director will serve as the approving agent for your order and send on the order to the program associate to compile on our general office supply orders that happen on a semi-regular basis.

Some things you may request:

- bulletin board supplies not available in the Center
- hanging files
- tabs/flags to help organize materials
- educational materials to be used in programs or on bulletin boards
- markers
- fun paper to be used for signs, newsletters, etc.
- other office supplies

Things you cannot request:

- gifts for any member of your staff
- file folders (There are reusable folders in Office of Residence Life. Contact the program associate for assistance.)

Programming

Cash/Checks
Any program, initiative or event that involves cash should be implemented pursuant to the specific expectations of the MU business office. If cash or checks are ever collected from students to pay for a program or an item such as a t-shirt, the money should be deposited immediately. If cash or checks are collected from students as a way to ensure participation in a trip, the funds should be stored in a secure, locked area. For example, students may reserve a spot on a trip by paying $50, but as soon as they show up for the trip they get the $50 back. This ensures students meet their commitment to the trip. Whenever cash or checks are collected from students a receipt must be issued. Receipt books may be obtained from Rosemarie Volk in the ORL Office.

Casino Nights/Gambling/Poker/Sports Brackets
ORL staff and CLTs may hold casino night or poker night events or sports brackets (such as the NCAA basketball tournament) given the following conditions:

- The event is free and does not require a buy-in
- All students in the community have access to the event
- Wagering may not be done with any real money
- The winners receive a nominal prize provided by hall funds - or simply win “bragging rights”

Programs Involving Businesses
ORL staff and CLTs may hire businesses or individuals who are providing a service that meets the needs of the program such as You’re Fired or a massage therapist who is conducting a massage workshop. But, ORL staff and CLTs may not host or sponsor...
programs where the primary purpose is for a company or individual to sell merchandise. For example, events with Mary Kay or Pampered Chef sales representatives, are prohibited. Such events violates the rules prohibiting the use of the residence halls as places of business.

Outdoor Campfire on Campus

The hosting of an outdoor campfire on campus is not permitted. The use of mobile, backyard, shallow fire-pits is prohibited. The only place on campus where an outdoor fire can be lit is in the outdoor fireplace on the patio of the Armstrong Student Center.

Housing and Facilities Information

Introduction to Housing, Dining, Recreation and Business Services (HDRBS)

- HOME (Housing Options, Meals and Events) box office, meal plans, ID card services, MUlaa, room assignments, card access
- Residential Services (housekeeping, maintenance, residential services)
- Dining Halls (meal plans, a la carte)
- Shriver Center (bookstore, catering)
- Conference Services (mostly in the summer)
- Goggin Ice Arena
- Rec Center (including Outdoor Pursuit Center, Aquatics, Fitness)
- Intramural and Club Sports
- Equestrian Center
- The Marcum Hotel & Conference Center
- Construction & Long Range Housing Plan
- Child Development Center
- Parking Services

HDRBS Directory

An updated directory of the HDRBS staff can be found here: https://docs.google.com/a/miamioh.edu/spreadsheets/d/1ceE6gi_h-q5QDH3n1gg_9G0wBGCl0pf3Cc_qrkMoF6U/edit?usp=sharing

HOME Office Functions

- On-Campus Housing Assignments & Contracts
- Meal Plan Accounts – Student & Res Life
- Sign-Up for Special Residential Services
- Mulaa/MUBucks
- New & Replacement ID Cards
- Pre-Semester & Break Housing/Winter Term
- Event Ticketing

An effective working relationship between ORL and HOME (Housing Options, Meals & Events) is necessary to avoid miscommunications that result in not meeting the needs of students and thus not achieving the goals of our offices. Following are some suggestions on how to best manage situations that may involve room assignments or changes, or any function of Housing Options, Meals & Events Office:

- We have common goals and often have common frustrations and success. Even though HOME operates under a customer service philosophy while we operate under a student development philosophy, ultimately we all want students’ needs to be met. Communicate freely and frequently with the staff in HOME. Use email, phone, or stop in.
- When working with a student or parent in a situation which you cannot resolve on your own, personally pass them on to HOME staff. Before you pass along a parent to the office, give HOME a “heads up” as to what is going on, problems that have arisen, or issues that need resolved.
- Consider the option of the three-party (conference) call. "Hold on please, let me see if I can get my colleague in HOME on the line with us." (Take their number in case you accidentally break the connection). Do what is reasonable, and always keep your ultimate goal in the back of your mind and at the root of your actions.
- Ask a lot of questions about the situation. Learn as much about the situation before trying to resolve it. Make notes regarding the situation. Forward those notes to your supervisor and HOME when appropriate (if a move is imminent, or if the situation is not resolved).
- Remember your roles as compassionate helper, troubleshooter, and colleague.
MyCard
The MyCard site contains all of the occupancy information for every residence hall on campus. Professional Staff can access occupancy reports for their particular communities. At the bottom is the total occupancy broken down per hall as well as total occupancy campus wide. Professional staff will use this site to identify open beds in their building and across campus, to provide student staff with corridor rosters, and to create a mailing list. It will also be used to access student identification numbers for incident reports as well as for room changes. Finally, this site will provide staff with a list of students in their building who are over the age of 21, which is important information for incidents where alcohol is involved.

Occupancy Report
- Log into MyCard.
- On the main page click on "mycard statistics" on the left.
- You may select a time frame by clicking on the circle for "Show Data on" and insert a date. Then hit "select time frame" button. (Be aware that the page defaults to today’s date and current time).
- You may select the drop down arrow and choose the hall(s) on which you need information.
- You may click on "Occupancy Report" to obtain room information, including home address and telephone number, in your hall and across campus (notice for all halls it will take longer to download than for your specific hall).
- You may extend the information on the page by clicking on the button marked "Let me see more fields with this query." You will be able to obtain additional information by clicking on the relevant box(es) under "Add the following columns to this list." You may click on any of the fields to resort the order of student and room information (i.e. first name, last name, room number etc.).
- At the bottom left corner of each page you will notice a Microsoft Excel Icon on which you may click to open and format the list to suit your need.
- You may email and attach an edited copy of resident information (e.g. minus Banner # and other personal information) to your student staff members per their specific corridor. Please do not print.
- You may click on "Pre-semester Arrivals" for the up to date list of early arrivals in your hall.

Room Changes
Room changes should not be the first option when there is a roommate conflict. See the Roommate Conflicts section of the Professional Staff Manual for more specific information on how to respond to a roommate conflict. We do not want to just move the problem to another room. Instead, we want students to take advantage of the learning opportunity inherent in working out a conflict with another person. We also want students to learn how to directly confront problems rather than simply avoid them. At the same time, we do not want to keep students in a bad situation. We want to resolve issues as soon as we can. Always listen to the students concerns. Make sure you fully understand the request or need for a change.

When HOME receives requests to change rooms, the HOME staff will refer students back to their head-of-hall.

After you have talked with student and you decide a move is appropriate please follow the steps below to help make this a smooth transition.

Processing a Room Move
- Find out what beds are vacant across campus by going to MyCard and running an Empty Bed report. Choose the hall where the student wishes to move or choose ALL HALLS to check vacant beds across campus. It is very important to check the “status” column and the “notes” column to make sure it is truly a vacant bed. Make sure the space is “normal.” If it is off-line or overflow it cannot be used. Then choose your report option.
- Call or email a professional staff member in the hall where the vacant bed exists to confirm the available status of the space. Be sure to do this before talking to the student again.
- Find out where they want to move. If they are not sure, try to help them decide by telling their what the other halls offer, what quad the hall is on, etc.
- Before using a single room or an open double room please contact the HOME Office. There may be a waiting list or some other intention for that room. Remember, the HOME Office manages the placement in singles and totally vacant doubles.
- Students are not permitted to go around and “shop” for a room. Do not give them the locations of vacancies so they can go around meeting potential roommates. That process has generally not been effective since those in a room with a vacancy are usually not open to getting a roommate even though they have no choice.
- If the student reports that residents with vacant beds in their rooms seemed intentionally mean or unwelcoming, report that to your supervisor. They may follow up with that student on behalf of our office and the HOME Office.
- Make sure to communicate to the student that there might be other students looking for another room. Set a specific time for them to get back with you on which room they wish to select. Make that period of time reasonable for you and the student (a couple of days).
- When the room is selected, inform the other head-of-hall that the room is being used so the current occupant can be notified.

Back to Top
Complete the Housing Change Notification form. There is a link to the form on the main page once you log in to MyCard. The password on the form is "hcn 1809."

After you complete the form, click submit to send the housing change notification. Once you click submit, a new window with a printable PDF should pop up. Print the form, have the student sign it and provide a copy to the student for their record.

Please do not send in any changes via email or voicemail. The electronic form gets sent to several staff members in the HOME Office. This way if someone is not in the office, the other staff members will be able to process the change and hall access needs in a timely manner.

When a room change occurs, Housing will notify Telecommunications and the mailroom so that US mail can be switched.

Arrange for you or the resident’s RA to complete the Room Inspection Record for both the room they are vacating and the room to which they are moving.

**Administrative Moves**

Administrative moves infrequently occur, are coordinated with your central staff supervisor, and most often are the result of a serious policy violation or a critical incident. It is more common, in the case of irreconcilable differences between roommates where neither roommate wishes to voluntarily move, for both residents to be moved from the room.

**Room Freeze**

There is a two-week freeze on room changes in the beginning of each semester, as well as the end of the Fall semester. During that time, the HOME staff might be doing some changes. Exceptions will be considered on a case-by-case basis in consultation with your Assistant Director and HOME.

**No-Show Report**

The No Show Report is a report that Professional Staff generate with the help of their RAs. It is used to determine what spaces are available as a result of students not arriving at the beginning of each semester. Accuracy of this report is vital. Imagine if you reported someone as a no show but they were there - The HOME Office could possibly assign another person to a filled space!

- Have all RAs go through their corridors to identify vacant beds. They must physically check every room to make sure all residents have checked in. They need to either see the resident or see their stuff in the room. Staff should NOT use elevated privileges to access rooms to check for occupancy.
- Compare the list of vacant beds to the hall roster on the MyCard. If the system lists a resident where an actual bed is vacant, you've found a NO SHOW.
- If you found no NO SHOWS, please send in a report anyway indicating you have no NO SHOWS using the appropriate link on the web page.
- When you have identified your NO SHOWS, please submit their information using the NO SHOW REPORT on the ORL Resources for Current Staff web page in the General menu.
- You can get the Banner number from the MyCard.
- Notice that the Banner number uses no dashes or spaces.
- Only put notes that would be helpful to the Housing Office such as "roommate said he transferred to OU" or "Jenay in Housing switched him on Friday to Anderson Hall".
- You can review and edit the NO SHOW reports you’ve submitted using the web page.
- Complete your list of NO SHOWS by noon on the second day of classes each semester. We know that’s not a lot of time, but the sooner we have this list, the sooner we can update the rosters with vacancies and resolve other assignment issues across campus.
- If there is a change or error, you should return to the web page and edit the report that needs to be modified.

In the past we have had a problem with people being reported as a NO SHOW when they actually were here. You can help us avoid that by having RAs check every room, every resident.

The No Show report is on the Resources for Current Staff web page under the General menu.

**Room Inspection Record**

- At the beginning of the academic year, students are emailed a link to MyCard so they can log in and complete their Room Inspection Record.
- Students may indicate any damage that existed in their room before they moved in.
- Students who do not complete their Room Inspection record within 7 days from moving in assume the cost of any damages that exist before they moved in.
- When a student moves out, an ORL Staff member inspects the room and completes the Room Inspection Record in MyCard.
Supervision

Overview
(Source: Based on materials from the Department of Residence Life at Indiana University)

Introduction
Effective supervision begins with an understanding of the individual staff member's skills, abilities, and needs. Providing challenges, training, and support necessary to enhance an individual's skills and abilities should result in a productive, satisfied staff member and a better staff team.

Supervision is an intentional, ongoing process; one that builds upon itself. It takes time, energy, and commitment, but the outcome is invaluable to both the supervisor and the supervisee and for the Office of Residence Life as a whole. There are four primary steps in the supervisory process that can be applied to all levels of staff. Each of these steps includes a variety of activities necessary in the development of an effective and satisfied staff member.

Step One: Establishing and maintaining a relationship.
Step Two: Creating and implementing an individual development plan based on assessment of needs and abilities of staff.
Step Three: Providing for ongoing communication, interaction, and feedback for both groups and individuals.
Step Four: Providing formalized evaluation & feedback.

Goals of Supervision
- To increase the quality of job performance.
- To communicate job expectations
- To provide ongoing feedback
- To facilitate the supervisee's growth as an individual
- To challenge and to support

Factors that affect the Supervisory Process
- A clear understanding of the roles, departmental philosophy, and expectations
- Work and personality styles of those involved
- Skill and confidence level of both the supervisee and supervisor
- An understanding of how each individual affects, and is affected by, others in the department
- Differences between those involved, including cultural, gender, and experiential.

Factors to consider in developing your Supervisory Style
- Know the staff with whom you are working. Know your audience: different groups require different approaches.
- Have the goals or objectives of the group firmly in mind.
- What are the purposes of this staff?
- What things need to be accomplished to meet the goals?
- Know what the staff expects of you as a supervisor.
- Express sincere interest in the staff and its mission.
- Express a sincere interest in each individual within the group.
- Assist the group in setting realistic, attainable goals.
- Assist the group in developing a system through which they can evaluate their progress.
- Assist each individual in achieving their needs while helping the group achieve their goal.
- Why did they become involved as a staff member?
- How can each staff member grow through his or her involvement?
- Assist the group in understanding the dynamics of the team and human interaction. Sometimes the process is more important than the content.
- Realize the importance of the peer group and its effects on how each individual participates or fails to participate.
- Assist the group in determining the needs of the persons the group is serving.
- Develop a style, which maintains a balance between an active and passive supervisor.
- Be aware of the institutional power structure, both formal and informal.
- Provide some continuity for the staff from year to year.
- Challenge the staff to grow and develop.
- Be creative and innovative.

Good Supervisors
- Develop positive relationships with their staff members
- Maintain open communication paths and facilitate trust
Understand that supporting and challenging go hand in hand
Spend appropriate time with those they supervise
Communicate well with other members of the office
Communicate departmental mission and goals to staff members
Help staff members understand how their work is appreciated by others
Assist staff members in understanding their relevance (or the connection between their work and the satisfaction or assistance it provides to a person, group, or even their supervisor).
Collaborate with supervisees in developing measures to assess the supervisees’ progress or success in a job/role.

Suggested Reading
- Understanding Staff Team Dynamics: The Five Dysfunctions of a Team (2002) by Patrick Lencioni
- Developmental Supervision of Employees: The Three Signs of a Miserable Job (2007) by Patrick Lencioni
- Facilitating Meetings: Death by Meeting (2004) by Patrick Lencioni

Expectations
(Source: Based on materials from developed by Kathleen Gardner, 2002)

Possibly the greatest skill area which can make or break a supervisor is delivering expectations. Expectations allow staff members to know, up front, your vision, policies, preferences, rules, goals, and attitudes. In short, expectations allow staff members to make informed decisions.

Tips in Delivering Expectations
- Expectations should be delivered at an orientation meeting or in an initial staff meeting.
- Expectations should be written and shared with the staff.
- Present expectations in a group setting so that everyone hears the same rules, unwritten policies, goals, etc. Follow up with staff members who are unable to attend this meeting.
- Present expectations in a firm, serious, and upfront manner.
- Remove tentativeness from your presentation. Avoid words such as maybe, just, a little, sometimes, or try.
- Practice delivering your expectations so that your nonverbal behaviors match the tone you want to communicate.
- Use words such as: will, want, desire, and need.
- Be specific in expectations. Behaviors should be observable and measurable.
- Clearly define all expectations.
- Share the "why" behind each expectation. This will reduce resistance and help staff members to better understand their role.
- Define the results if expectations are not met. This will help staff members to know what is at risk.
- Watch the staffs nonverbal behaviors so that you can clarify or provide examples as needed.
- Ask if there are questions.
- Provide a summary statement or present expectations in writing at the conclusion.
- Each new staff member needs expectations in the same manner. Once again, this should be done immediately.
- Always follow up on expectations and hold staff members accountable.

Expectations Topics
Punctuality, meeting attendance, definition of support, information sharing process, departmental policies, professional and personal development, physical appearance, attitude, confidentiality, professionalism, task completion and deadlines, communication, personal annoyances, and performance standards.

Within Residence Life, there is a natural supervision cycle that occurs within the academic school year. Within this natural supervisory cycle, it is recommended that you revisit these expectations in late October to make certain staff still understand what you, as the supervisor, expect of them. This removes confusion and reiterates principles already learned.

Other helpful hints
- Collaborate with other staff members in creating your expectations. This allows for consistency and helps to make the task less daunting.
- Do not feel as though you have to "recreate the wheel." Borrow from the expectations of previous supervisors or colleagues.
- Be sure to give your staff members the opportunity to share their expectations of you. This can be done one-on-one or in a group setting.
- Keep your expectations nearby - you should constantly make notes and revise them for any future staffs.
Be sure to recognize staff members who consistently meet or exceed your expectations. Sometimes a thank you note or certificate or verbal "thanks" goes a long way.

One on One Meetings and Weekly Reports

One-on-one meetings are an opportunity for you to sit down with each member of your staff for approximately 30 minutes to an hour weekly or biweekly. During this time you should talk about not only your staff member’s performance and student issues, but also get to know them better through conversations about their academics, career goals, and personal life.

One-on-ones are times to:
- Meet in a comfortable place with no interruptions.
- Be attentive to the other person.
- Review employment performance and requirements (bulletin boards, role modeling, programming).
- Find out more about their corridor (programs, roommate conflicts, noise, friendships).
- Provide positive and constructive feedback about their performance.
- Inquire about academics, career goals, and their personal life. Do not pressure RAs to give more personal information than they feel comfortable giving.
- Offer suggestions for time management or dealing with difficult situations.
- Ensure that the staff member is balancing their commitments.
- Solicit feedback and suggestions about your performance as a supervisor.
- Share information about yourself.
- Open the floor to other matters.
- Take notes of employment information.
- Enjoy the time together.

A Guide to Your First One-on-One with staff members has been provided. This lesson plan will assist you in step one in the supervisory process: developing and maintaining a relationship and begin to help the supervisor in step two: identifying the needs and abilities of the staff member to create an individual development plan.

Weekly Reports

Many supervisors also have Resident Assistants and Graduate Assistants complete Weekly Reports to submit to their supervisor. These reports help keep the supervisor informed about common topics and professional development of an individual staff member, identify issues within a building or apartments, and help discern trends or issues that multiple staff members are facing or with which they are struggling. Weekly reports can serve as a foundation or launching pad for success in developing discussion topics for one-on-one meetings with individual staff members, topics to cover in weekly staff meetings, or designing staff development activities for individuals or groups. They can also help the supervisor anticipate problems that might occur for students or RAs residing in their building. Finally, it helps when writing weekly reports for the professional staff supervisor(s). Weekly Reports are submitted ORL Resources for Current Staff. If there is an ARD in the building, the Weekly Report may be set to be sent to both the RD and the ARD by clicking on the “CC” link on the Weekly Report Adviser page in the Admin menu.

Staff Meetings

Supervising individuals is only half the work associated with supervising a staff team. The other is understanding, assessing the needs of, and then being able to influence the team dynamics within your RA staff. Staff meetings allow you to regularly meet and accomplish this task.

Staff Meeting Topics

After the academic year has begun, there are several areas that should be discussed in staff meetings and one-on-ones. The suggestions below are only part of what needs to be covered. The first four weeks are comprised of specific tasks that should be accomplished while the second four weeks look more at the developmental needs of Resident Assistants. At that time, staff should be able to reflect and look forward, begin to assess their own needs, and then help plan sessions to meet those needs.

Meeting Facilitation Tips

Your time is valuable. Meetings take people away from their regular duties, so, theoretically, those people who attend are not “working” or studying while the meeting is going on. As the minutes tick by, attendees pay less attention. That's why it is so important to make each minute of a meeting count. The following are some items to consider.
- Space: Reserve a consistent space. Have the RAs block 2 hours of time in their weekly calendars to attend staff meeting even though your meeting will not last the full 2 hours.
• Meeting times: It is helpful to set a regular weekly meeting early in the semester. The staff will then know in advance when they are responsible for meetings.

• Create an Agenda: list all of the topics that will be discussed. You may want to provide the name of the individual discussing the item, if it is not you as facilitator.

• Time Limits: You might want to consider including a time limit for each topic. Some leaders find it helpful to distribute the agenda at least two days before the meeting. This gives you the opportunity to amend the agenda. It may also serve as a reminder about the upcoming meeting. Always allot time for agenda items your staff members may want to address.

• Minutes: Designate someone to take notes. A written record is essential for follow-through.

• Facilitate: You are now the formal leader of the staff team, direct discussion. Make sure the discussion centers around the topic scheduled. If people get sidetracked; bring them back to where they should be. Interrupt the discussion with something like the following: “Sorry to cut in, but we’re getting off the subject. We can continue this discussion after we finish the agenda items. John, you were talking about the upcoming hall formal....”

• Keep control: If the discussion is running overtime, but it is important that everyone present hear the discussion, let it continue. But if you feel that what is being discussed could be handled more effectively by two or three people at another time appoint a subcommittee. “This is interesting; Suzy, maybe you, Shannon, and Nate could get together and work out the details before our next meeting.”

• Preview & Advertise: Include any decisions or deadlines in the next meeting’s agenda. This will clarify and make sure everyone understands what is expected of them. It is helpful to include who is responsible for each item. You may also want to include important dates or upcoming assignments on the agenda to preview what is coming in following meetings or discussions with staff.

Staff Development

Resident Assistant staff development takes many forms in the Office of Residence Life, including:

• Fall & Spring Training, formal training programs planned for all staff
• In-service opportunities for Resident Assistants
• "On-the-Job" Training: ever-important learn-as-you-go
• Conversations with supervisors, peers, faculty, other staff in Student Affairs, etc.

Assessing Development Needs

• Assessing RA needs is the first step to staff development. There are several means of assessing their needs. Work with your Assistant Director to discuss your assessment of needs. Before you plan a staff development, you must know their needs. Ask the following questions:
  • What are their areas of improvement as a group?
  • What common issues are we facing in our community as a staff?
  • What would make us more effective as a team?

Set learning goals or skills based on the needs of your staff. These might look like the following:

• Resident Assistants will identify personality and learning styles.
• Resident Assistants will critically reflect on experiences of first semester.
• Resident Assistants will identify group strengths and areas of weakness.

Planning your staff development:
• Who will be participating in the staff development activity?
• What will the staff development activity involve?
• How will the activity address the needs of the staff members?
• Where will the staff development activity take place?
• When will the staff development activity take place?
• Why? What is the purpose of this staff development activity?

Group Processing

• How will you process the staff development activity with the staff members?
• What will you do to process the activity during the activity?
• What will you do to process the activity immediately after the activity?
• What will you do to process the activity after time has passed? (i.e., what follow-up will you do?)

Evaluation

• Will you process the activity with the entire group, one-on-one, etc.?
• How will you evaluate the staff development activity?
Will you evaluate the activity formally (i.e., through an evaluation form) or informally (i.e., through group one-on-one discussions with your RAs)?

Staff development with your staff or team can take many forms including, but certainly not limited to:

- Specific development in a particular area - confrontation, mediation, listening skills, programming skills, etc. - which can be addressed in a staff meeting through a self-lead conversation or by bringing in someone to lead the conversation (e.g., central staff member, counselor, faculty member, colleague in Student Affairs, etc.).
- Sharing our own stories: learning about each other can break down barriers and help the group work better as a team.
- Common reading experience/discussion: choose a book or an article for everyone to read in a realistic period of time. Discuss the main points from the reading in a team meeting.
- Cultural experience: each staff member brings a dish that is from their culture for a potluck staff dinner or each staff member brings something from their room that represents their culture. Staff members are asked to discuss each dish/item.

Funding of Staff Development

Most staff development initiatives are free. They mostly require time and creativity. In the case that your needs could be better met with the use of funds, there are funds available in our department to support such initiatives.

To request funds for a staff development initiative, go to the Staff Development Funding Request link in the Admin menu of the ORL Resources for Current Staff website.

Feedback

A regular part of your supervisory relationship with supervisees is to provide constructive feedback. Supervisors should regularly give feedback to supervisees regardless of whether it is related to good performance or poor performance. Regular feedback allows the supervisee to know where they stand in all areas of their performance.

Why?

- To improve the quality of performance from the receiver.
- To improve the quality of the organization.
- To recognize positive performance.
- To help the receiver have a better understanding of how their behavior affects others.
- To increase openness between others.
- To increase your impact as a supervisor by improving your communication and understanding others.

Where? It depends on...

- Whether the feedback is positive or critical
- Whether the supervisee prefers positive feedback to be given in a public manner
- If it is critical feedback, it should almost always be done in private. (It can be done more publically if the criticism pertains to all of those present. For example, a supervisor may choose to address a common criticism in this way: "At some point so far this semester, everyone has been at least a few minutes late for one of our staff meetings. I’d like to talk with all of you about how that impacts our team.")

When?

- When some trust and respect exists between the two of you.
- When the receiver is least defensive and most open to receiving feedback.
- When emotions are neither high for the supervisor nor the supervisee.
- When it is close to the time of the event, not weeks later.
- When the list of concerns is small. Do not wait to build up a large list that will overwhelm the receiver.
- When you are working to honestly help the receiver improve, do not punish them.

How?

- Be specific. Deal with the facts rather than ideas about why things happened or what was meant by them.
- Direct feedback toward the behavior that can be changed.
- Direct the feedback toward what the person did, not who the person is.
- Make the feedback descriptive rather than evaluative. By avoiding evaluative language, we reduce the need for the individual to feel defensive.
- Make sure you are understood. Ask the person to summarize what was said.

Reciprocity
Ideally, feedback is a two-way process. It should flow regularly between supervisor and supervisee without fear of retaliation by the supervisor.

It is the supervisor’s responsibility to establish an environment where feedback, both positive and critical, is reciprocal.

Feedback should be separate and independent. If a supervisee has a criticism of the supervisor, the supervisor should not then find something critical about the supervisee.

It is a good idea to document the feedback you give to your staff. This documentation can be as simple as a brief email restating the feedback and clarifying expectations, or a more formal letter.

**Evaluation**

The evaluation process is a year-long process that begins with setting mutual expectations, establishing an open and respectful supervisory relationship, maintaining timely and consistent feedback, and implementing a formal written evaluation. Too often the latter step is the focus of attention when the process should consist of all of the aforementioned components.

The evaluation process is used in two ways: to provide constructive feedback for the person being evaluated for use in further development and goal-setting, and for consideration in rehire and promotion process within the Office of Residence Life.

Please see other sections of the professional staff Manual for guidelines on setting mutual expectations, establishing an open and respectful supervisory relationship, and maintaining timely and consistent feedback. The following section refers to the formal written evaluation process.

- All evaluations, including self-evaluations, need to be created using the official ORL form provided.
- Evaluations must be typed.
- The supervisor(s) need to schedule a one-on-one meeting with the staff member they are evaluating. An individual meeting will provide a forum for meaningful conversations, which will pertain to the evaluation remarks.
- All evaluations must be returned to your supervisor by the deadlines established.
- Evaluations should be written objectively and not subjectively. Consult with your supervisor for assistance.
- There should be no surprises when the individual receives their evaluation. Please begin conversations regarding these matters as soon as concerns arise.
- All staff members should view the evaluation process as a priority and not something that can be done at the last minute.
- When commenting on the staff performance, make sure to include examples of what the individual is doing well and how they can improve for next semester. For example, if you indicate a staff member does not show up to meetings in a timely fashion, cite particular meetings to which they were late, including dates, times and reported reasons. Citing specific examples makes the evaluation more concrete for the staff member.

**Fall Semester Evaluation Process**

- Supervisors need to start looking at things critically from the beginning of the semester. Do not wait until the last minute. The timeline below has been set to meet the needs of the office and individual staff members. Supervisors have the ability to reasonably amend deadlines to fit individual schedules. The ultimate goal is to have the formal evaluations completed by the end of first semester so the feedback can be applied to second-semester performance.
- Central Staff Evaluations: Professional Staff who are directly supervised by Central Staff will complete this evaluation. Those indirectly supervised by the Assistant Director may also be asked to complete a Central Staff evaluation of the Assistant Director. Central Staff members complete this for their supervisor as well.
- Professional Staff Evaluations & Self-Evaluations: The office expects each individual professional staff member to assess their own performance and bring this information to the formal evaluation meeting with their supervisor. The supervisor will complete an evaluation of each direct report professional staff member.
- Resident Assistant evaluations: Resident Assistant evaluations should be completed by the direct supervisor of the staff member in consultation with any graduate assistants who may also assist in the management of the community. The Community Evaluation of the Resident Assistant (via the ALL Survey) is one factor you should consider when writing your evaluation. You may share the evaluations with the RA in your evaluation meeting. The focus of the RA should not be on any one individual comment or evaluation. Even though you may discuss one evaluation or comment with your RA, ideally all of the community evaluations should be used in the aggregate to get a general perspective from residents. The Resident Assistant should also complete a self-evaluation, which can be brought to the formal evaluation meeting or turned in to their supervisor prior to the formal evaluation meeting.
- The supervisor(s) should consider whether conversations about performance have occurred prior to providing an “Unsatisfactory” or “Development Needed” appraisal on a Resident Assistant evaluation. The evaluation of Resident Assistant staff members does have an impact on their status to be hired or rehired.
### Resident Evaluation of Community and Resident Assistant

Residents' evaluations of their RA are integrated into the ALL Survey. The email sent to students will be signed by their RA on behalf of the Office of Residence Life. Staff should encourage residents to complete the ALL Survey. Reminders will be sent to students who do not respond to the survey. The results for each RA will be emailed to each supervisor. Professional Staff results will be emailed to Assistant Directors.

**Launch:** 11/5/2017  
**Close:** 11/13/2017  
**Reports to AD by:** 11/20/2017

### RA Complete the Following Evaluations  
(These evals are available to RAs through the RA Manual.)

#### RA Evaluation of Supervisor
For 2018-19: central Student Voice survey with pull down menu. RAs submit one for RD and if they have a GA. Hand hard copy to your supervisor during evaluation meeting. Professional staff members forward to Assistant Director.

**Due Date:** 12/1/2017 or at the evaluation meeting

### Professional Staff Complete the Following Evaluations  
(where applicable)

#### Evaluation of RA
Review hard copy with your RA to your Assistant Director of Residence Life.  ERIK: add evaluation meeting guide here.

**Completed & to Assistant Director by 12/4/2017**

#### Graduate Assistant Self Evaluation
ELIMINATE THE GRAD FORM.  USE THE HR FORM.  
EDIT TO EVAL FORM: Supervision, Student Life (presence, conflict and crisis mgt, CLT advising, extending the learning environment)  
Email a copy of your self evaluation to your supervisor.  ALL PRO STAFF DOES A SELF EVAL AT THIS TIME.

**Due Date:** 12/8/2017 END OF SEMESTER

#### ARD Evaluation of RD ELIM  
#### RD Evaluation of ARD FT FORM
Review hard copy with professional staff during your evaluation meeting. All of these evaluations get forwarded to your Assistant Director.

**Due Date:** 12/15/2017 WINTER TERM

#### Professional Staff Evaluation of Assistant Director
Professional Staff will have a two part evaluation of their Assistant Director. Part one is completed in December, they will respond to a short survey that will be given in the aggregate to the supervisor. This survey will also included space for feedback about committees.

**Due Date:** 12/15/2017

#### Evaluation of Assistant Director
ELIMINATE - SEND DEC SURVEY AGAIN or Edit it again. Update and link here and on closing checklist.  
Part two is a more formal evaluation which will be done at the end of the academic year.

**Due Date:** 5/23/2018

#### Full-Time Staff (RDs and Central Staff): SAE Professional Development Plan
PUT WARNING ABOUT THAT FORM - ITS JACKED UP  
After completing your evaluation with your supervisor, complete this form in planning for the next year. (Open this form using Adobe Reader. Download the form using the link.)

**Due Date:** 5/23/2018

### Central Staff Complete the Following Evaluations

#### Assistant Director Evaluation of ELIMINATE
Review hard copy with in-hall Professional Staff during your evaluation 1:1.

**Due Date:** 12/15/2017 WINTER TERM
Spring Semester Evaluation Process

The final step in the evaluation process is an evaluation discussion followed up by a year end evaluation letter. This is designed to be a more efficient step given the busy nature of the end of the academic year. The discussion should follow up on goals which were set in the previous evaluation process.

Each supervisor should meet with each supervisee and write an end-of-the-year evaluation letter for each person for whom they directly supervise. ADs should complete a letter for GRD they supervise. RDs should complete a letter for the ARD they supervise. All Professional Staff should complete a letter for each RA they supervise.

- The discussion can occur at your last one-on-one meeting or at specially-scheduled meetings.
- The discussion and letter should outline specific strengths and weaknesses of the staff member.
- The discussion and letter should highlight any significant accomplishments.
- If the staff member is returning to staff, the discussion and letter should outline suggested goals for improvement for next year.
- If the staff member is not returning to staff, the discussion and letter should outline suggestions for future success.
- The letter should be addressed to the staff member and placed on Miami University stationery.
- Copies of all of the letters to your supervisees should be paper-clipped together and submitted to your supervisor by Friday, May 4, 2018. (This way the letter is copied to the staff member’s employment file in ORL.)

Click here for a sample year-end evaluation letter.

Accountability

Supervisors hold supervisees accountable for their performance. As with feedback, accountability relates to both positive and poor performance.

When performance is excellent

- Write a letter of commendation to the supervisee to place in the employment file.
- Provide additional opportunities for growth and leadership on your staff or in your community. For example, if an RA is an excellent programmer, ask if they would be willing to work with other RAs on your staff.
- Seek opportunities for growth and leadership within ORL or at the University. For example, if an RA excels at roommate intervention, ask if they would be willing to co-facilitate future RA training on roommate conflict mediation.
- Refer to Recognition for other ways to recognize excellent performance.

When performance is poor

Resident Assistants are students first, and the position of Resident Assistant can be a challenging one for many students. Usually, when a Resident Assistant does not meet performance expectations, the supervisor of the RA, the Professional Staff member, is expected to guide the development of the Resident Assistant. This is done by

- clearly indicating to the Resident Assistant that they are not meeting performance expectations,
- mutually developing a plan for meeting expectations in the future,
- creating a timeline by which improvement is to be shown, and
- assessing the outcomes of the plan.

In most cases, this conversation and plan should be documented in writing so that expectations and consequences are clear. However, in some circumstances, the decision to end the employment of an RA can occur due to a singular breach of the responsibilities/expectations of all RAs.
Dismissal

Regardless of whether a decision to end the employment of an RA stems from one event or a pattern of less-than-expected performance, any decision to end employment of an RA is serious. Because Resident Assistants are "at will" employees, either the Office of Residence Life or the RA may end the employment with or without notice and with or without cause. In most situations, the supervisor of the RA will be the person making the decision to dismiss an RA from their position.

Therefore, the steps that should be taken to end the employment of an RA usually are:

- If a supervisor believes a Resident Assistant should be dismissed, they should draft a letter which clearly states the reasons supporting the decision. This letter should be reviewed by the Assistant Director of Residence Life whom the supervisor reports prior to its dissemination. When disseminated to the RA, a copy of the letter should be provided to this Assistant Director, as well as to the Assistant Director in charge of RA Recruitment and Selection. Furthermore, a copy of the letter should be placed in the RA's file in the Central Office.
- Within the letter of dismissal there should be a date by which the RA can request an appeal of the decision to dismiss. Normally, this date should be three working days from the date of the letter.
- In most circumstances, the RA facing dismissal will be relieved of all duties and they may be relocated to another residence hall space. If the staff member being dismissed is not required to live on campus (junior status or above and has not signed another contract to live on campus other than the contract for the RA room)
- If the RA wishes to seek a review of the decision to dismiss, the RA must submit a letter in writing to the Associate Director of Residence Life whose supervisory responsibilities includes the RA. This letter must be received by the deadline indicated in the letter of dismissal. The reason[s] why dismissal should not occur must be clearly stated. The Associate Director will assign the review to another Associate or Assistant Director of Residence Life. The assigned Associate or Assistant Director will meet with the RA to review the matter and render a decision in writing to the RA. When this letter is disseminated to the RA, a copy of this letter should be provided to the supervisor of the RA, their Assistant Director, and the Assistant Director in charge of RA Recruitment and Selection. Furthermore, a copy of the letter should be placed in the RA's file in the central office.
- There are no other Residence Life reviews. Should an RA believe their dismissal was unlawful, they may address their concerns in writing to the Director of Compensation, Employment & Technology, Miami University, Department of Human Resources, 501 E. High Street, Oxford, OH 45056.

Sample Letters

Sample staff follow-up letter when performance is poor.
Sample letter of commendation or recognition when performance exceeds expectation.
Sample letter of dismissal.

Recognition

Assistant Directors can help assist you in the recognition and support of your Resident Assistant staff. Has one of your RAs done an amazing program, accomplished something awesome personally or professionally, or just needs recognition for consistent work all semester long? Let your Assistant Director know. Drop us a line or bring up the staff member in your one-on-one meeting. Assistant Directors help recognize RAs within their teams; while Assistant Directors are observant, live-in supervisors live and work aside the RAs more of the time and can help the Assistant Directors by identifying staff whose performance should be recognized.

Working within Residence Life and serving as a Resident Assistant is a demanding job. Demonstrating to your staff what you, as a supervisor, appreciate about their performance and work is important. The following are some ways to keep your staff motivated through the year.

- Post Kudos on the Resources for Current Staff homepage.
- As often as you can, relate to the students interests.
- Use humor.
- Use appropriate self-disclosure. Be a "real" person. Let students know some things about you.
- Give positive feedback, verbally (praise) and non-verbally (make eye-contact, smile, nod).
- Encourage students to make decisions about their own learning -- give them CHOICES and act on their suggestions.
- If possible, encourage students to have input into how they will be evaluated.
- Ask students how the sessions could be made more interesting!
- Recognize your group members.
- Say "Thank you."
- Smile.
- Keep challenging them.
- Take time to explain fully.
- Take time to talk.
- Write thank-you notes.
- Defend against hostile or negative staff.
- Plan social events.
- Send impromptu fun cards.
- Celebrate!

Filling RA Staff Vacancies
- If a Resident Assistant resigns or is dismissed from their position, there are a few things you need to do.
- Have the RA submit, in writing, a letter of resignation to you. Forward this letter to your Assistant Director, the Assistant Director who oversees RA Recruitment & Selection, and the RAs employment file in the Central Office. The purpose of this is to remove them from payroll. The letter should include the RA’s full name and the effective date of the resignation. An email is acceptable.
- Contact the Assistant Director responsible for RA Recruitment & Selection for help in getting a replacement. Most years, the Office of Residence Life has a large pool of alternates, who would love to have a Resident Assistant position mid-year or even mid-semester.
- Together, the RA Supervisor(s), their Assistant Director, and the Assistant Director working with RA Recruitment & Selection will find a replacement and complete the necessary paperwork for hire.
- It is generally NOT an option to leave an RA position vacant for any significant amount of time during the semester.

The RD and ARD Relationship
The relationship between the RD and the ARD is an extremely important one. The success and effectiveness of the hall and staff depends on how well this relationship is developed and maintained. This section has been prepared to help you get started in developing the RD/ARD relationship.

Expectations of the roles of RDs and ARDs:
- The RD has ultimate responsibility for all of the aspects of the community (supervision, CLT, communication, Residential Curriculum, resident issues, etc.). Even if an area of oversight is delegated to the ARD, the RD should be knowledgeable and can respond to inquiries about any such delegated tasks.
- The direct oversight of all of the aspects of the community will differ between communities based on a variety of factors including but not limited to desired experience, professional development, time management, and areas of expertise and interest. The RD and ARD will discuss and agree to the specific roles each will play in the community in consultation with the Assistant Director.
- The ARD will have regular communication with the Assistant Director to promote professional development
- The RD and ARD should create a dynamic with the staff and in the community where they are regarded as a unified voice.
- Care must be taken to avoid common pitfalls in the RD/ARD relationship including:
  - Creating an unnecessary layer of supervision between RAs and the RD
  - Poor communication/unclear expectations
  - Delegating or assuming of undesirable duties to the ARD
- ARD and RD will meet with the AD as a pair once a semester to talk about their group dynamics
- ARD and AD will meet once a month

Below is a list of questions that the RD and ARD should both answer during a time that you set aside for this dialogue.
- Why did you take this job at Miami University?
- What are you most excited about as we begin this year?
- What are you most anxious about as we begin this year?
- Did you set some goals (professional, personal) that you hope to accomplish this year? If so, please share some.
- When you think about your skills and abilities for this job, what are your strengths?
- What are you hoping to learn from this job?
- When you think about your skills and abilities, what areas would you like to improve?
- Which of your personal qualities do you value the most?
- What kind of relationship would you like to have with me?
- What kind of relationship would you like to have with the Resident Assistants?
- How would you describe your supervisory style?
- How would you describe your ideal supervisor?
- What techniques do you use to motivate others?
- When you are upset or disappointed about someone’s behavior or performance, how do you typically respond?
- When people meet or exceed your expectations, how do you respond?
- The way I feel about confronting others is…
- Some things I think we should do in training with our staff are…
How do you view our role in the hall as alike, and how do you view our role as different?

In looking at the job description, are there areas in which you feel very confident and comfortable?

In looking at the job description, are there parts of the job that you are not presently comfortable with but with which you would like to become more comfortable?

Do you have a philosophy on how to handle student discipline?

How do you typically handle conflict between yourself and others?

What are your thoughts about helping two persons or groups of persons resolve their conflict situation?

What kind of hall situation would you find particularly difficult or stressful?

What are some signs that tell you are getting stressed?

What methods do you use to deal with stress?

When you are involved in a situation that you feel is getting beyond your capabilities, what do you do?

How can I grow from knowing you?

If, at the end of the year, there was a banquet in your honor given by the Office of Residence Life and resident assistants, what are some of the things you would want to be said about your performance in your job?

Decisions to be made between the RD and ARD:

- How and when will we communicate important information?
- How and when will we support each other? Define support and how you express or demonstrate it.

Supervision roles of RD and ARD:

- When staff act inappropriately or fail to follow expectations, who talks with them? How is this conversation documented?
- Who will facilitate staff meetings? How often?
- Who will keep a calendar of upcoming programs and update and review past programs during staff meetings?
- Who will schedule staff development? How will topic areas be decided upon?
- What role will the ARD play in the Community Leadership Team? How are the RAs involved?
- How available do you expect the RD/ARD to be to the hall/corridors?
- How are weekends away negotiated?

Administration:

- Who will make contact with the Housing Manager?
- How are tasks assigned and delegated?
- What other tasks and expectations do you have of the RD/ARD?
- Is there information that can be delivered or collected simultaneously?

**Crisis and Emergency Management**

Refer to the RA Manual and the Intervention Procedures flipchart for information regarding some specific types of emergencies.

**Crisis or Emergency**

**Crisis**

There is a range of experiences during any academic year that may fall into the “crisis” category, as viewed from one perspective or another. “Crisis” is a term that refers to an internal experience, a sense of immediacy, need, and challenge. Merriam-Webster defines “crisis” as “an emotionally significant event or radical change of status in a person’s life” or “an unstable or crucial time or state of affairs in which a decisive change is impending; especially: one with the distinct possibility of a highly undesirable outcome.” Students may feel themselves to be in crisis, then, at any major turning point in their lives. They may experience an academic crisis with their first bad grade; an emotional crisis at the end of a relationship; a personal crisis on deciding their original goal of being an Engineer doesn’t seem to be working out for them. They may have an existential crisis that makes them challenge the basic values they were taught, or even whether life itself makes sense to them. There will be many crises on every corridor during the year; only a few of these will ever become public and critical enough to reach your attention.

**Emergency**

“Emergency,” on the other hand, is defined as “an unforeseen combination of circumstances or the resulting state that calls for immediate action” or “an urgent need for assistance or relief.” Note that a crisis may occur, without the need for immediate assistance or relief. Some critical situations are essential to growth—they provide the impetus for change and the framework for emerging self-definition. A crisis, in other words, can be a healthy, normal, essential—if uncomfortable—life phase, and life transition. It only becomes an emergency when the person struggles to manage and contain the crisis on their own, and reaches a place where they develop an urgent need for help to make it through. The crisis of understanding and dealing with a parental divorce, for example, becomes an emergency when the student feels so distressed by the events that they doubt the worth of life itself, and can no longer
contain thoughts of harming themself. Not all crises are emergencies, and determining where the particular situation with which you are dealing falls on that continuum is an essential part of your assessment of the situation.

When a Crisis Becomes an Emergency
An emergency is a situation in which you have cause to doubt the individual’s ability to cope with the life circumstances that are occurring, in an immediate way. Emergencies truly do “emerge” from the ongoing situation. So the first step in assessing the emergency is to understand the nature of the crisis that is occurring, including as much of its history and special circumstances as possible. (This is assuming the emergency is not immediately life-threatening, in which case you would call 911 or 513-529-2222 for help from University Police.) Ask questions and gather information, including emotional reactions and personal feelings about the situation. It is important to determine if this is a crisis for the individual—or for the individual’s social sphere. For example, an individual may be struggling with ongoing depression or an eating disorder, but feel generally okay with dealing with it—yet worry and upset a roommate or set of friends to the point that they feel this to be an emergency. The individual may acknowledge the existence of the crisis, but deny any immediate need. In this case, the emergency lies in the social sphere, and is not yet present or aware for the individual. In such a case, before dealing with the individual, it may be essential to calm the sense of emergency in the environment, so that the individual feels safe to disclose the nature of their personal crisis.

If a sense of emergency does exist for the individual, once the underlying crisis has been discussed and understood, it helps to understand what caused the sudden emergence of the sense of urgency, the need for immediate assistance. Has something recently changed? Has the individual experienced something that made them doubt their ability to manage the crisis? Has there been an escalation in the situation? Is fatigue making it impossible to cope with what was manageable before? Etc. The key is to understand what is different now, what created an emergency, how long it has been that way, and whether the individual anticipates changes for better or worse in the immediate and more distant future. With this information in hand, you can make a more informed decision about follow-up procedures.

Taking Action
A good crisis and emergency manager:

- Is calm
- Knows resources
- Actively listens
- Communicates effectively

No amount of training can prepare you to handle the specifics of every situation you may face. But we can provide you with a general protocol for handling most situations:

- Collect information
- Assess safety and security of student and community
- Assess your ability to manage the situation
- Consult
- Plan
- Pass information on and up
- Follow up

As noted above, crises take many different forms and can vary in intensity and urgency. As a Professional Staff member, the Office of Residence Life feels that certain crises are well within your ability to handle.

Recognizing Your Limitations
There will be situations that will go beyond your ability to intervene. When a crisis exceeds your ability to handle, then it is critical that you contact your supervisor for assistance and possible referral. It is very understandable that you may wish to try to handle the situation yourself—-you have a relationship with the resident and have already worked with them to address the issue. In situations where professional staff do not seek assistance, the resident is in jeopardy of not receiving the help they need. Additionally, Professional Staff are in danger of getting into a situation that they cannot resolve and may end up doing more harm than good. There is no shame in seeking assistance with a situation; in fact, it indicates that the Professional Staff member has the residents’ best interests in mind.

Notification during a Crisis
You are expected to contact your Assistant Director in the event of a serious crisis. If your immediate supervisor is unavailable, please contact another Central Staff member. Your supervisor (or other Central Staff member) will contact (or ask you to contact) other University personnel, should the situation warrant it.
Please be aware that the on call system is for use in emergencies only, and does not serve as a crisis hotline; for this purpose, suggest that students call the Butler County Crisis Hotline (1-844-427-4747).

In the case of an emergency situation requiring immediate assistance from the Student Counseling Services staff during office hours (8 am - 5 pm), call the front desk to inform the receptionist that an emergency situation has developed. Emergency hours are available for crisis clients or staff consultation regarding developing emergencies every day, usually in the early afternoon. You will be offered those times, if appropriate. If the need is more immediate and you feel, in consultation with your Assistant Director, that you cannot wait until the next available hour, please clearly inform the receptionists that this is an emergency situation that requires immediate intervention. The receptionist will then inform either the Director of the Student Counseling Services (Dr. Kip Alishio) or another member of the Counseling Center senior staff of the situation, and they will facilitate finding staff to help you manage the situation.

Notification during an Emergency
- In the event of an emergency, you are expected to contact your supervisor.
- If your supervisor is unavailable, please contact another Central Staff member.
- Your supervisor will contact (or ask you to contact) other University personnel, should the situation warrant it.

Student Counseling Service
Weekday assistance is available by calling the Student Counseling Service (9-4634). You can either ask for your counselor liaison or any available counselor. To access Student Counseling Service assistance in the evening or on the weekend, you should contact your Assistant Director. If your Assistant Director is not available, call your Associate Director or another Assistant or Associate Director for consultation. If you and the AD agree that the ProtoCall should be contacted, you will be directed to place the call to (855) 249-5649. You should author an incident report as soon as possible.

Miami University Police
University Police (9-2222; or 911 for emergencies) are available for immediate intervention to control or detain a student, to provide assistance in determining if such help is needed, and to provide transportation to appropriate health care facilities if required.

Action Steps in an Emergency
Once you have determined that a situation/crisis has developed, and that this crisis has become an emergency requiring immediate assistance, your first step is to follow your “chain of command,” informing people at each link in the chain of the nature of the situation, and the elements that have created your sense of urgency, such that this has become an emergency. Be prepared to give your current estimate of the needs of both the social sphere (suite, corridor, roommates, etc.) and the individual student for help. Be open to feedback and suggestions from each person with whom you consult about the situation, and be willing to stretch yourself in dealing with the situation, according to their suggestions or advice. You may be able to help more than you imagine at first. If emergency medical treatment is needed or there is an immediate threat or presence of violence, call MU Police first (9-2222). Crises can be scary, and anxiety and helplessness are contagious feelings. You may need some support to get past those and remember your own significant helping abilities.

There will be situations, however, that will go beyond your ability to intervene. It is important also to know your limits and be able to communicate that a situation has become an emergency and that you feel a need for professional consultation with a psychologist or mental health worker. Your supervisor will help you to make this determination, using the information you gathered and listening to your reactions to the situation. Remaining as calm as possible and explaining the situation as clearly as possible will help your supervisor to make the best decision in this regard.

Some resources for responding to crisis and emergencies:
- RDOC
- Other Professional Staff / RAs
- Intervention Procedures Flipchart
- Miami University Police Department
- Safe Space
- Counselor on Duty

Other topics
- Emergency medical transport/care
- Support for you
- Institutional Response Team
- Communication about incidents in which you are not directly involved
Roommate Conflicts

Of the nearly 8,000 residents living on campus, most of the roommate pairs, triples, and quads work out fine. In some cases, Office of Residence Life staff must intervene when a conflict arises.

What every ORL staff member should know about Roommates and Roommate Conflicts:
- Most roommates are able to work out a great relationship in their space.
- Because the few roommate conflicts we face consume so much time and energy, we tend to think roommate issues are worse across campus than they really are.
- We believe that living with someone who is different from you can be a significant part of the educational experience in college.
- We believe that students learn more if they can learn how to effectively manage conflicts they encounter with their roommate.
- We will enable residents to work out their conflicts amongst themselves, but will not keep residents in a bad situation for a prolonged period of time.
- Generally, if a resident wishes to move and there is an appropriate space available and there is good certainty that some problem will not simply be transferred to another room, we will allow a resident to move to another room.

Steps we take to encourage healthy roommate relationships that are conducive to the living/learning environment:
- Upon check-in to the residence hall, students will be emailed by the HOME office prompting them to complete their online Roommate Agreement. See the Roommate Success Guide in the Resources section on the public Residence Life website.
- Every Resident Assistant is required to have every resident complete the agreement. Residents complete their Roommate Agreement online in MyCard. ORL staff have access to see who has completed their Roommate Agreement. Efforts should be made to follow up with students who did not complete their Roommate Agreement.
- About a month into the semester, every RA will revisit roommate agreements with all of their residents to see if they need to be revised.
- RAs and Professional Staff will make themselves available to mediate any conflict that may arise among residents.
- Situations that do not seem easily resolved should immediately be referred to the head-of-hall.

ORL Philosophy on Roommate Conflict Intervention:
- We encourage students to resolve issues on their own in a direct, respectful, and courteous manner.
- The less able the students are to resolve the conflict on their own, the more involved ORL staff will be in the resolution of the matter.
- ORL may exercise the authority to administratively relocate residents. This is done so by members of Central Staff.
- Professional Staff, with their Assistant Director and RAs will work to determine the best course of action. Three possible courses are shown below.
- The steps are not necessarily a progression of events (i.e., self first, then required dispute resolution, then administrative decision). A situation can go directly to Administrative Decision if that is what the Professional Staff member and Assistant Director deem necessary.

Each of the yellow boxes is explained below

Student-Led Resolution
Students are often able to resolve the conflict either on their own or with some assistance from a RA or Professional Staff member. During this process, residents are encouraged to refer back to their Roommate Agreement Form and consider rewriting or revising it on
MyCard. If a RA thinks they will be unable to help the residents resolve the problem, they should refer it immediately to the in-hall Professional Staff. Either an RA or Professional Staff may provide voluntary, informal mediation with the roommates to create a plan to resolve the conflict. The staff may enable and encourage a student to file a judicial complaint if there is an alleged violation of the Code of Student Conduct (assuming a staff member has not observed the alleged violations, in which case the staff member will file the complaint).

**ORL Staff Intervention**

If students are unwilling or unable to resolve the conflict on their own or with some RA assistance, the conflict is immediately referred to the in-hall Professional Staff member. The Professional Staff member assesses the situation and, in consultation with their supervisor, determines an appropriate course of action. The Professional Staff member may require the students to participate in mediation or may refer it to their Assistant Director (or Associate Director, in Assistant Director's absence) for an Administrative Decision (explained below).

**Required Mediation**

The in-hall Professional Staff member and their Assistant Director determine if Dispute Resolution is a viable option. If so, they decide who will facilitate the Dispute Resolution. This could be any member of the Office of Residence Life staff or a staff member from the Office of Ethics and Student Conduct Resolution (OESCR).

Dispute Resolution may follow standard mediation steps, which include but are not limited to:

1. Introduction and setting ground rules for the mediation.
2. Problem determination (uninterrupted time)
3. Problem identification
4. Generate and evaluate solutions
5. Selection of solutions
6. Agreement and closing
7. Failure to participate in Dispute Resolution may result in an Administrative Decision

**Administrative Decision**

The in-hall Professional Staff member and their Assistant Director determine that the situation is such that no mediation (voluntary or mandatory) will be effective, and may immediately choose to make an Administrative Decision. The Assistant Director (or Associate Director) may choose to move one, both, or none of the residents or may make some other administrative directive to resolve the matter. The most common outcome is both residents are moved since it is often difficult to determine who is most at fault. An Administrative Decision is final. There is no appeal process for this decision.

**Addressing Student Conduct**

**The Office of Ethics and Student Conflict Resolution**

The staff within the Office of Ethics and Student Conflict Resolution (OESCR) hear all suspendable policy violations at Miami University. Resident Directors also may serve in the role of Hearing Officer and hear many of the non-suspendable policy violations.  

[Office of Ethics and Student Conflict Resolution website](#)

Contact Information:
9 Warfield Hall  
Oxford, Ohio 45056  
(513) 529-1417  
(513) 529-1907  
OESCR@miamioh.edu

**The Conduct Follow-Up Meeting**

As a department-wide strategy within the Residential Curriculum, the Office of Residence Life expects Professional Staff to meet with each student who is documented (who resides in their community) to have a follow-up educational conversation about the inappropriate behavior, crisis/emergency, or health concern documented. This conversation should take place in the Professional Staff member’s office. All Professional Staff members (RDs, GRDs and ARDs) will facilitate conduct follow up meetings.

Sample questions for students to help them consider the impact of their actions:
- Why do you think I wanted to meet with you?
- Please explain to me, in detail, what happened during the incident.
- When I read this incident report, what could that say to me about you?
- What impact could/did this conduct have on you? …other individuals (residents, ORL staff, police, parents, HDRBS staff)? …the community?
- What are your goals at Miami?
- In what way does this conduct help you achieve your goals?
- In what way does/could your conduct compromise your goals?
- What are ways you’ve helped to build and support community in our building or on your corridor so far this year?
- What are three ways you could help to build and support community in the next three weeks?
- When is a good time for us to meet to follow up on those steps?
- Do you believe that I, the RA, the police, etc. care about you?
- What questions do you have at this point about this matter?

### Reviewing and Submitting an Incident Report

- Your RA confronts an incident and submits an incident report using the online Incident Report on the Resources for Current Staff web page within 24 hours of the incident. The incident report is automatically emailed to the supervisor of the RA who submitted the report. The RA verbally notifies the students that they are submitting an incident report.
- You read through the incident report checking for clarity and complete information including names and information of individuals involved. If the incident report needs to be edited, the RA may be asked to do so, or the Professional Staff member may edit the report by going to the Incident Report Adviser link in the Admin menu of the Resources for Current Staff web page.
- If there appears to be a violation of the Code of Student Conduct in the incident, the Professional Staff member submits the report to the Office of Ethics & Student Conduct Resolution with 24 hours by going to the Maxient Incident Report link in the Admin menu of the Resources for Current Staff web page.
- A Hearing Officer within OESCR reviews the reports and assigns a code that is then entered into their database.
- The student is sent notification of the judicial process and charges assigned to the incident via an email from OESCR. The Professional Staff member will be CC’d on this email.
- The student can choose whether to request an Administrative or Student Court Hearing or accept responsibility and sanctions provided by OESCR.
- If the student does not claim responsibility and accept the sanction, they will schedule a hearing with OESCR within 5 business days.
- The student has a formal hearing with a hearing officer and can call necessary witnesses. At this point, a hearing officer can refer a decision or submit a decision later to the student in writing.
- Within the decision letter, the responsible/not responsible finding is determined and applicable sanction is described (if the student is found responsible for the violation).
- The student may be required to “Meet with Resident Director” as one of their educational sanctions. Once the student has completed this sanction, the RD should send the following email to OESCR within 24 hours of the meeting. If a Conduct Follow-Up Meeting already took place about the incident in question, that meeting will be considered the sanction. Another meeting with the RD does not need to take place.

```
Subject: STUDENT FIRST AND LAST NAME Sanction Completion

Hello Bethany,

Please accept this email as verification that STUDENT FIRST AND LAST NAME completed their sanction of meeting with me as of DATE OF MEETING.

Thank you,
YOUR NAME
```

- OESCR provides this resource to students about the hearing process. There is also a more general education piece.

The following sample documents are provided to ORL Professional Staff to assist them in understanding the judicial process. OESCR asks that you not share these documents with students, but rather, use them to educate yourself on the types of communication or forms that a student might bring to you as an advocate. These forms are fairly self-explanatory. OESCR appreciates your assistance in helping students navigate the judicial process and accept responsibility for their actions when applicable.

```
Report: MUPD Report or an ORL Incident Report Submitted via Maxient
```

- How the Conduct Process begins.
**Student's Sample Notice of Alleged Violation Email Body**

- This is the first thing that the student will receive after we code the alleged violation.
- The student will have to login using their Miami email account information (ID/password) to retrieve this Notice.

**Student's Sample Notice of Alleged Violation TEXT Body Sample**

- This is new this year (2017) and has not been tested yet, this goes out at the same moment of the emailed notice. We can only text this notice if we have a valid cell phone number on file.
- If they click the link, it will send them to the email notification where they will need to login using their Miami email account information (ID/password) to retrieve this Notice.

**RD's Sample Notice of Alleged Violation Email Body**

- This notice will go to any party that is copied on the Notice of Alleged Violation, the RDs will not have to log in to retrieve the PDF, it will be an attachment.

**Notice of Alleged Violation**

- This is the official Notice of Alleged Violation. This has all the proposed sanctions, hearing request deadline dates, all the information that OESCR has currently regarding the Notice of Alleged Violation. This is the document that we will refer the student back to if they have questions. This is for non-suspendable cases. Suspended cases look slightly similar but include different information (alleged violation, charges, and date/time of procedural review, no sanctions or hearing request deadline date).

**Redacted Police Reports/ORL Reports**

- If possible, the report on file will be sent with the notice of alleged violation to the student so they can see/read what we have on file for the complaint. It will be redacted removing the other names. As you may notice, all staff member names have NOT been redacted, since they are employees and not students, we do not have to redact their names. Please note, RAs/GRDs which are students will have their names redacted.

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**Professional Development**

**Overview**

For a number of years, the Office of Residence Life has held the professional development of staff as a core value. We want staff members to learn more about themselves, their students, their jobs, their careers, the profession of student affairs, and the work of higher education during their employment. The benefits of an intentional focus on professional staff development include: a more learned staff, provision of better educational opportunities for students, reinforcing lifelong learning, the diversification of skills/talents among the staff, and discernment regarding future career aspirations. However, the individual and departmental benefits that accrue from a focus on professional development are secondary in importance to the contribution professional development activities have to student learning - our primary purpose in our jobs. Thus, first and foremost, our students should be the beneficiaries of professional development activities undertaken by staff, followed by the departmental and individual benefits listed above.

By mid-September at the latest, each staff member should have a discussion with their supervisor to create a professional development plan for the year. In other words, a focus on the question "How do I hope to be a "better" professional come May?" should occur, and a general plan should be agreed upon. For new staff members, this conversation will be the beginning of that plan. For returning staff members, it should be a continuation of the discussion, with adjustments along the way. Periodic examinations of the plan should occur throughout the year. At the end of the year, a discussion should occur regarding the extent to which the plan was met, how the staff member is "better," and, if the staff member is returning, what some preliminary thoughts might be for the subsequent year.

Doing one's job well is part of professional development, and each staff member should view their job as a piece of their own professional development. Opportunities within jobs, such as committee work, practicum experiences, teaching classes, conference attendance, training preparation and presentations, recruiting and so-forth, are components of one’s professional development plan for the year. One-on-one meetings with supervisors, team meetings, and department meetings are part of the staff’s professional development as well.
Reflection on Professional Development

To help assist you in the professional development reflection process, a tool you can complete on your own and then discuss with your supervisor has been developed:

ORL Individualized Professional Development Plan Worksheet

Professional Development Report Form

The purpose of this form is to report your professional involvement, accomplishments and challenges during the past year. You are not expected to have information to submit for each section of the form. All professional staff members should submit this form. This information will be used for annual planning and departmental annual reporting.

Professional Development Form

Full-Time Staff

Each full-time professional staff member has available $1,250 in professional development funds. The professional development money is normally used for food, transportation, lodging, or conference registration fees. Funds may be used for other professional development activities, such as subscriptions to job-specific periodicals or publications. All use of professional development funds must be approved by the immediate supervisor and are governed by institutional guidelines. Professional development funds are tracked by the program associate in the Office of Residence Life.

Graduate Students

The Office of Residence Life is committed to providing the opportunity for a limited number of graduate students to attend local, state, or regional conferences. Some previous conferences attended in the past have included the Great Lakes Association of College and University Housing Officers (GLACUHO), the NASPA Region IV Conference, and Ohio College Personnel Association (OCPA).

Graduate students may also seek funding through the graduate school for professional development opportunities. Please click here for more information. Graduate students can also ask their practicum office, CTE, the graduate school, etc.

Opening, Breaks and Closing

August Opening

Schedule

<table>
<thead>
<tr>
<th>The week before move-in</th>
<th>International student move-in</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friday and Monday before move-in</td>
<td>Welcome meeting in hall for early arrivals at 7 pm (Mon is for ACE students)</td>
</tr>
<tr>
<td>Wednesday week of move-in</td>
<td>Hall opening for FY students in Hahne and Emerson Halls from 9 am-5:30 pm</td>
</tr>
<tr>
<td>Thursday of move-in</td>
<td>Hall opening for FY students from 9 am-5:30 pm (Be ready at 8:30 am)</td>
</tr>
<tr>
<td>Sat &amp; Sun of move-in</td>
<td>Hall opening for UC students from 10 am-4:00 pm</td>
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</tbody>
</table>

Before Move In

Consult Annual Report – The annual report for your community from the previous year will have a complete description of how the previous staff organized move-in. It will include suggestions for success.

Meet with your Housing Manager – Your Physical Facilities Housing Manager will have information, suggestions and tips for effectively opening your community. You may also need your housing manager if you have special housekeeping needs on opening weekend.

Bulletin Boards – All of your bulletin boards should be covered with welcoming and informative information. The bulletin boards in your community should communicate to student and their families our goals or values, LLC information, campus information. One area should be reserved for fliers from other organizations. If needed, you may use plasti-tac to “create” another bulletin board on a wall that does not have a bulletin board.

Door Decs – Every resident’s room should have a door decoration that at least indicates the residents’ names. Optional other information could include their major or hometown. Be sure to use the residents’ preferred first names, now listed in MyCard. Be prepared to change a door dec if there is a last minute assignment change or if a student requests to have a different name posted.
Directional Signage – Post directional signs to indicate the location of a variety of locations including the laundry room, vending area, public restrooms, trash/recycling area, dumpsters, student rooms, the check-in station, etc.

Opening Supplies – First check the Professional Staff offices and RA closet for supplies. If other supplies are needed, check to see if they can be supplied from the central office. If other supplies are needed, talk with Rosemarie Volk to request a special order.

RA Duty Board – Create a functional RA duty board to indicate who is on duty each night. Previous Professional Staff members have created a board with RAs names, photos, room numbers and room phone numbers with a moveable part to indicate who is on duty. The RA duty board parts may be laminated to extend the life of the board. But, you may not laminate an RA duty board for every corridor or RA room door because of the expense and environmental impact.

Room Inspection – Before hall opening, a Professional Staff member and/or an RA should inspect every room to confirm that the room is clean and the appropriate furniture is in the room. Any cleaning and missing furniture issues should be reported immediately to the Housing Manager. Any damage should be reported using a work order through the PFD website. We use the PFD website because work orders submitted through MyCard by RAs and RDs cannot be assigned to student rooms.

Mailbox Combinations – Confirm that the mailbox keys or combinations all work and are ready for distribution to residents. Resident mailboxes in the residence halls are an extension of the US mail service. Do not withhold mailbox access as an incentive for residents doing something (completing roommate agreement, for example). For 2018 - create a document so that you can create stickers or hand out cards to give to residents with their mailbox combination.

Door Tags – Post on every door (or the door handle) a ¼ sheet notice informing students of ways to “Avoid Unnecessary Charges” by not using tape or command strips. Students are encouraged to use s-hooks and white plasti-tac. Of course, use plasti-tac to adhere these fliers to the doors! IT services will also be coming around to hang IT informational material.

Early Arrivals – email your early arrival students. Every few days prior to move-in day, email your early arrivals. Use MyCard to find your list of early arrivals and their arrival dates. In the email, first welcome them to your community. Then, encourage them to check-in at the check-in station(s) on the appropriate move-in day so they can receive all of the information that others do. Remind them of important policies (no tape or command strips, trash and recycling removal, etc.).

Table and Chairs – Pick a table and a couple of chairs (for when there are no students arriving) and set it in a strategic position. This is where the check-in envelopes will be placed. Always return public furniture to its original location.

Roster – Using MyCard print a roster of your residents so you can keep track of who has checked in. Instead of printing the roster, many RDs have uploaded the roster to a Google sheet so that it could be shared with all of the RAs during hall opening. Do not create this until one day before opening so that it is as accurate as possible.

Recreational Equipment – Do an inventory of your recreational equipment. In particular, determine if you have ping pong paddles, ping pong table net, a full set of pool balls, two pool cue sticks, and a pool ball rack. If you are missing any of these items you may use your hall funds to purchase these items.

Clutter Removal – The RD should make sure the public spaces in the building are free of any clutter. For example, if workers were in your building over the summer, materials may have been left from the work in public spaces. Work with your Housing Manager to determine if the materials are needed, and if so, where they should be stored.

Staff Scheduling and Expectations – Create a schedule for your staff during your move-in period. The schedule will be different for FY, UC, and mixed communities and larger halls vs smaller halls. FY and mixed halls should have their hall opening area ready and operating on Wednesday for early arrivals. UC and mixed halls should have their move-in area set up and operational on Friday for their early arrivals. These early arrival days (Wednesday and Friday) require only one or two RAs to be present at the area during the course of the day. Large first year halls will need several RAs at the check in stations all day on FY move-in day. UC halls may only have to assign one or two RAs to be at the check-in station at a time all weekend. RAs should be assigned to be greeters, at the check-in station(s), or on the corridors greeting residents. RAs should be expected to wear their name tag provided during RA training. RAs should be enthusiastic when meeting residents and welcoming them to the hall.

Banner (optional) – Creating a welcome banner for the exterior of your hall is optional. If you and your staff decide to create a welcome banner, be sure to never use spray paint indoors. Spray paint should be used outside on the grass; not on the sidewalk or brick. Spray paint easily goes through bed sheets used for banners. Also, the hanging of the banner should not require the violation of policies such as being on a balcony.
Meeting with Early Arrival Students - In particular New International Students During International Student Orientation

During RA Training in August, the new International students will be participating in orientation. On a designated evening all halls will have a meeting with all of the new International students in the community. Use this sample agenda for the meeting. It is suggested that you collect the WeChat social media address from all international students who use WeChat to foster communication with these students.

During Move In
Staff Expectations – Presence. The Professional Staff and RAs’ presence in the community during move-in is paramount. Staff should be ready at the move-in area from 8:30 am until 5:30 pm (FY move-in) and 10am - 4 pm in UC halls.. ORL staff should actively greet residents and their families; welcome students to the community; set a positive and engaging tone for the community; ensure compliance with move-in and room decorating policies; and, demonstrate an orientation to helpfulness. ORL staff should meet all scheduled commitments. ORL staff should wear a nametag. ORL staff should be dressed in either business casual, ORL t-shirt or collared shirt, or a Miami branded shirt.

Check-in Steps –
1. Welcome and introduction.
   a. Stand up, shake the student’s hand, introduce yourself, ask their name.
   b. Identify their RA to them.
2. Check off Roster – Paper or Google doc and Hend them their Move-In Packet
3. Deliver six messages (FY) verbally:
   a. "Move your car to remote parking"
   b. "Collapse your boxes and take to recycling pile outside"
   c. "All-Hall meeting is at 6:30 pm, meet on the quad-side of our building."
   d. Location of the trash/recycling room
   e. "Your RA will be around on your floor."
   f. "If you have any issues or questions today, come back to this table to find an RA."
4. The Move-In Packet - In 2018, instead of having multiple stations, we will give each student a check-in packet. The packet will contain, among other things:
   ● “Know your Rights and Responsibilities” Card
   ● S-hooks and Putty (plastitac) – Some students pre-ordered s-hooks and/or plastitac on their housing contract. Campus Services will provide the orders prior to move-in.
   ● Mailbox combination
   ● Summer Reading Book - if available
   ● Red Emergency Contact wallet card
   ● Emotional Safety Net magnet
   ● Tobacco information card
   ● Select packets will have a Golden “M” which students can redeem for prizes including a Chipotle Gift Card, Bookstore Gift Card, apparel, and more.
   ● …and more.
   ● You will be provided with the packets and labels. Every packet must be hand delivered to the resident. If the student is an early arrival or does not go to the check-in table, the RD or RA must hand deliver the packet to them. The packets may not be left on their bed or in their room. Leftover packets should be a good initial indication of no-shows.

Move-In Tidbits
● Cars may not be parked in the grass.
● Move-in begins at 9 am. For FY move-in, staff should be prepared to begin at 8:30 am. Some families will arrive well before then. If you are ready, you may invite them into the check-in area. The door locks will disengage at 8:30 am. Students are assigned to arrive based on the last digit in their room number. Students who are in rooms that end with the numbers 1, 4 & 7 move in from 9-11 am. Students who live in rooms that end with the numbers 2, 5, 8 & 0 move in from 11am-1pm. Students in rooms that end with the numbers 3, 6 & 9 move in from 1-3pm. Students are not told specifically about this numbering system which is designed to stagger arriving students throughout the buildings during the day. The same move-in time system is used for both FY and UC students.
● Solicitation is prohibited. If you see any person (even a student) doing any solicitation for a business, student organization or political concern, ask them to leave immediately and to discontinue soliciting. Notify MUPD if they are not cooperative. Report any solicitors to Rob Abowitz so follow-up may occur after move in.
● A student organization works with a company that sells carpets on campus. The organization has several pickup locations across campus (Maple Street near Sesquicentennial Chapel, flagpole in front of Millett Hall, and Cooke Field parking lot near Wilson Hall).

● Water will be provided by Campus Services for all staff, families and move-in volunteers at several “hydration stations” located across campus on Thursday and Saturday.

● During move-in try to collect at least 15 medium size boxes for use during hall closing at the end of the year. These boxes will be used for ShareFest. If your hall is closing for renovation at the end of the year, collect an additional ten boxes. Label the boxes for storage and put them in your RA closet or some other storage in your building.

● Please keep a running tally of arrivals (including early arrivals) so that if PFD comes in to ask about numbers you can provide an accurate count. This is so they can adjust their staffing outside the buildings (where applicable).

Problem-Solving and Self Care

● All ORL staff, and especially the Professional Staff, in addition to enthusiastically welcoming students to their community, should also actively solve any problems or issues that may arrive. Students and families should know that ORL staff can either help them solve a problem or personally get them to the person or entity who can help them solve the problem.

● Use all of the resources available to you to help solve problems, including, but not limited to the help of your supervisor or any member of Central Staff.

● Hall opening can be a long day and long weekend. There will be a lot of anticipation and excitement. But, it commands a lot of energy and effort. Think of hall opening as a marathon, not a sprint. Pace yourself knowing that you will need energy throughout the whole weekend and into the first week of class. Practice self-care by taking periodic breaks, eating balanced meals and getting enough sleep.

First Year Move-In Assistance (Thursday)

On Thursday of Move-in, ORL will operate several van shuttles to drive around campus to help getting people to and from parking. Several RDs will be asked to drive the vans for a few hours during the day.

After Move In

All Hall Meeting – Around 6:00 or 7:00pm you will host an All Hall Meeting. This will be an opportunity for the residents to meet the whole staff and learn about policies, building quirks, and other important informations. Below is a sample agenda with required talking points.

Required Components of Opening All Hall Meeting

- Welcome to <Hall>!
- Introductions and Roles of RD(s)
- Introductions of RAs
  - Name
  - What Area
  - Corridor Meeting Location
- Housekeeping Staff
  - <Names of Housekeepers>
  - They are here to sanitize the restrooms and kitchens, and take out trash that has been properly disposed of by you. They are not here to clean up after you. Please be kind and considerate.
- Living in Our Community
  - LLCs in your building
  - Respecting the space
  - Maintenance requests through MyCard
  - Office Hours of Professional Staff members
  - Policies you would like to emphasize ex: Alcohol, smoking, quiet hours, etc
- Community Leadership Team
  - What it is
  - Info Session
  - Elections
- The Schedule (FY)
  - Convocation
  - Saturday Night Corridor Meetings and events
  - It’s on Us
  - Fire Safety Fair
No-Show Report – Make sure this is completed. For more information, refer to No-Show Report.

Annual Report – Begin writing your year-end annual report. Now is the time to write your hall opening section. Revise the section that was provided for you. Include any information that would be helpful to a future Professional Staff at move-in.

Hall Opening Feedback – Make notes about what worked well and what could be improved during move in and Welcome Week. This information will be collected by your Assistant Director.

Roommate Agreement and Room Inspection - check TBA to see that students have completed these two online forms. Send reminders for them to do so. Have RAs follow up with students who do not complete the Roommate Agreement.

Breathe – Enjoy your accomplishments and those of your staff through training and hall opening.

Thanksgiving Break

General Information

- Residence Halls close at noon on Wednesday, November 22, 2017. The residence halls reopen at 9:00 am on Sunday, November 26, 2017.
- Residents of Heritage Commons may stay throughout the break without additional charge but must notify the HOME office of their intention to stay via the Break Housing link in MyCard.
- ORL staff may not inform students of any earlier time for closing as a means of promoting earlier vacation of the building.
- Exterior card access for students who are not registered to stay will be off from Wednesday at noon through Sunday at 9:00 am. Card access for Resident Assistants will be off from Wednesday at 5pm through Saturday at 9 am. Card access for professional staff will be on continually through the break.
- Resident Assistants are expected to assist Professional Staff checking rooms on Tuesday and Wednesday. The live-in Professional Staff member determines who is expected to stay to help. (Balance with expectations for Winter break and Spring break closings).
- Staff should use the Student Checklist for Thanksgiving to facilitate the closing process. These will be printed centrally and distributed a week before the break.
- Graduate student are expected to remain on call and on campus until the halls close at noon on Wednesday, November 22, 2017. Exceptions to this must be cleared with your supervisor.
- It is not necessary for residents to disconnect refrigerators or aquariums during Thanksgiving break.
- Students may stay on campus in their room during Thanksgiving break. To have their card access activated, they must log into MyCard and complete the Break Housing Request form prior to the start of the break.
- There will be a charge of $29.50 per day added to their Bursar bill.
- There will be limited meal service provided during this period and the University (including the Library) will be closed much of the time. The Armstrong Student Center dining venues will have limited hours on Wednesday and Sunday and will be closed on Thursday, Friday and Saturday.
- King Library usually has some limited hours of the Thanksgiving break on Saturday & Sunday. Have the residents check the library website for more details. Most of the buildings, including the library, are closed for Thanksgiving and usually the day after.
- Residents staying on campus during Thanksgiving Break Housing should use the RDOC cell phone number (513-330-2005) to contact the Professional Staff member on call.
- Residents staying on campus during Thanksgiving Break who have problems with their ID card or card access to the building or their room should contact the Marcum Hotel & Conference Center front desk at 513-529-6911.
- ORL Professional Staff may find a listing of students who are signed up for break housing by viewing the report in MyCard Statistics in MyCard.

Thanksgiving Break Room Inspections

- Professional Staff and RAs should conduct room inspections of every room in the community on Tuesday evening (if the residents have left for break) or Wednesday morning.
- Staff should elevate their card access privileges and use the reason: "Thanksgiving Break Health and Safety Inspection."
- Room inspections should be conducted by more than one staff member at a time.
- Look for the following:
  - Window closed, shade closed half way
  - Unnecessary appliances unplugged (e.g., clock radio); refrigerators may stay on during this break
  - Nothing obstructing or hanging from the smoke detector
- No plain-sight violations of housing policies (e.g., presence of any prohibited possessions)
- Thermostat turned off or to lowest setting
- Lights off

- Any violations should be documented in an incident report. Check the “Room Inspection Related” category in addition to other categories.
  - Prior to submitting an apparent violation to Maxient, the Professional Staff member should contact all of the occupants in the room either by email or phone to determine who is responsible for the violation.
    - If a responsible party is identified, only that person should be listed on the Maxient Incident Report.
    - If communication occurred via email, the email in which the student assumes responsibility should be included in the IR.
  - Maxient Incident Reports should be submitted within 48 hours of each closing.
  - Any student cited in the Maxient IR should be notified of the violation and informed that they must correct the violation within one day of returning to campus. The room should be re-inspected to ensure the violation has been corrected.

- A few policy reminders:
  - Possessing e-cigs (vaporizers) are not against policy. Using them is, but having them in your room is not.
  - Flasks, shot glasses, and wine glasses (where no actual alcohol is present) are not against policy.
  - Toasters are (currently) not policy violations. Using them in your room is, but possessing them is not.
  - Possessing a lighter is not a policy violation.

Return from Thanksgiving Break

Upon return from Thanksgiving break, ORL staff should:
- Tour all public areas in the building(s) to ensure there were no issues that need to be addressed. Look for vandalism, emergency exit lights, water leaks or floods, pests, etc. Report any issues.
- Visit and check-in with residents
- Prepare information for finals and hall closing

Winter Break

General Information
- The Residence Halls close on Friday, December 15, 2017 at 7 pm.
- Card access for students who are not registered to stay will be off from Friday, December 15, 2017 at 7 pm through Sunday, January 28, 2018 at 9 am. Card access for RAs will be off from Saturday, December 16, 2017 at noon through Tuesday, January 23, 2017 at 9 am. Card access for professional staff will be on continually through the break.
- Students may stay on campus in their room during winter break for a fee (December 15 through December 30). To have their card access activated, they must log in to MyCard and complete the Break Housing Request form prior to swiping into the building.
- Students who are taking a Winter Term class who wish to stay on campus should also complete the Break Housing Request form in MyCard and will be automatically approved. Students who wish to stay on campus during Winter Term but are not taking a Winter Term class must submit a request with a valid reason to be on campus and must get electronic approval from the HOME Office. Students may not return to campus on December 31 without prior approval from the HOME Office.
- Students who are staying in the residence halls after 7 pm on Friday, December 16, 2016 will be charged $29.50 per day. Students who do not sign up but manage to get into the building and then enter their room will be charged $55 per day. Residents of Heritage Commons can stay in their apartment for free as stated in their contract.
- Students who are taking a class at a regional campus (Hamilton or Middletown) who have a final on Friday afternoon or students who believe they have special circumstances that require them to stay in the residence hall on Friday may request to have the fee waived to stay in their room on Friday night by emailing the request to HOME@miamioh.edu. Generally, students who simply want more time to pack or have travel arrangements on Saturday will not have their Friday night housing fee waived.
- Students who are graduating must email the HOME office if they want to stay past Friday at 7pm. They will not be able to sign up for break housing via MyCard because their housing term ends on Friday. They must be manually added to break housing by the HOME office. They may also have the fee waived to stay on Friday night.
- Students who are not graduating or do not have a final on Friday afternoon will not have the fee waived for Friday night – even if they have travel arrangements on Saturday.
- Winter Break and Winter Term dining hall information will be emailed to ORL staff once it is confirmed.
- Residents staying in Winter Break Housing should use the RDOC cell phone number (513-330-2005) to contact the Professional Staff member on call.
- ORL Professional Staff may find a listing of students who are signed up for break housing by viewing the report in MyCard Statistics in MyCard. Go to the My Plans for Break section and click on the "responded with yes" report.
- 24-hour Quiet Hours begin on the Friday before exams at 7 pm. We make no exceptions to this policy.
Mail service to the residence halls will be suspended during both winter break and winter term. Students may go to the mail center in the Shriver Center if they are expecting mail.

Graduate students are expected to remain on call and on campus until 7 p.m. on Friday, December 15, 2017. Exceptions to this must be cleared with your supervisor.

Full-time staff are expected to remain on call and on campus until Friday, December 22, 2017.

Staff should use the Student Checklist for Winter Break to facilitate the closing process. These will be printed centrally and distributed a week before the break.

During the break, university personnel may be entering student rooms for the purpose of maintenance, safety or repairs. HDRBS personnel may report any obvious discrepancies or violations they observe (e.g. improperly bunked beds, tampering with electrical outlets, unauthorized university furniture, damages, etc.). You may be asked to follow-up with students upon their return in January.

In preparation for winter break, residents must:

- Take all trash outside to the dumpster.
- Unplug electronics.
- Remove perishable food from refrigerator, BUT leave refrigerator on. Do not unplug or turn off refrigerator!
- Lock windows, close shade half-way.
- Take home valuables & fish.
- Lights off, door closed.

**Room Changes & Mid-Year Transitions**

This section addresses all of the transitions that occur between semesters including:

- current residents leaving Miami/residence halls
- current residents who wish to move to another room in the residence halls for the spring semester
- new students coming into the residence halls

Here is the process that helps us manage the mid-year transitions so rooms are identified, vacated and ready for the new resident:

- Late in October the HOME Office rolls student information into MyCard for the Spring Semester.
- “What are your Plans for Spring 2018” notification placed on residence hall digital display boards in early November. Advise students to fill out a Not Returning form if they are planning to leave Miami University for the spring semester. If they would like to request a single room, students should use the Single Room Request form in MyCard. If a student wants to change rooms or request a roommate for the current or anticipated space in their room, they should talk with their Professional Staff member. Residents are given until November 30 to request a change for the spring semester.
- 2nd Semester All Student Notification Letter - Emailed to all on-campus residents in very early November, explaining the procedures to follow for spring semester, depending on their specific circumstance.
- ORL Professional Staff may begin making room changes for spring semester on November 17, 2017.
  - To look for vacant rooms for the spring semester, first go to MyCard Statistics and change the Time Frame. Then click the empty bed report.
  - Direct questions to HOME office.
  - For a report of the students who have notified the HOME Office that they are leaving campus make sure the Time Frame is set for the current semester (fall); click the Leaving Us report in MyCard Statistics.
  - ORL staff manage any requests to move students into a space in another double room.
  - ORL staff manage any requests to move students to a completely vacant double room after first consulting with the Ghilia Smith in the HOME office. This is typically approved when two students are moving together into the vacant space.
  - ORL staff manage any requests to move students into a space in another double room after first consulting with the Ghilia Smith in the HOME office. This is typically approved when two students are moving together into the vacant space.
  - Any space with the Room Type of “Just in Case” should contact Ghilia Smith in the HOME Office before requesting to use that space. These spaces may be already designated for other students.
  - The HOME office handles placement in all single rooms.
  - Room changes for spring semester must be completed by the end of business on Monday, December 4, 2017.
  - Any room changes for the spring that need to be made after December 4, 2017 must be approved by HOME. Only special circumstances will be approved after this date. So ORL staff should do everything it can to communicate with residents about spring housing changes as soon as possible.
  - The HOME office will begin placing new and transfer students on December 6, 2017.
- December 7 or 8, 2017:
  - email from HOME to students who will have a vacancy in their rooms; includes instructions to make sure the room is ready to receive new roommate before they leave for break (bed unmade, desk, dresser, closet empty)
  - email from HOME to students who are leaving; includes instructions to students to make sure their belongings are removed from the room; and to check out with an RA or RD who will do a room inspection.
On Monday of Finals Week, ORL staff should have a face-to-face conversation with any students who are leaving the building and any students who have or will have a vacant bed in their room to remind them to make sure the vacant space is ready for a new resident before they leave for the break. The rooms will be inspected to assure compliance once they have left. A list in a Google Doc will be shared to ORL staff by the HOME Office. This notice can be given to students who are vacating their room.

The Spring 2018-Vacancies to Check Google Doc will be shared with the ORL professional staff. The ORL professional staff should complete all of the columns in green where appropriate using the examples provided. The sheet is divided up by Residence Hall Manager. Attention to detail when using this sheet is important as it is how ORL, Manager and the HOME Office communicate about students, vacancies and room readiness for incoming students.

During Finals Week, ORL staff should have a face-to-face conversation with any student who is moving to another space on campus to make sure they have made arrangements to either move to that room before they leave or move their belongings to storage (if their new space is not available) before they leave so their space is vacated. Students are not permitted to complete their move in January. This includes students who are going to be Resident Assistants.

All students who are vacating their space should check out with a member of the ORL staff. ORL staff should not tell a student, “You’re good to go [with no charges].”

After closing, the ORL staff should inspect all rooms on the vacancy Google Doc to ensure the students complied with the move-out instructions. ORL staff should follow up with students who did not comply via cellphone or WeChat communication. Residents who live within a reasonable distance should be asked to return to campus to complete their move.

Room Inspections

- Professional Staff and RAs should conduct room inspections of every room in the community on Friday evening or Saturday morning of closing.
- Staff should elevate their card access privileges and use the Reason “Winter Break Health and Safety Inspection.”
- Staff should knock before entering since some students who are staying for the break may still be in their room.
- Room inspections should be conducted by staff in pairs.
- Look for the following:
  - Window closed, shade closed half way
  - All appliances unplugged aside from refrigerators.
    - Refrigerators should stay plugged in during winter break. DO NOT UNPLUG THE REFRIGERATOR.
    - If a refrigerator is found unplugged, check to make sure there is no food inside. If it is empty ensure the door is open so it does not mildew. If there IS food inside, plug it back in.
    - If the refrigerator is plugged in, there is no reason to inspect the inside of the refrigerators. ORL staff should not be throwing away any food.
    - The only scenario where the inside of the refrigerator should be inspected is in a room with a vacant bed (the Google Drive list). If the refrigerator looks gross or "uninviting to a new student" it should be reported to the Housing Manager.
  - Nothing obstructing or hanging from the smoke detector
  - Nothing hanging from sprinkler head
  - No plain-sight violations of housing policies (e.g., presence of any prohibited possessions, evidence of smoking in the room)
  - Thermostat turned off or to lowest setting
  - Lights off
- Particular attention should be paid to rooms where there should be a vacant bed. If a room which should have a vacant bed does not appear to be ready for a new resident, report that to Rob Abowitz.
- Any violations should be documented in an incident report. Check the “Room Inspection Related” category in addition to other categories.
  - Prior to submitting an apparent violation to Maxient, the Professional Staff member could contact all of the occupants in the room either by email or phone to determine who is responsible for the violation.
    - If a responsible party is identified, only that person should be listed on the Maxient Incident Report.
      - If communication occurred via email, the email in which the student assumes responsibility should be included in the IR.
    - Maxient Incident Reports should be submitted within 48 hours of each closing.
    - Any student cited in the Maxient IR should be notified of the violation and informed that they must correct the violation within one day of returning to campus. The room should be re-inspected to ensure the violation has been corrected.
  - A few policy reminders:
    - Possessing e-cigs (vaporizers) are not against policy. Using them is, but having them in your room is not.
    - Flasks, shot glasses, and wine glasses (where no actual alcohol is present) are not against policy.
Toasters are (currently) not policy violations. Using them in your room is, but possessing them is not.

Possessing a lighter is not a policy violation.

During Winter Break/Term
- There will be an RD on Call. Students who are on campus during Winter Break and Winter Term will be emailed three resources by the HOME Office
  - HOME Office and Marcum Hotel & Conference Center Manager if they have card issues,
  - MUPD if they have an emergency, and
  - the RDOC if they have any other concern or questions.
- RDs will do one daily round in their building(s) during Winter Term.
- RAs will be appointed for Winter Term to do rounds in buildings where the RD or GRD are not here during Winter Term.
- Any room observed to have the door propped or the latch taped should be securely shut. An incident report should be submitted.

Return from Winter Break
Upon return from Winter Break, ORL staff should:
- tour all public areas in the building(s) to ensure there were no issues that need to be addressed. Look for vandalism, emergency exit lights, water leaks or floods, pests, etc. Report any issues.
- visit and check-in with residents
- post bulletin boards for the new semester

Spring Break
General Information
- Students may stay on campus in their room during Spring Break. To have their card access activated, they must log in to MyCard and complete the Break Housing Request form prior to the start of the break.
- Residents of Heritage Commons may stay throughout the break without additional charge but must notify the HOME office of their intention to stay via the Break Housing link in MyCard.
- Students who register to stay on campus during the break will be charged $29.50 per day to their Bursar bill. Students who do not sign up to stay on campus but still enter their room will be charged $55 per day.
- Dining Halls will have limited hours only when the university is open. When the university is closed, there is no meal service. Dining Hall hours will be emailed to professional staff once they are determined.
- Residents staying in Spring Break Housing should use the RDOC cell phone number (513-330-2005) to contact the Professional Staff member on duty.
- Students who are on campus during Spring Break who have problems with their card access should contact the Marcum Hotel & Conference Center front desk at 513-529-6911.
- ORL Professional Staff may find a listing of students who are signed up for break housing by viewing the report in MyCard Statistics in MyCard. In the My Plans for Break section, click on the Have Responded with a Yes link. Sort the report by hall to find your residents.
- All residence halls will officially close at 7:00 p.m. on Friday, March 16, 2018 and will re-open Sunday, March 25, 2018 at 9 am.
- Card access for students who are not registered to stay will be off from Friday, March 16, 2018 at 7 pm through Sunday, March 25, 2018 at 9 am. Card access for RAs will be off from Saturday, March 17, 2018 at noon through Saturday, March 24, 2018 at 9 am. RAs should not sign up for Break Housing if they will be leaving by noon on Saturday and returning after 9 am at the end of the break. RAs who wish to stay on campus at any other time during the break must sign up for Break Housing on MyCard.
- Card access for Professional Staff will be on continually through the break.
- Graduate students are expected to remain on call and on campus until 7:00 p.m. on Friday, March 17, 2017. Exceptions to this must be cleared with your supervisor.
- Professional Staff and their RAs assigned to reopen the hall/community after Spring Break must return no later than 9am on Sunday, March 26, 2017. If Professional Staff wish to return later than 9am on Sunday, March 26, they must first speak with their direct supervisor. If this exception is approved, the building still must be covered by another member of the Professional Staff. No member of the Professional Staff may cover the opening of more than two communities.
- Hall closing fliers and resident checklists (one per room) will be distributed a week or two prior to the break.
- It is not necessary for residents to disconnect refrigerators or aquariums during Spring break.

Spring Break Room Inspections

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Professional Staff and RAs should conduct room inspections of every room in the community on Friday evening (including residents who are here for break) or Saturday morning.

- Staff should elevate their card access privileges and use the reason "Spring Break Health and Safety Inspection."
- Room inspections should be conducted by more than one staff member at a time.

- Look for the following:
  - Window closed, shade closed half way
  - Unnecessary appliances unplugged (e.g., clock radio); refrigerators and aquariums may stay on during this break
  - Nothing obstructing or hanging from the smoke detector
  - No plain-sight violations of housing policies (e.g., presence of any prohibited possessions)
  - Thermostat turned off or to lowest setting
  - Lights off
  - Damage or need for cleaning of vacant spaces

- Damage to walls (paint or plaster), ceilings, closets or furniture in student rooms should be documented and forwarded to the Housing Manager. This will help us avoid having to do repairs at the beginning of summer.
- Staff should take note of rooms that are especially messy so follow up can occur with those residents after spring break. Intervention with these rooms in early April will help with the hall closing process in May.
- Any violations should be documented in an incident report. Check the “Room Inspection Related” category in addition to other categories.
  - Prior to submitting an apparent violation to Maxient, the Professional Staff member could contact all of the occupants in the room either by email or phone to determine who is responsible for the violation.
    - If a responsible party is identified, only that person should be listed on the Maxient Incident Report.
    - If communication occurred via email, the email in which the student assumes responsibility should be included in the IR.
  - Maxient Incident Reports should be submitted within 48 hours of each closing.
  - Any student cited in the Maxient IR should be notified of the violation and informed that they must correct the violation within one day of returning to campus. The room should be re-inspected to ensure the violation has been corrected.

- A few policy reminders:
  - Possessing e-cigs (vaporizers) are not against policy. Using them is, but having them in your room is not.
  - Flasks, shot glasses, and wine glasses (where no actual alcohol is present) are not against policy.
  - Toasters are (currently) not policy violations. Using them in your room is, but possessing them is not.
  - Possessing a lighter is not a policy violation.

**Return from Spring Break**

Upon return from Spring Break, ORL staff should:

- tour all public areas in the building(s) to ensure there were no issues that need to be addressed. Look for vandalism, emergency exit lights, water leaks or floods, pests, etc. Document any issues.
- visit and check-in with residents
- plan for last half of the semester

**End of Year Closing**

**End of Academic Year Information**

This information is provided to professional staff to allow sufficient time to plan and complete the variety of tasks expected of Professional Staff in late April and May. Please strictly adhere to these procedures unless it specifically states that professional staff may adjust them individually to their hall/situation. This consistency will help our office achieve an effective closing with accurate information and record keeping. At the same time, it is important that Professional Staff make it known to Central Staff when these guidelines should be amended to make closing more effective. Pay close attention to the details of this information as it will help avoid extra work for everyone.

**General Information**

- 24-hour quiet hours begin at 7:00 pm on Friday, May 11, 2018 and continue through hall closing. There will be no exceptions to quiet hours.
- All residence halls close on Friday, May 18, 2018 at 7:00 pm. Students card access is set to be turned off at 8pm, but don't tell them that. The extra hour is just a cushion for the stragglers.
- RA card access ends at noon on Monday, May 21, 2018.

**Spring Cleaning**

Every community is encouraged to host or promote a spring cleaning initiative. This can be as simple as an email message to the hall encouraging students to clean out their rooms now, before we get close to finals. Or it can be as involved as coordinating a single time
block when students are rewarded for spring cleaning. In the past some halls have given out cookies to the “best spring cleaners” while other halls have had competitions for “biggest spring clean-out.” You can provide large plastic trash bags. One CLT offered to come to the rooms where spring cleaning had taken place and moved the trash to the trash room. Spring cleaning initiatives can be initiated by Professional Staff, RAs or the CLT. Halls that promote early spring cleaning tend to have fewer problems with trash and very messy rooms at closing.

Students Requests for Housing After 7 pm on Friday
Beginning May 1, 2018, students may request housing for Friday, May 18, 2018 – Thursday, May 24, 2018 (with a Friday, May 25 at noon departure) by logging into MyCard and submitting a request. When submitting the request, the student must provide details regarding why they need to stay beyond Friday, May 18 at 7:00pm. If the request does not contain a specific reason, the request will be denied, and the student will be asked to resubmit the request. Each request will be reviewed and approved by Sherri in the HOME Office during business hours. Unlike traditional break housing, there are no automatic approvals just by signing up. Once approved, access is assigned to the student’s ID card, and the student will receive an email letting them know their request has been approved. In the email, they are notified that they must still check out with their Resident Director when they are ready to depart. If a request is denied, a denial email will be sent to the student. Professional Staff can see students request status on the report referenced below.

To view a list of students who are approved for an extended stay, log into MyCard and click on MyCard Statistics. Go to the section labeled “My Plans for Break” and run a “Break Housing Request – Manual Approval” report. You can also see a list of students who have been denied and the reasons for the denials by clicking on “Break Housing Requests – Manual Denials.”

We should not widely promote students ability to request housing after closing. We do not want to increase the numbers of students taking advantage of this option because students who stay after closing still must be checked out of their room by ORL staff. If students have the option to stay elsewhere, they should be encouraged to do so.

Students who are approved to stay will be charged $37/night for Friday – Thursday nights. If they sign up after 7 pm on Friday of finals, they will be charged $55 per night. Students who are approved for housing must vacate the residence hall by noon of the day following their last night in the hall. Because of renovation and construction projects starting immediately in Porter, MacCracken, Richard and Swing Halls, late-staying students in those halls must be out by noon on Sunday, May 20, 2018. All other students must vacate their room on the date indicated on their approval in MyCard and no later than Friday, May 25, 2018 at noon.

Students in commencement housing halls (see below) must request housing by no later than noon on Tuesday, May 15, 2018 because assignments for guests will be made after that date. This must be emphasized to all students in commencement housing halls.

All students who will be in their rooms (including RAs) beyond Friday, May 18, 2018 at 7 pm, should have an orange, 1/4 sheet, "occupied" sign on the door so Campus Services and PFD know the room is occupied. The signs will be provided by ORL. The Professional Staff member should indicate the departure date on the sign.

Requests to stay late will be individually reviewed, but generally students will be approved to stay after closing for the following reasons:
- Students who are graduating that weekend
- Students who are moving into On-Campus Summer Housing
- Athletes in season
- Other groups who have valid reasons as determined by the HOME Office

email to be sent to your Community Listserv
Hall closing information to be sent to your hall listserv no later than Tuesday, May 1, 2018. In addition, there are closing bulletin boards with the same information. Italicized text is customizing for your particular community.

Dear Residents:

As we approach the end of the academic year we would like for you to have some important information to ensure that the year ends well for our community, you can avoid unnecessary charges, and you can plan for a smooth move-out.

**Quiet Hours:** 24-hour quiet hours begin at 7:00 pm on Friday, May 11, 2018 and continue through hall closing. There will be no exceptions to quiet hours. Noise from your room should not be audible from the hallway.
Closing: Residence Halls close on Friday, May 18, 2018 at 7:00 pm. If you need to stay beyond that date and time, you must submit a request with a valid reason through MyCard. Requests to stay late are not automatically approved. (Students in commencement halls must request to stay late by Tuesday, May 15, 2018 at 5 pm.)

Move-out: Let us know when you are leaving by indicating the day and time on the sign-up sheet on your RAs door or clicking on this Google form. When you are ready to move out, you must come to the (checkout station location) so a staff member can check you out of your room. There will be someone at the station on Wed-Fri from 10am-7pm. At other times, find your RA or the RA on Duty. You must check out with an RA or RD before you leave.

To avoid move-out charges, you should do the following:

- Remove all of your belongings from your room.
- Empty, unplug, defrost and clean out your refrigerator (including the condensation pan in the back).
- Sweep your room (brooms will be available throughout the hall). Place swept dust and debris in the trash. Do not sweep it into the hallway.
- Ensure your bed frame is right-side up. Avoid the $50 charge to re-set the frame. (Pertains to EMR, HAV, MCK, PBD, POR, SWG, TAP and WEL.)
- Remove personal items from the outside of your door.
- Remove all mail from your mailbox.
- Notify the staff member checking you out of any damage or missing items.
- Check out with a staff member.

Note: RAs conduct an initial inspection of the room with you when you check out. Final room inspections and decisions about charges are conducted by the Resident Director after closing.

Trash: Please take your trash directly to the dumpster. [exceptions: Ogden, use regular system; Stelliott: take trash in bags to designated area outside.] Do not pile trash in your corridor or in the bathroom. Place all of your trash in plastic bags. The housekeeping staff will provide trash bags. Tie each bag before you place it in the dumpster to keep litter from spreading. Also, please take carpets to the designated area outside of our hall. Please avoid throwing liquids in the trash.

ShareFest: If you have items in good condition that you no longer want or need, please donate them to ShareFest. Items such as blankets, clothing, school supplies, unopened non-perishable food, cleaning supplies, lamps, and flat screen TVs are accepted. Not accepted: pillows, foam mats, broken items. For a complete list of acceptable donations go to www.sharefestoxford.com. (Heritage Commons residents may schedule a pick-up from Sharefest website for large items.)

Parking: Please do not park on the grass around our building.

Mail and Packages: During the summer months, University Mail Services will forward first-class USPS mail arriving on campus for students currently living in residence halls. Unless you direct us otherwise, mail will be forwarded to your mailing address listed in Banner. Please log into Banner Web, click on Personal Information, and verify your Permanent Mailing address. If this address is correct, you do not need to do anything.

If you do not want your mail forwarded to the address listed in Banner Web and you want to change the mailing address, please email packagecenter@miamioh.edu or stop by the Student Package Center in the Shriver Center PLEASE NOTE: changing your summer mailing address with the Student Package Center is for summer forwarding purposes only and does not affect your Miami Banner Web information.

It is very important that students graduating, leaving the University, or who will be living off-campus next fall notify all correspondents of their new address, as the University will no longer forward mail for these students after August 20, 2018. Mail received after this date for students not living on campus in the fall will be returned to sender.

Please stop by the Student Package Center before leaving campus and pick up any packages there that are yours. Any items that have not been picked up by Friday, May 18, 2018, will be returned to sender.

Beginning May 21, 2018, packages received from the US Postal Service will be forwarded along with all other first-class US mail. However, certain shipping companies, such as Federal Express, UPS and DHL, charge additional fees for forwarding packages. For this reason, packages delivered by these carriers will be refused by University Mail Services. You will need to make arrangements...
for forwarding directly with the shipping company to receive your package. If you have questions concerning this information, please contact the Student Package Center at 529-9221 or email packagecenter@miamioh.edu.

If you have any questions about this information please reach out to an ORL staff member. We are all looking forward to a smooth end of the year. Good luck on finals!

*Feel free to add you own hall-specific events or information in the email.*

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**Exterior Door Locks and Alarms**

On Wednesday and Thursday of finals week, all residence hall exterior door locks and alarms will be disabled from 10 am - 7 pm. From Friday through Sunday, all residence hall exterior door locks and alarms will be disabled from 9 am – 7 pm. This is done to make departure at final check-out smoother for residents.

**Duty and Hall Coverage**

- Resident Assistant duty coverage should continue for all halls until Sunday at 6:00 pm. Consult with your Assistant Director if you wish to discontinue duty earlier than that time.
- When RAs are not studying for their own finals, they should be conducting check-outs or have a presence on their corridors and throughout the hall while they are packing their rooms. The buildings where RA staff has the greatest presence are the halls with the smoothest, cleanest and most incident-free hall closings. RAs should pay particular attention to public and vending machine areas during exam week. This is necessary due to damage and theft that has occurred at this time during past years. Illegal fire alarm pulls have also increased in the past during this time. RAs should also periodically check the dumpster area to make sure students are not piling up loose trash.
- All RAs who are not studying for or taking a final on Friday should be on duty ALL DAY on Friday to roam the hall, help residents stay on top of trash removal, distribute trash bags, maintain the Sharefest collection area, or assist with resident check-out. Buildings with a small number of RAs should work with neighboring buildings to help get coverage by RAs from other halls.
- RAs who are graduating should be excused for their graduation ceremony. Other times when graduating staff wish to be away from the hall should be negotiated with their RD. You must balance between the needs of the individual staff member and the needs of the hall. This might not be an easy task because we want our graduating students to enjoy their graduation weekend with their family. BUT, you are responsible for ensuring you have enough staff to properly close your building. Set expectations early so decisions will not feel rushed and/or unfair. If you have a relatively large number of RAs who are graduating and need time away from the hall, you should seek assistance from RAs in nearby halls. Consult with other professional staff to make arrangements for this assistance.
- Professional Staff should maintain very high visibility in the building throughout the closing process. Because of a pattern of past problems (i.e. vandalism, false fire alarms), Professional Staff are expected to be in their halls on Thursday night before closing. Professional Staff who have many RAs with finals late in the week may have to work additional resident check out coverage for their community. Professional Staff should remain on campus until their hall is completely closed and rooms have been inspected. Professional Staff who are graduating should make arrangements with their RAs and Assistant Director to cover check out while they are at Commencement and with family.

**Year-End Programming and Purchasing**

As you, your staff, and your community leadership team wrap up the year, please be intentional about the type and nature of year-end programming that occurs.

- Avoid planning involved events that would keep any student or staff member from their studies (generally study break programs are discouraged unless it can be completely implemented by the Professional Staff - RAs need to study for exams).
- Avoid events that might be disruptive to the quiet study environment in the building.
- It is prohibited to simply purchase food or materials because you have funds remaining in your account. (Any unexpended funds will be used for ORL programming in the subsequent year.)

**Hall Closing Procedures**

Before setting up the final closing procedures for your hall, it is recommended that you consult the previous year annual report for your hall to recall any nuances specific to your community regarding hall closing.

RAs are expected to help with every aspect of closing and be available to students who will be checking out during the week.
There should be widespread signage around the building informing residents of hall closing procedures and who to contact or where to go when they are ready to check out. There is a sample bulletin board listed below. Edit the materials so they reflect specific information for your hall. To print hall closing bulletin board materials you can do one of two things:

- Bring your edited documents to Warfield Hall and print them via the copy machine from the computers in the Center.
- Send your documents to Xerox (University Printing). If you choose this option, you may charge this printing to RSL004. You must bring the receipt to Rosemarie Volk in 211 Warfield.

Please do not laminate any hall closing materials.

RAs should conduct final corridor meetings during the last two weeks of classes before finals. Hall closing procedures and quiet hours should be reviewed in detail and posted.

RAs should create and post the Resident Departure Sign Up Sheet in their corridor during the last week of classes. Professional Staff should print a roster from MyCard for each corridor with a blank column for residents to indicate their day/time of departure. This makes it easier to track who has signed up to leave. This information is to be used 1) by the RA and Professional Staff to determine when the bulk of students plan on leaving so you can plan coverage accordingly, 2) by RAs to identify students who plans to stay beyond Friday so the Professional Staff can be notified. It is the RA's responsibility to see that all of their residents have signed up. A Google Form or Sheet may be used for this purpose, as long as there is a way to track who has NOT submitted the form and follow-up occurs with those residents.

Professional Staff should submit their brief Hall Closing Plan through the ORL Resources for Current Staff website (located in the "General" menu) by April 30, 2018. This info will be used in case residents call ORL or the HOME Office asking where and how to check out.

Having a staffed, centralized checkout location is required in all halls beginning on Wednesday of finals. Residents should always know where they need to go when they are ready to leave. Centralized check-out should follow the guidelines below:

- The checkout area should be a high-traffic location in your hall (front lobby, Professional Staff office, or entry corridor).
- The checkout area should be clearly marked with printed signs.
- Professional Staff can decide when to begin staffing the central area on Wednesday based on the expected number of residents checking out that day.
- On Thursday and Friday of finals, all halls must have a staffed, centralized check out area from 10 am until duty coverage at 7 pm.
- For times when only one staff member is at the checkout area, whenever staff must leave the check-out area for a short period of time, there must be a sign informing residents of when the staff member will return. This should not be longer than a 5-10 minute period when the area is unattended.
- Ideally, there should be at least 2 staff members at the checkout area so the area is never left unattended.
- Do not leave anything of value left unattended at the check-out station (RA closet key, laptop, phones, etc.)

**Student Checkout**

In order to be checked out, residents must:

- Remove all possessions from their assigned rooms, and take all trash outside to the dumpster
- Defrost and clean University refrigerator, leave door open; clean condensation tray in back
- Lock windows, shade open half way
- Sweep the floor
- Residents should find their RA, or go to the centralized checkout area to get a staff member. After 7:00 pm they can contact the RA on duty. In some situations, especially if residents wish to leave at unusual times, they can set an appointment to do a checkout with a staff member

**Room Inspection by ORL Staff / Room Inspection Records**

The room inspections conducted by ORL staff are VERY important in ensuring and recording compliance with checkout procedures. Every room should be inspected at least twice; once by the ORL staff member who is checking out each occupant of the room, and a final inspection conducted by the Professional Staff after closing.

- The ORL staff member should access the Room Inspection Record in MyCard and then go with the resident to the resident's room. The online Room Inspection Record may be accessed from any electronic device connected to the internet.
- The staff member should do a thorough inspection of the room before the resident leaves.
  - The room has been swept
  - All personal belongings have been removed, including from drawers, closets, desks and under furniture
After checking that they are empty, leave all of the drawers OPEN and the closet and wardrobe doors OPEN. This includes bathrooms and kitchens in Heritage Commons and Miami Inn.

- The hallway near the room is cleared
- All furniture, waste can, and recycling basket are present
- For applicable buildings: the closet doors are attached (or face $50 fee)
- The refrigerator is off, defrosted, and cleaned - including the drip tray in the back!

If the room is not satisfactory, the resident should be clearly informed of what needs to occur for them to be checked out properly and to avoid damage and clean-up charges.

- The damage, mess, or missing items should be recorded on the online Room Inspection Record and attributed to a specific resident where possible. As much detail as possible should be recorded on the Room Inspection form. For example, if there is tape on the walls, count the number of pieces of tape and indicate that number in the form.
- Take photos of any significant damage or mess for uploading to the Room Inspection Record. If more than one photo is necessary for a charge or problem, enter a photo using the “Room Inspected by…” option which allows you to add a photo but does not increase the charge. If a room is a complete mess, take a short video of it, save it on your Google Drive and share it with your RD and Rob Abowitz (abowitrn@miamioh.edu).
- Notify the resident of the fees they may face for any damage you observe. Let the student know that their room is subject to further inspection which may result in other charges. The RA does not have final say about room charges. RAs should not tell residents that “everything is fine.”
- The rooms of students who are staying after closing also must be inspected when the students are ready to leave. Professional Staff are responsible for keeping track of Room Inspection Records to ensure that a final inspection has been submitted.
- Remind residents to empty their mailbox.

On Friday night after closing Professional Staff should conduct a complete building walk-through including every student room. A few RAs should assist with this inspection process to make it go faster and to add more eyes to the process. On the online Room Inspection Records, make note of any damage or missing items that were not previously recorded. Make special note of any room where the students did not checkout with a member of the ORL staff, especially if the room is a mess, has damage or is missing items. Ensure that rooms that are still occupied are all labeled with the orange "room occupied" signs that indicate the day when the room will be vacated. Have one RA stay at the checkout station in case any stragglers come and want to be checked out. The Professional Staff should inspect every room after closing. ORL staff should continue to have a presence in the building after 7 pm on Friday. Every room should be inspected on Friday night; even the rooms occupied by students approved to stay late.

All RAs must also checkout of their rooms with a Professional Staff member.

**Trash Rooms and Carpet Disposal**

In an effort to avoid large piles of trash accumulating in the residence halls, all trash spaces in the building will be closed on Friday. The large gray rolling trash cans will be removed from the central trash collection rooms on Wednesday. Signs should be posted directing students directly to the dumpsters outside the building.

 Carpets which students want to throw away should be rolled up and placed next to the dumpster or near the orange parking cones provided by Physical Facilities. They should NOT be put IN the dumpster unless it is a large roll-off dumpster.

**Dumpsters**

Rumpke will be emptying dumpsters throughout the day on Friday. To assist with trash removal, Physical Facilities will arrange to have large roll-off dumpsters positioned adjacent to some halls including Flower, Hahne, Havighurst, Stonebridge, Hillcrest, Beechwoods, Morris, Tappan, Stanton, Anderson, MacCracken, Etheridge, Heritage Commons (1 on each side), Dorsey and Dennison. Students should not put carpets in the small, regular dumpsters. Carpets may be put in the roll-off dumpsters.

**Hall Closing Assistance for Graduating Graduate Resident Directors**

In halls where the GRD is graduating, the GRD may request to be excused from parts of hall closing to attend graduation and spend some time with visiting guests. We will make arrangements to have each graduating GRD partnered with another member of the Professional Staff to assist with hall closing. The partners should communicate about when coverage will be needed. For example, if the GRD has family visiting for graduation and wishes to have dinner with the family on Friday of closing, the assisting RD can have some presence in the GRD’s hall and be available for RAs conducting check-outs.

| May, 2018 |
|-----------|-----------|----------------|
| **Graduating GRD** | **Hall** | **RD/CS assisting** |
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Key Procedure for End of Spring Semester

Professional Staff are also responsible for collecting the special keys issued to residents and staff including elevator keys, mailroom keys, staff closet keys, etc. These get returned to the location they were retrieved in the beginning of the year (the hall key cabinet).

The following keys should **stay** in the key box in the hall:
- RA closet keys (one key goes on metal keyboard to be returned to ORL)
- Closet sub master
- Service elevator keys (you should have about 3 elevator keys)
- Mail cabinet/mailroom keys
- Any other keys specific to your hall

The following keys should be returned to ORL on the metal keyboard and labeled:
- Key box key
- One RA closet key (so the key box can be accessed over the summer)
- Professional Staff offices keys (where applicable)

There should no longer be room sub-master keys (AA label) in ORL staff possession. Please return any room sub-master, unidentified keys and cheese keys to Rob Abowitz.

Commencement Housing

The University offers housing for parents and other family members of students who are graduating. The halls being used for Commencement Housing are Beechwoods, Hillcrest, Stonebridge, Havighurst and Clawson. These halls will be completely cleaned Friday night/Saturday morning and prepared for family check-in on Saturday. The public kitchens and kitchenettes will be cleaned out (post signs announcing this). So, any students staying late in these halls must know that they have to store food for those days in their room or it will be thrown away by housekeepers! All door locks and alarms in halls with Commencement Housing will be disabled on Saturday, May 19, 2017 from 7 am - 11 pm. From 11 pm through 7am on Sunday, the side door doors and alarms will be engaged. Only the front doors will be open at this time. Conference Services provides access cards to guests and 24 hour desk coverage in each of these halls while guests are in the building for Commencement Housing. It is very important that students in commencement halls submit their request to stay late by Tuesday, May 9 so commencement assignments can be made. Staff in Commencement buildings should not encourage students to stay late because those rooms may not be used for commencement housing.

RAs and late-staying students in commencement halls should be notified that Campus Services, Physical Facilities and painting contractors will be in their building until late on Friday and early morning (as early as 6 am) on Saturday to prepare the building for commencement housing. It will likely be noisy with a lot of staff in the building taking care of furniture moving, repairs and cleaning.

Kitchens and Common Areas
- All pots, pans, utensils and supplies that are the property of the building (or CLT) should be cleaned and stored in the RA closet. Perishable items should be discarded.
- A sign should be posted on all public area refrigerators reminding students to take or discard their food. RAs should clear out the refrigerators on Friday of hall closing.
- In commencement halls, it is important to let any residents approved to stay late, that they may not use the public area kitchens on Friday night as they will be cleaned for commencement housing.
All bulletin boards should be cleared off including staples and tacks.

All fliers in bathrooms and around RA doors (aside from closing-related fliers) should be cleared off by Friday.

**RA Closet**

The RA closet should be cleaned out and inventoried, inventory found on your flash drive with Annual Report. Secure all equipment including hall kitchen equipment. This is an effort to reduce theft and keep an accurate count of hall items. Make sure all University owned equipment of value: radios, television sets, DVD players, microwaves, stereo units, athletic equipment, RA and Professional Staff VOIP phones (see below) and other materials are inventoried and locked in storage closets. Please confirm that you do not have spray paint, lighter fluid or any other flammable liquid (tiki torch fluid, fireworks, paint remover, etc.) in your RA closet. If you do, give it to your Housing Manager for disposal or bring it for summer storage in the Center. We should not be storing flammable liquids in our halls, nor should they be thrown into the dumpster.

**VOIP Telephones**

The VOIP (Voice Over Internet Protocol) telephones which are issued to RAs and Professional Staff should be collected and stored in the RA closet over the summer. There should be one VOIP phone per RA neatly stored in the clearly-labeled, small, individual VOIP phone boxes. If the Professional Staff are moving out, the VOIP phones for the apartments and office(s) should also be stored in the RA closet. Each phone should have a label which displays the room and extension for the phone. Professional Staff apartment phones, office phones, and other apartment phones which are not being used over the summer should also be stored in the RA closet. When you tour your building with your Assistant Director, be prepared to account for and show your AD the VOIP phones.

**ShareFest**

At the end of the year, many students wish to give away some of their materials and belongings including unopened food, school supplies, clothing, household items, small appliances, electronics, and even furniture. Our goal is to divert as much of these usable items from the trash as possible. We do that primarily through partnering with ShareFest, an organization in Oxford that is a partnership between the city, the University (Residence Life, Campus Services & Recycling), area churches, and social service agencies.

- ShareFest donation sites in the residence halls are listed on this chart. Let Rob know if you request to change the listed location. This chart is given to the ShareFest volunteers who conduct the pick-ups so the chart must accurately list your location. Label this area with the posters provided by ORL. There should only be one area per community.
- Make sure you, your RAs, and your Community Leadership Team are informing students about this program.
- The Professional Staff provides cardboard boxes (that you collected and stored back in August) and yellow plastic bags (provided by ORL) for the ShareFest area.
- Do not put too many empty boxes out at once, because residents will take them for their own personal packing.
- **ORL staff are responsible for keeping** the ShareFest area neat and orderly. If you "let it go" residents will make a huge messy pile that ultimately will result in materials being thrown away. You can request additional yellow bags from ORL if needed.
- ShareFest volunteers will come into your halls to remove materials beginning on Thursday of finals week. If you have a lot of materials prior to that time, contact Rob Abowitz at 513-255-0861 to arrange an early pick-up.
- There will be several pick-ups on Friday of finals.
- If you want to request a special pick-up because donations are piling up or something large was donated, or if there are a lot of materials on Wednesday or Thursday, **TEXT** ShareFest dispatch at 513-304-6530 or email donations@sharefestoxford.com.
- There will be additional pick-ups over the weekend and on Monday. There will be no more Sharefest pick-ups after Monday. Your late-staying residents should not donate items later in the week.
- Call Rob Abowitz at 513-255-0861 if you have any materials left in your building at noon on Monday.

**Mailrooms**

Mail will not be delivered on Friday of closing. After 7 pm on Friday, an RA should be assigned to clear out all mail still in mail-boxes. The mail should be bundled by rubber band. On Monday, the professional staff must do a final check of the mailroom and ensure the leftover mail is ready for University Mail Services to pick up. The mailroom should be clean and orderly.

During the summer months, University Mail Services will forward USPS mail arriving on campus for students currently living in residence halls. Unless students direct us otherwise, mail will be forwarded to their mailing address listed in Banner Web. They can log into Banner Web, click on Personal Information, and verify their Permanent Mailing address. If this address is correct, they do not need to do anything.

If students do not want their mail forwarded to the address listed in Banner Web and they want to change the mailing address, they can email packagecenter@miamioh.edu or stop by the Student Package Center in the Shriver Center PLEASE NOTE: changing their summer mailing address with the Student Package Center is for summer forwarding purposes only and does not affect their Miami Banner Web information.
To avoid forwarding delays we suggest filing change of address information with all persons or businesses from which students receive monthly or weekly correspondence. Most financial organizations and magazine publishers have change of address links available on their websites. Official “Notification of Change of Address” cards are available at the Student Package Center in the Shriver Center. The more persons they make aware of their summer address, the faster they will receive their mail.

It is very important that students graduating, leaving the University, or who will be living off-campus next fall notify all correspondents of their new address, as the University will no longer forward mail for these students after August 20, 2018. Mail received after this date for students not living on campus in the fall, will be returned to sender.

Package Information
Students should stop by the Student Package Center before leaving campus and pick up any remaining packages we may be holding for them. Any items that have not been picked up by Friday, May 18, 2018, will be returned to sender.

Beginning May 21, 2018, packages received from the US Postal Service will be forwarded along with all other US mail. However, certain shipping companies, such as Federal Express, UPS and DHL, charge additional fees for forwarding packages. For this reason, packages delivered by these carriers will be refused by this office. Students will need to make arrangements for forwarding directly with the shipping company to receive their package.

If students have questions concerning this information, they should contact the Student Package Center at 529-9221 or email packagecenter@miamioh.edu.

Buildings Closing for Renovation
The following buildings will be closed for complete renovation or demolition during the following academic year: MacCracken, Porter, Richard, Swing.

The contents of the RA closet should be packed in cardboard boxes and clearly labeled by Friday, May 18, 2018. Notify Rob Abowitz when this is complete to inform him where the boxes are located. They will be picked up by trucking for storage during the renovation.

- The contents of the Professional Staff office(s) should be packed in cardboard boxes and clearly labeled. Only items that will be stored for the period that the building is closed should be packed. Items which you want to take to your hall next year such as personal files or items (if applicable) should be packed separately and moved with your personal belongings. Notify Rob Abowitz when this is complete to inform him where the boxes are located. They will be picked up by trucking for storage during the renovation.
- Return the ORL computer to Warfield Hall or take it to your next year assignment if you want to continue to use the same computer.
- Pack all of the VOIP phones issued to RAs, Professional Staff and any other apartments (safe spaces, etc.) in their individual boxes and then in a large cardboard box. Clearly label the large box. Put the box with the RA Closet boxes for storage.
- Collect all cheese keys from your key box and put them in a labeled envelope. Bring them to Rob Abowitz’s office in Warfield. All other keys in your key box that are not normally on your small keyboard should be individually labeled, put in a labeled envelope and returned to your Assistant Director with your keyboard.
- Inform RAs and residents that all closing procedures must be followed even though the building will be renovated. This includes charges for non-broom-swept rooms, damages in rooms, and missing furniture. We must avoid students and staff believing that since the buildings will undergo significant construction, they do not need to remove everything and broom sweep the rooms.
- Pull and bundle all mail. Return to Package Center in Shriver Center.

Professional Staff Apartments
After Friday of finals, ORL Professional Staff should post an orange “occupied” sign on every door that leads to their apartment and office. This is to avoid your space being unintentionally accessed during cleaning or maintenance.

ORL professional staff who are not returning to the Office of Residence Life will be asked to request a move out date during the summer. The Central Staff member that coordinates apartment moves and occupancy will reach out. In some cases, ORL apartments or full buildings will have some renovation or work that necessitates vacating the apartment and moving to temporary housing. Professional Staff not returning to the department must vacate their apartment by May 31, 2018 unless otherwise approved by the Central Staff member coordinating moves. Apartment moves must be completed in time to allow for the HDRBS staff to clean and prepare the apartment for the next occupant.

Steam Shut Down
The week immediately following hall closing, the steam production for the entire campus is shut down for cleaning and maintenance. At this time almost all Professional Staff apartments have local hot water heaters and should not be affected by the steam shut down. Apartments in Swing, Peabody and Wells Halls will not have hot water during this week. Staff who live in those buildings may shower in a nearby new or renovated residence hall which has its own hot water production, or must make arrangements with a colleague to shower in another Professional Staff apartment. This list has more information about hot water heaters in ORL apartments.

**ORL Computer and Printer**
Staff who are not returning to the Office of Residence Life next academic year must return their ORL computer to the Center in Warfield Hall before they leave Miami. Staff who are returning next year may hold on to their current computer over the summer. If the staff member is leaving their apartment over the summer, please move the office computer to a secure closet or somewhere out of sight for security purposes.

When returning your computer, please complete the following:

- Copy all of the files which you need to save on a disk, thumb drive, or your server space. All of the hard drives will be cleared over the summer.
- Place cords, mouse and keyboard in a labeled bag or box.
- Tape a post-it note to label the computer components with the Professional Staff member’s name.
- If there was any problem with the computer or printer, tape a note to the machine describing the problem.

**Bicycles**
The University will collect all bicycles left in public areas, including bicycle racks near the residence halls, beginning on Monday, May 21, 2018. Bicycles not claimed will become the property of the University. Professional Staff should not store their bicycles outside during the week after closing. It is suggested that you place a sign on your bicycle indicating that you are an ORL Professional Staff member if you must store your bike in the bike room or on an outside rack.

**Summer Session Housing**
The first summer session on the Oxford campus begins Tuesday, May 22, 2018. Summer Housing will be in Flower and Havighurst Halls. Havighurst will open on Monday, May 21, 2018 at 8 am. Flower Hall will be used primarily for athletes during the last 6 weeks of the summer. Students sign up for Summer Housing at the HOME Office in 034 Campus Avenue Building.

**RA Summer Storage**
Miami University does not provide any student, including RA, any summer storage of any personal items. Even if the RA is returning to the same building next year, no items may be stored in the building over the summer. Professional Staff may not offer to store RA items in the RA Closet or in Professional Staff offices over the summer.

**Professional Staff /Assistant Director Walk-through After Closing**
During the week following hall closing, Assistant Directors will do a walk-through of each community with the Professional Staff. Below is a list of items that the Assistant Directors will be looking at during this time. Generally speaking, the Professional Staff should point out any issues left-over from closing and cleanliness of the areas for which ORL is responsible. The walk-through is also an opportunity for the Professional Staff member and Assistant Director to agree on tasks that need to be completed by the Professional Staff member by the end of the week (if any). The Assistant Directors will also make a list of items about which they will be following up.

- Cleanliness of building, professional staff office: cleanliness, organization, clear out old, unneeded items
- Mailroom... no mail is still in the mail room
- Files... typically in the office, just to make sure organized
- Key box... organized, keys are labeled, there are NO random keys that professional staff "don't know what it is"
- Furniture (community and office)... is in good condition and no repairs needed
- RA closet... organized, inventoried, no flammable items, clean
- VOIP phones... stored in small box that corresponds to the individual phone, all phones accounted for
- Professional Staff has scheduled a time to return the hall key board
- If the Professional Staff member is leaving MU or moving to another community at Miami, make sure an apartment check-out is scheduled at which time the Apartment Inventory Form will be completed

**End of Year Documents**

<table>
<thead>
<tr>
<th>Document</th>
<th>Means of Distribution</th>
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Other Closing Information for Professional Staff
We have prepared a Checklist for Professional Staff. It will be printed for you and discussed during a team meeting.

Professional Staff who are leaving Miami should complete this Forwarding Address Form and submit to 211 Warfield Hall. Professional Staff who are leaving for the summer and want mail forwarded should also complete the form.

### Annual Report

**Overview**
All members of the Professional Staff submit (or make contributions to) annual reports. The reports serve several purposes including keeping a record of hall and program information for future Professional Staff, and providing a tool to enable self-reflection and reflection on programs and initiatives within the residence halls.

Your year-end materials will be reviewed by your supervisor and may be returned for revision before Professional Staff employment contracts end.

**Annual Report Guidelines**
The audience of the annual report is future Professional Staff in your community. Even if you intend to be the Professional Staff in your community or with your LLC/TC next year, you must submit a complete report for use in future years. The report should address topics that will be useful to the Professional Staff in your hall, such as the logistics of opening and closing, nuances of the hall and any LLCs/TCs connected to the community, and trends among students and staff that seem to occur every year. Please be as complete as possible. Guidelines and outline format has been provided.

There should be one annual report per hall. If you are in a pairing, it will be up to you and your supervisor to decide. In halls with multiple Professional Staff members, the Professional Staff should collaborate on the report.

Because the report is lengthy, it is advisable to begin the report in the first semester while information is fresh and so it does not become an insurmountable task in late April. It is suggested that you begin with the report from your hall from last year, remove all information that does not pertain to this academic year, then add new information that will be helpful to future Professional Staff. For example, the physical description of your hall might not have changed. You might want to add to that section. On the other hand, the programming and staff trends will be completely new sections.

The Annual Hall Report gets submitted to your supervisor for review. Once any changes are made, the final version is emailed to your supervisor and saved on your hall thumb drive. Include your hall name and the year in the title of the document (e.g., Hepburn_Annual_Report_15-16).

**Flash Drive**
The flash drive should contain a directory for each academic year. Within the directory for each academic year, you may create sub-directories to keep documents organized. The directory should contain the following:
- Annual Hall Report
- List of mailbox combinations for your mailroom
- Resident Assistant closet inventory
Community Leadership Team Agendas and/or Minutes (not all - just a sample)
RA staff Agendas (not all - just a sample)
Any survey results or assessment data collected
Spring Training Report
Staff Expectations
Living Learning Community and/or Themed Community materials, including LLC Kickoff plan & First 8 weeks programming plan
Any other materials that may be helpful for future professional staff

Teaching

UNV 101
Full-time Resident Directors are tasked with the responsibility of teaching at least one section of the UNV 101 course in the fall.

UNV 101, "I am Miami," is a course specifically designed for entering Miami students, offered across the University and on all campuses. It facilitates student transition to college by introducing key information and skills needed to succeed and by offering opportunities to connect with faculty, staff, and other students. This small classroom environment facilitates opportunities for open inquiry and individual advising, motivates students to actively participate in learning through critical inquiry and contributing to classroom discussion, and identifies key campus resources to enhance academic success.

There are variations of this course. CEC 101 is specifically designed for all entering students in the College of Engineering and Computer Science. While there are sections of UNV 101 for particular majors.

It is the Office of Residence Life expectation that Full-time RD attend class, grade assignments, attend training sessions, etc.

Training will be provided Gwen Fears, Associate Dean of Students.

EDL 301
EDL 301 is a required course for all new RAs, taken during their first semester in the position. The RAs are force-added into the course by the Assistant Director overseeing EDL 301. RAs must complete the course with a C or better to remain in the RA position. In fall, this class is typically instructed by returning graduate students and members of central staff. There are occasionally limited opportunities for RD staff to teach in spring. Instructors of EDL 301 must be ORL staff.

There are good opportunities in 1:1s to discuss content from the class. It is recommended that you ask new RAs about their experience in the classroom. There are a couple of assignments that RAs in EDL 301 will share with you to discuss aspects of their community. If you are interested in learning more about the content of the course, please contact the Assistant Director overseeing EDL 301.

Recruitment

Hosting a Candidate
We want each of our candidates warmly greeted by a member of our staff. This means you will welcome candidates to campus/Oxford, ask them if they received their interview packet from the desk attendant at their hotel, ask them if they placed their parking permit (which is in the packet) on the dashboard of their vehicle, and take the candidate to dinner in Oxford.

In the event that the candidate is arriving via the Dayton Airport or Cincinnati Airport, the Office expects our staff to drive to the airport, park your vehicle, go inside the terminal, and greet the candidate at baggage claim. While it is not always possible due to changes in flights and delays, the expectation is that the Professional Staff member arrives a little earlier than the flight arrival time and is available at baggage before the candidate arrives to pick up their belongings. Staff will be reimbursed for mileage.

Before the Candidate Arrives
Vicka will copy you on an email to candidates prior to their arrival. Please communicate with the candidate and let the candidate know other ways that they can reach you. This might be via your office, home, or cell phone.

The Night before the Interview
At 5:00 PM pick up the candidate from the hotel and escort them to dinner. You can invite one other colleague to go to dinner with you. This person can be a graduate student or another RD. You will need a departmental credit card to pay for dinner, so be sure to pick one up from Rosemarie. Please remember to get an itemized receipt. Also, remember not to tip more than 20%.
After dinner, please show the candidate around Oxford. Some ideal places to show are Uptown, Kroger, and Walmart. You can also feel free to show some key campus locations like Armstrong and the Recreation Center. After the tour, please take the candidate back to the hotel.

**The Next Day: (Morning) Hotel Checkout, Breakfast, and First Interviews**
Candidates will need to check out of their hotel room and either bring their belongings to Warfield (if they are flying) or place them in their car. Candidates’ vehicles should stay parked at the hotel.

You do not need to pay for you or the candidate to eat breakfast. A hosting document will be provided to you and will cover the cost of your breakfast as well as the candidate’s. You’ll have about 45 minutes for breakfast in order to allow for time to get to Warfield or Shriver for the first interview.

**Presentation**
With the exception of the first presentation of the day and the first presentation after lunch, someone will escort all candidates to the room and help them get set up for their presentation. For all presentations, you’ll need to attend as well and have the audience introduce themselves to the candidate. You’ll also serve as the timekeeper for the session. Presentations should last no longer than 45 minutes including Q&A. Should additional time be available, you can allow the presenter to ask the audience questions about their Miami experience. Once the presentation is over, please escort the candidate to their next appointment.

**Lunch**
For lunch you will meet the candidate at the location of the meeting prior to lunch. You should decide where to eat or discuss with the candidate where they would like to eat the night before. Since there isn’t much time for lunch, a decision made earlier on will ensure that there is enough time to eat. It is in your best interest to limit the lunch to Maplestreet, Bell Tower, King Cafe, or Armstrong. Rosemarie will provide you with a hosting document that will pay for you and the candidate.

**Apartment/Campus Tour**
The most important part of the campus tour is to show two apartments. You should be prepared to show your apartment, but any two apartments will do. You should/could offer to give the candidates a brief campus tour.

**End of the Day**
Once you've retrieved candidates, take them back to their cars and make sure they know how to get back off campus. If candidates are flying out that day, an ORL staff member will meet them at Warfield to take them to the airport. Some candidates will fly out the next morning, so they will need to be taken back to the hotel. They will be picked up by their airport escort the next morning. Occasionally, when someone stays for another night, they are invited to have dinner with a member of staff; this is not an automatic assignment for the host. This dinner will be paid for through the Office of Residence Life.

**FAQs**
Q: What if the candidate is scheduled to arrive later than the "normal" dinner hour?
A: Ask the candidate if they want to dine late. If a candidate has stopped and gotten a bite to eat, that's fine. There may not be a need to take them to dinner. It's up to the candidate whether or not a meal is desired. If a candidate doesn't want to go eat, please don't force them to do so.

Q: If a candidate did stop and eat by themselves prior to arriving and asks whether or not they can be reimbursed, what do I say?
A: Say "yes, as long as you have the receipt, which you should give to the Associate Director when you meet with them tomorrow".

Q: Where should I take the candidate to eat?
A: Here is a list of restaurants in Oxford that are fine to go to: Fiesta Charra, Kona, Paesanos, as well many others.

Q: What about fast food places like Arby's, McDonalds, Taco Bell and so forth?
A: No.

Q: How do I pay for the meals?
A: The ORL department credit card.

Q: If I want someone (spouse, significant other, friend) to come with me when I take the candidate out to dinner, can ORL pay for the extra person's meal too?
A: No. Expenditures such as meals for recruiting apply only to the host and the candidate, and if applicable to one another ORL staff member as mentioned earlier.
Q: What if the candidate brings someone with them, like a spouse or significant other?
A: The same expenditure guidelines apply to people accompanying the candidate. The extra meal will be at the expense of the candidate.

Q: What if I don’t want to greet a candidate by myself?
A: Please let us know you don’t wish to be a greeter.

Q: How much can I spend on my meal?
A: Enough so that you have a normal meal for yourself and not so much that someone like the Director wonders if you weren’t being a good steward of student money. Can you have dessert? Sure. Can you have three? No. Can the candidate have dessert? Sure. Can you order the most expensive entree on the menu in order to spend a lot of money? No. Reasonableness here, folks. We are spending student money, remember.

Q: Can I buy alcoholic drinks during these meals?
A: No.

Q: What if the candidate wants to order a glass of wine?
A: The candidate can do this, as long as they understand that you cannot pay for this part of the meal with ORL funds. The candidate will have to pay for this expense out of their own pocket.

Q: Who should drive to the restaurant?
A: You...with the candidate...in your vehicle.

Q: What if I don’t have a car?
A: Don’t agree to be a greeter.

Q: Do I need to entertain the candidate after dinner?
A: No. Please take the candidate back to their hotel so they can read the material in the packet and get a good night’s sleep before the day of interviews. You have no responsibility to entertain a candidate beyond greeting, answering any initial questions, and having a pleasant conversation while dining together.

Host Flexibility
We will communicate with our candidates about their arrival time to the hotel. They will do their best to determine the estimated time of arrival and will communicate with the greeter this time of arrival. We can’t control for inclement weather, flat tires, and accidents, people who can’t follow directions, meandering cows, or any of a hundred other things that could delay a candidate from arriving on time.

To assist with communication about delays and change in plans, the Office of Residence Life provides each candidate a contact phone number (preferably the cell phone number) of the Professional Staff member who has volunteered to greet the candidate. If you have questions or concerns about your cell phone number being provided, please contact the Associate Director of Residence Life.

In Case of a Problem
Should there be a problem (the candidate doesn’t arrive, you get ill, or something unforeseen happens) and you want to discuss the problem, contact an Assistant Director or an Associate Director.

Community Finances
The Office of Residence Life is committed to encouraging student growth and leadership development in our on-campus communities. Part of this philosophy is acknowledging the financial needs associated with quality strategy creation and implementation. Every community at Miami is provided with funds to support and facilitate strategies that promote student engagement. This ranges from programming supplies such as food and craft materials to tickets for admission to campus events. These funds are designated to provide social, academic and developmental opportunities to all students living in your community and should be spent judiciously and with the benefit of the most students possible in mind.

Each Professional Staff member is expected to oversee the management of community funds directly, including the regular tracking and recording of expenses and reconciliation of transactions and adherence to ORL and University policies and procedures. The Professional Staff member is also responsible for initiating and transacting expenses.
Housing Activity Fee
Community funds are disbursed to individual accounts each semester by HDRBS and are taken directly out of monies paid by students living on campus for room and board expenses. Each student in the residence halls pays a hall activity fee. Each hall receives $6.50 per resident. It is distributed per the following chart:

<table>
<thead>
<tr>
<th>Housing Activity Fee Allocation Per Semester</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total fee per semester</td>
<td>19.00</td>
</tr>
<tr>
<td>RHA Cinema (on-campus movies)</td>
<td>2.50</td>
</tr>
<tr>
<td>Transfer to Student Activities</td>
<td>6.50</td>
</tr>
<tr>
<td>Residence Hall Association</td>
<td>1.00</td>
</tr>
<tr>
<td>RHA Funding Board</td>
<td>1.00</td>
</tr>
<tr>
<td>RHA Leadership Development</td>
<td>1.00</td>
</tr>
<tr>
<td>Residence Life Programming</td>
<td>0.50</td>
</tr>
<tr>
<td>Staff Initiatives</td>
<td>3.50</td>
</tr>
<tr>
<td>Community Leadership Team Initiatives</td>
<td>3.00</td>
</tr>
</tbody>
</table>

Community Funds
Funds are allocated to each community on a per-resident, per-semester basis. These are calculated by HDRBS in mid-September and again in early-February to determine the most accurate number of residents living in each community and shared with the Accounts Payable office. Using those numbers, Accounts Payable disburses an allocation of $6.50 per resident, per semester to each hall account:

- $3.00 per student, per semester of this money is provided for Community Leadership Teams and their efforts to support community development within the hall.
- The other $3.50 per student, per semester is allocated for staff initiatives (either by the Resident Assistants or Professional Staff).

Staff and Community Leadership Teams may also request use of RHA Funding Board or ORL funds (submit requests via ORL Funding Request page under Strategies menu on Resources for Current Staff).

Account Types
Every community has two (2) accounts that are used to manage funds allocated to your staff and community council:

- UD (University Designated Account): This account is used explicitly and solely for the disbursement and expenditure of funds generated by student fees. This is the primary account you will use for almost every transaction related to your community funds.
  - UD accounts cannot receive deposits or transfers of funds from other University accounts other than the disbursements you receive from Accounts Payable each semester.
  - UD accounts must always be designated with a “UDxxxx” notation on every type of documentation to ensure proper crediting and debiting occurs. The “xxxx” is the unique four (4)-digit account number assigned to each residence community, which all begin with the number “9”. If you don’t know or have misplaced your community’s account numbers, please contact your supervisor.
- Agency “Fundraising”: This account is not frequently used by residence communities unless monies have been raised through an initiative by the staff or community council.
  - Fundraising accounts can receive deposits, but cannot have funds transferred out of them to other University accounts. Any funds deposited into the account should be done with the express intent of immediately spending them fully and directly from the account.
  - Fundraising accounts share the same four (4)-digit account number with UD accounts (9xxx) without the ‘UD.’

Expending Funds
PLEASE NOTE THAT ALL TRANSACTIONS PAID FROM ANY UNIVERSITY ACCOUNT ARE STATE TAX EXEMPT. Please ensure that all payees are aware of this as you make purchases or pay for services. If they require a Tax Exempt certificate or similar proof when you make purchases, Accounts Payable can provide the appropriate information.

- **BuyWay**: Miami’s online system of producing purchase requisitions. Using this system, ORL Professional and Central Staff can generate purchase requisitions to be used at a variety of vendors in Oxford.
  - Purchase Orders to vendors such as Walmart, Kroger, LaRosa’s, etc
    - Always print a PO for your records
Kroger will need two printed POs

When creating a purchase order that has food, please complete a hosting document
  ● This hosting document should be kept with the receipt and PO for your record

  ○ Rental Car Request

  ● One-Time Use Credit Card: The one-time use credit card is used for student organization accounts (including residence community accounts) for purchases that cannot easily be paid using a BuyWay purchase order such as online purchases.
    ○ Follow the steps through BuyWay
      ■ Login to Buyway
      ■ Select Student Org One Time Use Credit Card
      ■ Complete the form

  ● Check: There may be occasions when your community wishes to make a purchase where payment by check is the most appropriate method. Most often, this includes payment to an individual in return for a service provided to your staff or community leadership team (i.e. a speaker, performance group, music DJ, etc.):
    ○ Follow the steps through BuyWay
      ■ Login to Buyway
      ■ Select Check Request Student Organization
      ■ Complete the form

  ● Reimbursements: There may be occasions when, in extenuating circumstances, you may need to reimburse a student, staff member, or yourself for an unforeseen, last-minute expense that could not be facilitated by one of the other methods of payment provided by the University. In such cases, it is possible that an individual can make a purchase using their own personal funds and receive reimbursement from your community account at a later date. The goal of ORL is to ensure that students and staff never feel obligated to expend their own money for materials or purchases.
    ○ Reimbursing for purchases should be a last resort.
    ○ Students or staff who make purchases with personal funds seeking reimbursement must have receipts to show proof of purchase. If no receipts can be produced, the individual cannot be reimbursed.
    ○ Staff should not pay individuals for services (e.g. a speaker, a band, an instructor). These expenses should be paid via check (see above).
    ○ Print out the Reimbursement Certification and Approval Form available on the Accounts Payable website and attach the original receipt(s).
    ○ If the person who made the purchase is not in Buyway as a vendor, the Professional Staff member needs to complete the Vendor Form.
    ○ Follow the steps to request a check after those steps are completed.

  ● On Campus Expenditure: You may expend funds from your student organization accounts by simply providing your account code (UD####) to an on-campus office. You must remember to ask for a receipt for your records. This includes purchases from:
    ○ Carillon Catering
    ○ Dining Services
    ○ PFD Supply Counter
    ○ MU Bookstore

    You may need to provide additional documents, such as the hosting document found at http://www.units.miamioh.edu/controller/prod/accounts_payable/docs_forms/hosting_form.pdf

Maintaining and Reconciling Your Account Register
Professional Staff should use this Excel workbook to keep track of your hall finances. The workbook has three spreadsheets: two main ledgers that will track all transactions for each of your UD and Fundraising Accounts, and one worksheet with account codes as well as other with account and commodity codes. Your spreadsheet should always be the most accurate record of transactions associated with your community accounts, which is why it is very important for heads of hall to update it as soon as you complete a transaction. If you have questions about filling in your spreadsheets, please consult your supervisor.

At the end of the year you will be asked to complete the EOY Budget Reconciliation Form to be included in your Annual Report as well as a hard copy to your AD with the rest of your finance material.

Closing an Unused Purchase Order
If you create a PO and do not use it, please complete these steps to close it.
  ● Login to Buyway
  ● Select Close PO Request
  ● Complete the form
Reconciling and Matching Expenses.

All Professional Staff are responsible for reconciling and matching expenses for their community accounts regularly throughout the academic year. This helps to ensure accountability in spending from your accounts, but also in guaranteeing that transactions are processing properly and that any errors, oversights or discrepancies receive attention and resolution in a timely manner.

You can track your encumbered (where you requested the funds but not spent them yet) and actual expenses and deposits by logging in to the HUB. When looking at the financial section of your hall’s page on the HUB, remember that for each BuyWay transaction there are three entries: the initial PO request amount (e.g. debit $100 to Kroger), then once the actual expense has posted on the university's system, the encumbrance is deposited back into your account (e.g. credit $100), and the actual expense (e.g. debit $89.45 to Kroger). You can also check via Buyway, once a PO has been “Fully Invoiced” or even “Partially Invoiced” it could be marked as reconciled with AOFS.

If you see any errors or have questions with your records, contact Accounts Payable.

Financial statements are public information. You may share these reports with your Community Leadership Team and RA staff to discuss the viability of future expenses.

Each semester, your Assistant Director will audit your community accounts to ensure that they are accurate and to help you address any problems or questions you might have about budgeting.

Correcting Errors Through Expense Transfers

On occasion, an error may occur when one of your accounts is wrongly debited or credited with an expense – usually this happens when the wrong account code (UD vs. Fundraising) is used. To correct this, you will work with Accounts Payable to complete an Expense Transfer.

Expense Transfer Forms should only be completed by Professional Staff.

The main portion of the form has two sections that you must complete in order for your transfer to be processed. First, enter in the information under the Debit section.

- Under the Banner Index Code heading, enter in the account number from which the expense should be moved (i.e. UD9xxx or 9xxx).
- Under the Account Code heading, General Accounting requires you to select a six-digit budget code that most closely resembles the activity connected to your transfer. A listing of those codes can be found here. If you can’t find a code that matches the purpose of your transfer, contact Rosemarie Volks or aofs@muohio.edu for assistance.
- Finally, under the Amount heading, enter in the dollar amount of your transfer.
- Next, enter in the information under the Credit section:
  - Under the Banner Index Code heading, enter in the four-digit account number to which the expense in question should be moved (i.e. UD9xxx or 9xxx).
  - Under the Account Code heading, enter in the same six-digit code you used in the last section.
  - Finally, under the Amount heading, enter in the dollar amount of your transfer.

The rightmost two columns on the sheet will ask for the transaction date and the document number associated with the original expenditure in question (a unique code assigned to each transaction to identify it). You can use the Accounts Payable online ledger tool or your MiNE report summaries to locate this information. Since many transactions that process on behalf of our residence communities look similar, this will help Accounts Payable process the correct one.

Once you filled in those two sections, you’ll be able to scroll down and see that the dollar amounts in the Total and Sum of Debits and Credits fields have been automatically filled in. The Total field is the amount of the transaction will be transferred from one account to another. The Sum of Debits and Credits field is simply the two dollar amounts you’ve entered into both sections of the form. It is not indicative of how much will be transferred between the accounts.

The next field you’re required to fill in will be the Description. You are only given 35 characters to complete your description, so be succinct but specific enough so you’ll be able to recognize your transaction when you review your reports. Next, you’ll be asked to select a month within the current fiscal year (July 1-June 30) in which the transfer will appear.

If you have any specific instructions you’d like General Accounting to review when processing your transfer, you can enter them into the shaded Additional Comments field.
Scroll down to the Requested by field and enter in the indicated information. Next to your name, it is helpful to include your title and the name of your residence community. In the shaded Supervisor field below, enter in the name and telephone number of your Assistant Director.

Once you have completed your form, you MUST save a copy of it on your server space. The form data will not save if you immediately send it as an email attachment.

Ensure that you print out a copy of the transfer form and attach any corresponding invoices or receipts to keep in your community’s financial records.

**Appropriate and Prohibited Expenditures**

We expect all staff and student leaders to use the utmost discretion in using community funds. Here are some brief guidelines to help you inform your purchasing practices:

**What you can spend your community funds on:**
- Supplies, equipment, or services for programs, events, or other initiatives that promote student learning and community building as defined by the Residential Curriculum and/or your LLC learning objectives
- Celebrations that are open to your entire community
- Subsidy or prepayment of community attire where residents are contributing to a reasonable portion of a cost
- Reasonable co-sponsorship of an inter-community or campus-wide program
- Purchase of hall capital when not available through HDRBS
  - Ping pong paddles, pool cue sticks, etc.
- You can purchase prizes for programs and events provided every person in attendance has an equal opportunity to win the prize without purchase or paying a fee. Gift cards purchased for the purpose of providing a prize must be less than $49.99 in value; otherwise the recipient can be charged taxes as anything $50.00 and higher is considered income.

**What you CANNOT spend your community funds on:**
- Payment in exchange for services to an enrolled Miami student
- Personal purchases
- Services to an off-campus party that are not arranged through the University’s contracting process
- Alcohol, tobacco, or drugs
- Items your supervisor deems as unreasonable or unethical

**Appropriate expenses from your agency “fundraising” account**
- Gifts (not to exceed $50)
- Charitable donations to service agencies

**You also CANNOT:**
- Charge entrance fees or require donations for students to participate in programs, contests, or other activities
- Use money to benefit a specific group of people where everyone cannot participate: i.e. buying your Leadership Team members or RAs clothing or apparel, or purchasing meals that are not open to everyone

**Insurance**

Some events require insurance. If you are planning to implement an event that could be viewed as risky (involve a lot of people or outside guests, occur outside of your residence hall, be dangerous in any way) you may be required to pay to insure the event. Consult with your Assistant Director and register the event on the HUB to determine if insurance is required and what it will cost.

**Contracts**

ORL staff and community leadership team members should not sign any contract on behalf of the university. If anything you do requires a contract from an off-campus vendor, you must contact Kyleen Ammerman, who oversees the contract process. This includes but is not limited to group hotel reservations, bus reservations, group ticket sales, DJs. Most halls will not ever need to use a vendor that requires a contract. The contract process can take up to 4 weeks.