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Important Contact Numbers

<i>Housing and Residence Life</i>				
<i>Fall 2023/Spring 2024 Staff Roster</i>				
AREA OF RESPONSIBILITY	STAFF MEMBER	OFFICE LOCATION	OFFICE PHONE #	E-MAIL
CENTRAL OFFICE				
Director	<i>Leigh Prouty</i>	Building 19/107	850.474.2217	lprouty@uwf.edu
Assistant Director, Residence Life	<i>Matthew Wagner</i>	Building 19/110	850.474.2880	mwagner1@uwf.edu
Assistant Director, Housing Administration	<i>Shelby Womack</i>	Building 19/112	850.474.2467	swomack@uwf.edu
Assistant Director, Finance	<i>Dan Motherway</i>	Building 19/109A	850.474.2468	dmotherway@uwf.edu
Assistant Director, Facilities	<i>Vacant</i>	Building 46		
HRL Business Coordinator	<i>Michelle Branch</i>	Building 19/133	850.474.2544	mbranch@uwf.edu
Contract & Assignments Specialist	<i>Vacant</i>	Building 19/113	850.474.3416	
Office Assistant	<i>Vacant</i>	Building 19/138	850.474.2463	
RESIDENCE LIFE STAFF				
Argo Hall and Pace Hall				
Residence Life Coordinator	<i>Kyle Loggins</i>	Argo Hall	850.473.7319	kloggins@uwf.edu
Hall Director	Hunter Plotkin	Argo Hall	850.473.7318	argohall@uwf.edu
Martin Hall				
Residence Life Coordinator	<i>Levi Austin</i>	Martin Hall	850.473.7264	laustin@uwf.edu
Hall Director	Josie Wondracek	Martin	850.473.7263	martinhall@uwf.edu

		Hall		
Heritage Hall and Presidents Hall				
Residence Life Coordinator	Nicole Rawls	Presidents Hall	850.473.7738	nrawls@uwf.edu
Hall Director	Teavon Spencer	Heritage Hall	850.473.7313	heritagehall@uwf.edu
Village East and Village West				
Residence Life Coordinator	Tyler Dunn	Village East	850.473.7443	
Hall Director	Emily King	Village West	850.857.6220	villagewest@uwf.edu
Programming and Advising - RHA/NRHH				
Programming and Advising GA	Bailey Bullion	Presidents Hall	850.473.7739	housingpa@uwf.edu
HOUSING MAINTENANCE FACILITIES				
Superintendent, Housing Facilities	Howard Hesse	Building 46	850.474.2113	hhesse@uwf.edu
Maintenance Supervisor/Receiving Manager	William Taft	Building 46	850.857.6201	wtaft@uwf.edu
Maintenance Specialist - Electrician	Vacant	Building 46	850.474.3328	
HVAC Specialist	Vacant	Building 46	850.474.3328	
Maintenance Specialist	Kevin Bush	Building 46	850.474.3328	kbush1@uwf.edu
Maintenance Specialist	Alan Land	Building 46	850.474.3328	aland@uwf.edu
Maintenance Specialist--Second Shift	Vacant	Building 46	850.474.3328	
Groundskeeper Technician	Kodie Croll	Building 46	850.474.3328	kcroll@uwf.edu
Groundskeeping Assistant (OPS)	Steve Manalo	Building 46	850.474.3328	emanalo@uwf.edu
ON CALL PHONE NUMBERS			AREA OFFICE	DUTY PHONE
RLC on Call	**	**	***	850.377.9060
Hall Director 1 (Argo, Pace,	**	**	***	850.384.4252

Heritage)				
Hall Director 2 (Martin, VE, VW, Presidents)	**	**	***	850.375.6654
Maintenance Second Shift Phone (4:30pm-9pm M-F, 12:30pm-9pm Weekends/Holidays)	Rotation	**	***	850.384.3872
Maintenance After Hours On Call (RLC makes the determination to call)	Rotation	**	***	850.426.8431
Current as of 06/23/2023				
Questions should be directed to Shelby Womack				

Section 1: Area Office Overview

Department Mission Statement

UWF Housing and Residence Life is committed to providing residents a culture of care through services that engage them in an inclusive community while fostering academic success and developmental growth.

Hours of Operation

The Area Office for each community will be staffed from 8am to 8pm daily, unless otherwise specified. Modified hours of operation may be announced when evaluating area office needs for various holidays, break times, closure periods or the summer semesters.

Hub Desks

A Hub desk is a desk that covers a larger area. Hub desks are open M-F 8am-4pm. During these hours:

- Village East covers Village West and Village East
- Presidents covers Heritage Hall and Presidents Hall
- Argo Hall covers Pace Hall and Argo Hall

- Martin Hall covers Martin Hall

Hub desks - 8am-4pm M-F

All desks - 4pm-8pm M-F and 12pm-8pm Sat-Sun

Central Housing Office

This is the main office for the Department of Housing and Residence Life located in the front part of Building 19, providing customer service for the following areas: resident assignments, housing contracts, operations, technology, facilities and other administrative issues. The Central Housing Office is open from 8am to 5pm, Monday through Friday, with the exception of university holidays. You can refer residents to their Hall Director or share the following contact information of the Central Housing Office at 850-474-2463 and/or email at housing@uwf.edu.

Area Office Resources

HRL Student Staff Site - <https://sites.google.com/uwf.edu/uwfreslife/home>

[Area Office Training Presentation](#)

[SDA Position Description for 2021-2022](#)

Section 2: Scheduling & Coverage

Scheduling

The HD for the community manages area office schedules and the respective student staff members' desk schedules for those that they supervise. Resident Assistants (RAs) are to be given priority for scheduling their **four** mandatory hours due to the need to schedule around duty nights and programming responsibilities. After they have scheduled their desk hours, the area office schedule will be open to SDAs.

HDs are expected to manage the Community Area Office calendar, providing invites to staff whenever possible, and regularly update the calendar with any shift changes to confirm who is scheduled to be working each shift.

Once a student staff member's name is placed on the schedule, that person is responsible for covering that shift.

Staff Meetings

At times throughout the semester, SDAs will be required to attend Area Office meetings as scheduled by the Hall Director (HD). Standard Area Office meetings are on Mondays from 9:00pm to approximately 9:30pm, unless the University is closed for holidays, weather, etc. SDAs will be able to mark the time spent at the meeting on their *Time Sheets* to be appropriately compensated.

Coverage of the Desk

If a student staff member intends to miss their shift, it is their responsibility to arrange coverage for that shift. This can be done by gaining permission from another student staff member to switch shifts, or in the case of an SDA, asking another student staff member to take that shift. SDAs have the ability to pick up shifts to add to their weekly total of hours, as opposed to RAs who are required to trade. Unless previously approved by HR, RAs should not work more than the required 4 hours per week. The HD is to be notified of all schedule changes as soon as possible. When a schedule change does occur, the responsibility of covering that shift then falls to the staff member who agreed to take on that shift.

Under no circumstances is the student staff member to assume that it is the responsibility of the HD to cover their shifts or to arrange for another student staff member to cover their shift.

All SDAs are expected to work a minimum of **twelve hours a week** in order to stay on the payroll and to work no more than 20 hours a week (including weekly area office meeting hours and unless there are pre-determined hour restrictions). Student Staff members are not allowed to work more than 8 hours in a 24-hour period.

Reporting to Work

The UWF Housing Area Offices are staffed at the following times:

Hub Desks:

- Mon-Fri 8am-4pm

All Desks:

- Mon-Fri 4pm-8pm
- Sat-Sun noon-8pm

Hub Desk Pairings:

- Village East - Hub Desk Location
- Village West

- Presidents Hall- Hub Desk Location
- Heritage Hall

- Argo Hall - Hub Desk Location
- Pace Hall

- Martin Hall - Hub Desk Location

All student staff members are expected to report to work a few minutes before the start of your assigned shift and remain at the desk for all the duration of the shift. Failure to do so will result in disciplinary action and may result in termination.

If the student staff member is late for their shift or does not arrive, follow the procedure outlined below:

1. Check the Community Area Office calendar for shift changes to verify who is working the next shift (if you do not have access to the calendar, follow up with HD of that community).
2. Once you have verified who is working the next shift, try contacting the person.
 - a. Use the [HRL Contact Sheet](#) or refer to the contact information provided in the *Area Office Binder*.
3. In the event the scheduled student staff member cannot be found, follow the procedure outlined below:
 - a. If you can stay and cover the shift, please do so. Make sure not to go over the 20 hours per week and no more than 8 hours in a 24-hour period. However, call down the contact list to ask for coverage.
 - b. If you cannot stay, start to call down the contact list by asking your fellow SDAs of the community for coverage, then RAs (when applicable).
 - c. When between 10am and 4pm, contact the HD of the community
 - d. When after 4pm, and the student staff and HD of the community are not available, contact the GA on duty for directions
4. Under no circumstances should the security information and equipment at the area office be left unattended. While at the area office, it is the staff member's responsibility to ensure that the phone, office equipment, and any other items behind the desk are accounted for at all times. Log off the computer before you leave. If any of these items are missing, inform the HD immediately.

Arriving Late/Leaving Early

All student staff members are expected to report to work a few minutes before the start of your assigned shift and remain at the desk for all the duration of the shift. Whenever possible, it is appreciated when staff provide advance notice to your supervisor when you know that you will be arriving late or leaving a few minutes early from your scheduled shift.

If a student staff member is going to be late, as a professional courtesy, they must call the Area Office and tell the student staff member currently on shift an estimated time of arrival. The HD must be contacted immediately if a staff member must leave for any reason. If you cannot find the HD, contact the GA on duty for your community.

Shift Absence

If you intend to miss a shift, it is your responsibility to get appropriate coverage and notify the HDs of any shift changes. This includes all holiday shifts.

It is unacceptable to miss your shift and leave the area office unattended and could result in disciplinary action after review.

Section 3: Desk Operations

Maintaining the Area Office

- Keep area office desk and counters clear
- Keep all personal belongs (i.e. backpacks) underneath the desk
- Dispose of all trash in appropriate containers
 - Dispose trash in the outside dumpster if it is full, do not wait for Jani-King
- Keep the lobby lights on
- Create a welcoming environment by greeting residents and engaging with them

Customer Service - Administrative Responsibilities

It is expected that our student staff provide quality customer service and support to our residents and their guests by assisting with any inquiries and/or addressing concerns they may have.

Student staff members working the desk must remain at all times at the Area Office desk of their designated building while working a shift unless performing their hospitality rounds, other administrative tasks, or otherwise given instruction by a Graduate Assistant or professional staff member. Unless otherwise assigned, you should not be

away from the desk for more than 10 minutes. When leaving the Area Office, make sure you put up the “*Away from Area Office*” and bring the duty phone with you to ensure that you are accessible and can answer calls if needed.


Basic Area Office Responsibilities:

- Verbally greet all individuals/groups that enter the residence hall or clubhouse
- Engaging with all residents offering referrals when possible to RA, HD, Central Housing Office and/or other campus support resource
- Utilize and manage personal and building calendars
- Promote upcoming community and campus events to residents
- Address and follow up on any safety or concerns found or presented while on shift
- Manage confidential information in a secure and sensitive manner.
- Assisting residents with checking in and out of the residence hall and facilitating the various equipment checkouts
- Post flyers provided by a GA or professional staff member around the lobby areas and clubhouse and/or hallways
- Assist with data input, filing documents, cleaning and organization of the Area Office
- Deliver items, which include, but not limited to: official correspondence from the Department of Housing and Residence Life and care packages.
- Make, sort and/or distribute copies of requested print material by a GA or professional staff member
- Per the request of an HD or professional staff member, accompany vendors around the building. Instructions vary pending on the instance
- Follow appropriate protocol for contacting the HD during business hours. After business hours, follow appropriate protocol for contacting the Graduate Assistant on Duty as necessary to resolve situations or problems beyond control or expertise.
- Consult the HD or RLC as to any additional expectations while working the desk

Hospitality Rounds

Hospitality rounds are completed during each area office shift to quickly inspect (no longer than 10-15 minutes) the community hotspots to ensure the residents’ safety and security. The list of tasks that need to be completed for hospitality rounds can be found in the *Area Office Binder*. It is recommended that hospitality rounds take place sometime in the middle of each shift, whenever possible.


When leaving to go on your hospitality round, remember to place the “*Away from Area Office*” sign on the desk in a visible spot and bring the duty phone with you to ensure that you are accessible and can answer calls if needed.

 Housing and
Residence Life
UNIVERSITY of WEST FLORIDA

**Welcome to the
Argo Hall Area Office**

Hours of Operation
8:00AM–8:00PM Daily

NEED ASSISTANCE?

Call the RA on Duty
 **850.324.4782**

Maintenance Issue?
Please submit a work order online in your
Housing Portal or call the number above

In case of an emergency
Call University Police 850.474.2415

During hospitality rounds, a staff member at the desk must do the following:

1. Ensure that residents are following all capacity limits for community spaces, social distancing and wearing face coverings
2. Check the kitchen(s) - stoves & ovens are off, lights are off, trash is disposed of, counters are clear, cleanliness, etc.
3. Check the laundry room(s) - trash is disposed of, no leaks, cleanliness, etc.
4. Clean up/maintain Area Office desk - desk & counters are clear of clutter, trash is disposed, mail/flyers/packages are distributed, etc.
5. Throw out trash at Area Office - in the community dumpster
6. Sweep up around in/around Area Office
7. Check hallway/stairwell/study room lights are on
8. Interact positively with any residents seen while completing these rounds
9. Removing any unapproved or expired flyers

For non-traditional halls, rounds consist of checking the condition of the clubhouse and various community spaces (laundry room, kitchen, gym, etc.). Village West staff members will check the condition of the pool area. Pending on the weather, rounds may be suspended on a temporary basis. Ask your HD for further instructions if this occurs.

Document information as necessary in the [Area Office Log](#) (more information below). Utilize [Work Orders](#) and submit an [Incident Report](#) when appropriate.

Follow protocol for contacting the HD or after business hours, follow protocol for contacting the RA or Graduate Assistant on Duty as necessary to resolve situations or problems beyond control or expertise.

Consult the HD or RLC as to any additional expectations while working the desk.

Kitchen Rules

It is important to check the condition of the kitchen during hospitality rounds.

Residents must follow the following rules:

1. Residents should not leave dishes in the kitchen, sink, or dishwasher.
2. Residents are allowed to store a reasonable amount of items in the community fridge, but HRL is not responsible for those items.
3. All food not belong to the resident or marked for anyone to use is off limits
4. Kitchen must be clean when finished.
5. When using the stove, oven, microwave, etc, the user must say with the item for the entirety of its use.
6. Student staff have priority use of community kitchens for programming use.

Area Office Sign-In Log

All student staff are expected to sign in and out using the paper *Area Office Sign-In Log*. This log is located in the *Area Office Binder* and can only be signed when a student staff member arrives for their shift and when they are relieved from their shift.

Student staff signing this log are to use pen only and to print & sign legibly. Only full legal names are allowed on the *Area Office Sign-In Log*. In case of a mismatch in hours between the sign in log and time sheet the SDA will only be paid for the hours they signed for in the *Area Office Sign-In Log*.

If you run out of the *Area Office Sign-In Logs*, notify your HD.

Equipment Checkout Logs

See [Section 7: Procedures](#) for more information on the Equipment Checkout Logs.

Section 4: Professionalism & Expectations

As you are hired and onboard each year, it is expected that you review the [Student Staff Expectations Agreement](#) which outlines some of the basic expectations that we have for our student employees. These expectations have been set to protect our staff, residents, and to provide the best experience not only for the community but for each individual resident.

Communication

Based on the nature of this role, our student staff should maintain positive working relationships with the Department of Housing and Residence Life, your supervisor, fellow student staff, residents and guests, as well as our campus partners.

It is expected that all of our student staff will keep open communication with their supervisor including, but not limited to, returning phone calls and messages promptly and checking your UWF student email daily. Open communication also means regularly

informing your supervisor(s) of incidents, concerns and solutions related to the community and its residents in a timely manner.

Area Office Work Attire

Student staff members should wear appropriate attire when completing specific job tasks that attends to professionalism and safety. You are responsible for adhering to appropriate work attire when arriving for each area office shift. This includes wearing a department-issued staff shirt or non-affiliated UWF top, appropriate shorts/pants/skirts or jeans, and closed toed shoes whenever possible. Jackets or sweaters can be worn, but must not be affiliated and be UWF brand or plain.

Inappropriate work wear includes pajamas, sweatpants, gym shorts, yoga pants, earphones blankets, bedroom slippers, or lack of substantial footwear in general is prohibited.

Student staff will be provided with a staff shirt at the start of their employment with the department; and it is your responsibility to keep it in good condition. Student staff members should only wear their staff shirts for Housing and Residence Life related business. Please be mindful that whenever student staff members are wearing staff shirts they are identifying themselves to the public that they are an employee of the Department and should conduct themselves accordingly.

NOTE: Student staff members who give notice that they will cease employment with the Department of Housing and Residence Life, elect not to return the next academic year, or are terminated will be required to turn in their student staff shirts to their HD.

Attitude & Customer Service

Student staff members should provide a positive and friendly customer service experience for residents, guests, and other staff; such as, but not limited to the following:

- Intentionally greeting all individuals when entering the building
- Listening and paying attention to the verbal and nonverbal cues of residents
- Remaining calm in difficult situations
- Keeping the area office clean and organized
- Staying friendly and being clear in verbal and written communication
- Helping residents find resources or information that answers questions
- Referring students to higher level staff where needed and appropriate
- Responding to communication in a timely fashion
- Flexibility and consideration of others when scheduling shifts

We seek to achieve an environment which is welcoming, safe, and comfortable for our residential students. Making sure we provide the best service possible to our residents is our utmost priority. You need to make sure you are alert at the desk and are willing to engage with those who approach you at or are near the desk. It is very important that you

approach each other professionally on job performance and expectations. We need 100% dedication and cooperation to meet this end. Thank you for your commitment to this goal.

Friends/Guests at the Area Office

Student staff should not congregate at the desk or behind the desk unless related to a specific job task, such as working a desk shift, picking up flyers, etc.

Student Staff are not allowed to have guests/residents/friends staying with them at the area office while they are working. This is shown through individuals sitting on, at, or behind the desk or pulling up furniture to be near the area office desk. We know people will want to stop to talk to you, maybe drop something off that you asked for, but they are not to stay with you during your shift.

This standard is in place to ensure that you are not distracted and are able to pay attention to who enters and leaves the community, but also to make sure you are approachable to any resident in need or with a question.

Mandatory Reporters

All departmental staff are mandatory reporters for the university and are expected to follow protocols and procedures for responding to incidents consistently. It is the staff member's responsibility to learn and follow these procedures and to call up for help to report or handle a concern.

Section 5: Telephone & Computer Usage

Telephone Use

Student staff should always answer calls from the area office phone or duty phone (if left at the desk) as follows:

"Go Argos! This is (Your Name) in (Residence Hall Name). How may I help you?"

If you have to place a caller on hold, please inform them that you are going to be placing them on hold.

When placing a caller on hold, follow the outlined procedure:

1. Hit the HOLD button.
2. To get the caller back, hit the blinking light button next to the phone number that is blinking.

When transferring phone calls, follow the outlined procedure:

1. Make sure to check your Area Office to see if the office phone can transfer phone calls as some area phones can not. If your area's phone is unable to transfer

- phone calls, make sure to note it to the rest of the desk staff and your HD.
2. Hit the transfer button [X-fer or Transfer], then the phone will ask you for an extension number. Dial the last four digits of the phone number.
 - a. If you are transferring to voicemail, hang up once done.
 - b. If you are transferring to a person, you must wait for the individual to answer, explain who is calling, then hang up.
 3. Once the recipient answers the phone, they should be informed of who the caller is and the purpose of the call. It is very unprofessional to transfer a call to another person without giving the individual proper information. This is known as 'dropping a call'.
 4. Phone numbers can be found in the staff contact list. Only the last 4 numbers of the telephone number will need to be dialed when calling an on-campus number.

Area Office telephones are for business only. Area Office staff are not to use the phone for personal calls. Collect calls cannot be accepted. Long distance calls may not be placed.

When dialing out or transferring, dial the last four digit numbers of any on-campus number. For example: When calling the Central Housing Office (474-2463), dial 2463.

Computer Use

Student staff are expected to use the department computer to complete basic job functions. Student staff should login to the area office computer with their UWF student login information. Passwords and or access to our department databases should not be shared with others.

Use of the desk computer should never interfere with a student staff members' work responsibilities including, but not limited to: watching the entrances to the building, remaining aware of their surroundings, answering student questions, providing excellent customer service, and answering the phone.

Personal computers are not permitted at the desks.

Student staff are not permitted to use the department printers or other office supplies unless given permission for a specific project from HDs or other HRL professional staff.

The computers are only to be utilized by student staff members when working. The computer is not for residents to use unless you are assisting them with a work order or other customer service questions.

The computers should never be used to view or listen to inappropriate material (i.e. inappropriate YouTube videos, pornography, etc.) This could lead to disciplinary action.

Prohibited Technology

The following items are not permitted to use at the desks:

- Personal computers
- Earphones
- Gaming systems

Section 6: Residence Hall Policies

Please review the [Housing Handbook](#) as well as the [Student Staff Site](#) for a full list of [HRL Policies & Procedures](#).

The role of a student staff member at the desk should not be underestimated. It is important that Housing & Residence Life Policies outlined in the *Housing Handbook* are enforced in a consistent and professional manner. Ignoring policies, unprofessional behavior, and inconsistency will undermine the efforts of all staff members and impact the residential experience. It is with this in mind that the following policies, procedures, and expectations have been implemented to ensure a safe environment in the residence halls. The Department of Housing and Residence Life maintains a strong approach to enforcing the policies and all reports will be processed by the Office of Student Rights and Responsibilities.

Security

The Department of Housing and Residence Life at the University of West Florida strives to achieve a welcoming, comfortable environment for all residential students. Any reports of behaviors or actions that impact or endanger the hall community are taken seriously.

Door Propping & Tailgating

Residents may not prop open any university exterior housing doors. Residents are encouraged to not prop bedroom doors open for safety reasons. Doors must remain locked at all times.

Residents who are caught allowing persons to enter or exit the building through windows or emergency exits will be subject to disciplinary action. Such offenses could result in dismissal from the residence hall and/ or the University.

Residence Hall Access

Residents in Argo, Heritage, Martin, Pace, and Presidents Halls must use their UWF Nautilus Cards for entry into their assigned building. Residents should report any problems with access to your HD.

Residential students found passing keys or UWF ID cards to others will face disciplinary action. If the receiver of the key or UWF ID card is a non-resident, the individual is subject to arrest/restriction from the residence halls. If the receiver of the key or UWF ID card is a resident, the individual will face disciplinary action. Any ID or key that was passed, should be confiscated, given to the HD, and be noted in an incident report.

Guest Policy

The Housing Guest Policy can be found in the Housing Handbook. **All guests are expected to abide by all University of West Florida rules and regulations.** All areas will maintain the standard guest policy.

Residential students are responsible and accountable for the actions of their guests. Hosts must meet their guests at the entrance or lobby of the community and are required to accompany their guests at all times while in the residential spaces. Residents are subject to disciplinary action if their guests violate University policies. We expect residents to act with consideration of other community members, particularly roommates, and SDAs.

Note: All University officials should be equipped with some form of ID card; uniformed ID is permissible. Student staff members of other areas are to be considered guests when visiting and must act as one.

Visitors should not be given residents' phone or room numbers under any circumstances. Student Staff should not go up to the room on behalf of a guest at any time. If the resident cannot be reached by the guest, the guest may not enter the building/leave the lobby area until the resident is able to be contacted.

The University reserves the right to deny guest visitation privileges on a permanent basis. These individuals are then viewed as trespassers and are subject to arrest.

Confidentiality/FERPA - Resident Information

The Family Educational Rights and Privacy Act of 1974, or FERPA, is the United States federal law that protects student records privacy review and disclosure rights. The law guarantees these rights for both current and former UWF students. Our staff understands that all persons have a right to privacy and will treat all sources and records as privileged.

Under FERPA, at no time should any information be given to another resident, a guest, a parent, etc. about a particular resident. A breach of confidentiality or any abuse of their position or information may result in disciplinary action after review.

For our residence life staff to talk with parents in detail about a concern regarding your student, usually conduct related, we must first obtain permission from your student in writing.

FERPA protects all of the following, including but not limited to:

- Any personal information (Name, phone numbers, room numbers, etc.) of students
- Confirming if a student lives or doesn't live in a specific community, on campus, or is around presently

If you need assistance with navigating these types of situations, contact your HD if during business hours or the Central Housing Office for assistance.

Flyer Distribution

Only flyers with the official Department of Housing and Residence Life stamp may be distributed throughout the facility. Approved flyers will be provided to you by your supervisor.

If an individual, such as a member of a student organization, department, etc., is requesting to have flyers posted, direct them to the Central Housing Office in order to get the flyers approved and stamped.

While on rounds if you find unapproved or expired flyers, please carefully take them down. If inappropriate or bias related, please follow protocols to report immediately and follow their instructions.

Solicitation

Door-to-door solicitation or other types of solicitation and/or operating any type of business from a residence space are not permitted. Door-to-door distribution of flyers or leaflets or the placement of these items on cars is prohibited. Posting flyers on bulletin boards, walls and windows is prohibited

Section 7: Procedures

Lock-Outs

If a resident is locked out of their room, the student staff member working the desk or on duty will need to do the following:

1. Verify that the student is a resident of the area by checking the student's ID and the resident's room number in Mercury.
2. Contacting housing staff for assistance with lockout:
 - a. If between 8am and 5pm contact an RA, HD, or RLC, via the staff phone list.
 - b. If between 5pm to 8am, please contact the RA on duty for the community you are working in.
 - c. If no Residence Life staff is available in the building, use the RA Duty Phone and contact the HD on Duty for your area.
3. Follow the steps below to process the lockout through Mercury.
 - a. Login to [Mercury](#).
 - b. Select **Residence Life Portal**.
 - c. Select **Room List**.
 - d. Search for the student by name, 970 number, etc.
 - e. Select the **lockout icon** under the "actions" section.
 - f. Select their respective community as the **Transaction Type** from the dropdown.
 - g. Enter your title and full name in the comments section.
 - h. Click the **Issue Charge/Credit** button.
 - i. Then click **close**.

NOTE: The first week of each semester lock-outs will be free to all residents. After the first week of each semester all lock-outs should be recorded in Mercury which will result in a \$10 fee charged directly to their student account.

Mercury Check In / Check Out

Please follow the outlined procedures below the check-in or check-out process:

1. Login to [Mercury](#).
2. Select **Residence Life Portal**.
3. Select **Room List**.
4. Search for the student by name, 970 number, etc.
5. Select the **Check In/Out Icon** under the "actions" section.
6. Verify and input **Key Information** and **Pre-Check In Contact Information**
 - a. If Pre-Check In Contact Information is blank, please remind student to complete this step in their Housing Portal via my.uwf.edu
7. Review **room assignment** on Check In/Out page.
8. Enter the Check In/Out **date and time** by selecting the **calendar icon** to the right

of the textbox.

- a. Select the “**Now**” button on the left hand side of the drop down menu to have it automatically input the current date and time.
9. Click **Done**.
10. Label envelope with room assignment and community name and place room key inside.
11. Place the envelope with the key in the HDs box.

Basic Express Checkout Instructions

1. Remove any and all personal items from your residential space
2. Clean your room & throw away any trash or unwanted items
3. Remind them to lock their room door as they leave
4. Help the resident find the black key dropbox in your lobby or clubhouse
5. Take one of the express checkout key envelopes
6. Fill out the information on the envelope
7. Put your key inside the envelope & seal
8. Put the envelope into the key dropbox

If residents need assistance or if they have additional questions or concerns related to their checkout, please have them contact their RA or send them to housing@uwf.edu.

Remind residents who are checking out about their bikes, checking their mail one last time and completing the [UWF Change of Address Request Form](#) before they leave campus.

Opening & Closing

HDs will provide you with information regarding your expectations for opening and closing. You may be expected to attend a staff meeting to discuss opening and/or closing steps and shift Area Office schedules based on their needs.

Equipment Check-Out and Return

Depending on the area office, various equipment such as kitchen equipment, vacuum, video, board games, or game equipment are available for residents to check-out. Residents should present their Nautilus card for verification purposes and their cards should be held until the equipment is returned. The kitchen space does not need to be checked out.

NOTE: Residents do not need to give their nautilus card to have access to common spaces such as laundry rooms, kitchens, bathrooms. At times some spaces might have limited availability because of programs, meetings, etc.

To check out equipment to a resident, follow the outlined procedure:

1. Verify the resident belongs to the area by checking and collecting their Nautilus card.
2. Check the condition of the item being checked out to ensure that it is in good working order.
3. Fill out the appropriate information on the *Equipment Checkout Log* in the *Area Office Binder*.
 - a. Be sure to put down the resident's full name & contact number.
 - b. Be sure to print and that your writing is legible.

When a resident returns equipment, follow the outlined procedure:

1. Check the condition of the item returned.
 - a. Verify all pieces have been returned, including card count, game pieces, and batteries.
2. Complete the *check in portion* of the *Equipment Checkout Log* in the *Area Office Binder*.
3. Return the resident's Nautilus Card.

Care Package Distribution & Delivery

The Department of Housing and Residence Life supports the Residence Hall Association through the coordination of the distribution and delivery of care packages for some of our residential students. We will need your help to get these care packages to our residents as soon as possible!

Please follow the outlined procedures below regarding the care package delivery process:

1. Care packages will be delivered to each community at their Area Office.
2. Staff receiving package delivery will sort care packages, and if an email was not sent to the students by the Graduate Assistant for Advising and Programming, send the following emails to students to notify them that their care package is available for pickup:

Hello [Insert Resident Name Here],

You are receiving this email because you have received a care package. Please bring your Nautilus Card and come pick up your care package at the [Insert Community Here] Area Office/Clubhouse at your earliest convenience. You will need to sign off that you have received your package when you pick it up at the desk.

Thanks in advance for your cooperation and feel free to reach out if you have any questions.

Go Argos!

Housing and Residence Life Staff

3. The resident will come down to the Area Office/Clubhouse to pick up their care package.
4. HRL staff will verify the residents information by having the student present their Nautilus Card and confirm their room assignment in Mercury.

1. Do not give out the packages to anyone except the resident the care package is addressed to.
5. Pull the correctly labeled care package which should include the residents full name and room assignment.
6. **Have the resident sign the paper roster next to their name to confirm delivery of the care package.**
 1. No student should get their care package without signing the form that they have received it
7. Put the **date of pick up** and **your name** next to the resident signature on the paper roster.
8. Give the resident their care package and wish them well.

Talk to your HD or RLC if you have any questions on how to properly process these care packages. Your HD may provide you or the RA staff with supplemental instructions if the residents have not come to pick up their packages within a few days of hall delivery.

The most important step in this process is that each resident should sign out their care package so we have a record that the package was properly delivered.

Once all care packages for the community have been delivered, please return rosters to HDs for record keeping purposes.

If residents or family members contact the Area Office with questions about their care package orders, please tell them to directly contact SWAK-U customer service at 800-929-8184 or email service@swaku.com. Thanks!

Common Areas & Community Lounges

All residents may utilize the common spaces and equipment in their residential area. After use, spaces/equipment must be cleaned and free of trash, dirty utensils and cookware or any other personal items. Items left in common spaces will be removed by Residence Life personnel or the custodial staff. If common areas and/or equipment are not left in good condition, a cleaning/replacement fee will be assessed to the resident(s). Residents may not block off common spaces for personal use in such a way that prohibits use by other residents.

Students may not engage in theft, malicious destruction, defacement, damage or misuse of University property, private property or common area facilities. Replacement and repair costs will be charged to the responsible party or parties. Disciplinary action, referral to University Police and/or community charges will occur as appropriate. Community furniture may not be removed or relocated.

Housing & Residence Life staff may make the determination that a gathering exceeds safe occupancy and may require some or all guests to vacate a residential area including student rooms, lounges, lobbies, kitchens, patio, and/or outdoor areas.

Community Kitchens

It is the primary responsibility of the residents in a community to keep their community kitchens clean. Improper use of any kitchen facility could result in a Health and Safety violation, access restrictions, and/or Housing & Residence Life disciplinary action.

After use, spaces/equipment must be cleaned and free of trash, dirty utensils and cookware or any other personal items. Items left in common spaces will be removed by Residence Life personnel or the custodial staff. If common areas and/or equipment are not left in good condition, a cleaning/replacement fee will be assessed to the resident(s).

Lost & Found

The Department of Housing and Residence Life will not store personal items behind the Area Office. Any lost and found items may be brought to the Area Office. HDs should work to have any items transferred to the UWF Police Department after 30 days.

When it is possible for lost and found items to be identified such as ID cards, look the student up in Mercury and contact them to let them know that their item is available for pick up at the Area Office.

Section 8: Responding & Reporting Incidents

Please review the [Housing Handbook](#) as well as the Student Staff Site for a full list of [HRL Policies & Procedures](#).

Incident Reports

Incident Reports are utilized to document all Housing and Conduct violations, detailing incidents or conversations that may warrant the attention of other staff members.

Please review our [Student Staff Policies & Procedures Guide](#) to review how to respond to incidents. While present, take notes with the details of the incident while you are on the scene and follow up with parties present (RA, GA/HD, or RLC) to determine who will be writing the *Incident Report*.

Incident Reports are expected to be:

1. Written as soon as possible after an incident.
 - a. Follow up with GA or RLC on duty for a timeline, typically within 24 hours or by 10am the next morning..
2. Written in the third-person
3. Concise
4. Detailed [i.e. full names and information of all involved parties, locations, times, etc.]

To write an *Incident Report*, please use the [Incident Report](#) form.

When an incident involves a non-resident be sure to ask for a valid government issued photo ID so as to get their full legal name and mailing address to include in the *Incident Report*.

Alcohol

Individuals entering any residential area in possession of alcohol must present a valid picture ID at the time of entry if asked by a staff member. This valid ID will be utilized to verify the individual's age. If the individual in possession of alcohol is not of legal drinking age [21 years old], that individual cannot bring alcohol into the building, follow protocol for contacting the HD (if during office hours) or contact the RA on duty or the GA on duty, and write a detailed [Incident Report](#). Refer all questions about the conduct process to the Office of Student Rights and Responsibilities

NOTE: If a non-resident is involved with a policy violation, please be very specific regarding the personal information documented on the *Incident Report*. Whenever possible, obtaining a valid driver's license is the best way to collect the necessary non-resident information (full legal name and current address) needed. Please keep this in mind as you deal with non-residents.

Drugs and Other Illegal Substances

In accordance with state law, the possession, manufacturing, growth, sale or use of illegal substances is prohibited. Possession of illegal substance related paraphernalia is also prohibited. Violations of the University Drug Policy will result in a referral by the University Police Department to the Office of Student Rights and Responsibilities and/or criminal charges.

Noise

Quiet hours will be enforced during the following periods, regardless of holidays or semester breaks:

Sunday - Thursday 10:00 PM - 8:00 AM

Friday and Saturday 12:00 AM - 10:00 AM

During final examination periods, quiet hours will be enforced 24 hours a day.

Courtesy Hours

In order to maintain a living, learning environment in residential communities, an atmosphere conducive to study and sleep must exist. At no time should a resident's noise level interfere with the academic community.

Disruptive activities in rooms, courtyards, balconies, stairways, catwalks, walkways, patios, multi-purpose areas or lobby areas are prohibited. Stereos, radios, TVs, and other sound systems may not be played so loudly that they disturb others. Speakers may not be placed in windows.

Residents are responsible for turning down sound systems or discontinuing noisy activity if requested to do so by another resident or staff member at any time. Courtesy hours are in effect at all times.

Outages & Emergencies

In the event of any outage or emergency, all student staff members are expected to remain calm and to reassure nervous or overly excited residents. Student staff members are to refrain from spreading or taking part in rumors/gossip.

In the case of a fire or fire alarm

When the fire alarm goes off, student staff members will close the desk and immediately leave the building and head towards the muster station of the community. Ensure that you take the duty phone and *Area Office Binder* with you. Student staff members are not to seek out the fire.

Notify campus police at 850-474-2415 and follow protocol for contacting the HD or GA on duty, pending on the time of day.

When you leave the building, help guide residents at the appropriate muster station per your community:

- Pace, Argo:
 - Pargo (grassy area between Pace & Argo)
- Martin:
 - Parking Lot (toward the dumpsters), 20-50 ft away from building
- Heritage, Presidents:
 - The stairs leading to Building 79 & the College of Business
- Village East:
 - Bld E/F: dumpsters by E, 20 ft away
 - Bld G/H: dumpsters by H, 20 ft away
- Village West
 - Bld A/B: side lot by dumpsters, 20 ft away
 - Bld C/D: side lot by Archeology Museum bldg, 20 ft away

Wait for further direction from RLC/GA, which may include assistance with crowd control if instructed. Follow all directives of RLC/GA and UWF Police. Do not reenter the building until UPD has given the all clear, even if the alarms have stopped.

Once everyone has returned to the building, work with the RLC/GA and RA staff to reset and secure emergency exit doors/alarms. Ask RLC/GA if an [Incident Report](#) is needed to be filed.

In case of a power outage

If an emergency, follow protocol for contacting the HD or GA on duty and request maintenance presence if needed. If needed, make use of the flashlights in the Area Office. Wait for further direction from RLC/GA and provide regular updates to them on the status of the outage. Check the community for impacts from power outages such as exterior card readers, [elevator issues](#), internet, hot water, and/or community-wide A/C outages, etc. Please submit a [Work Order](#) once power is restored outlining all issues that will need to be resolved.

Student staff members in Pace, Argo, Martin, Heritage, and Presidents must check to see if the Nautilus Card reader is still accessible by students. If the card reader is not working, submit a [Work Order](#) and instruct residents to use their room key to enter the building until the card reader can be restored and notify HD of the community.

In case of elevator issues

If the elevator breaks down during business hours:

1. Contact HD
2. Submit a [Work Order](#)
3. Place “Out of Order” signs on the elevator doors on each floor.

If the elevator breaks down after hours:

1. Contact the GA on Duty to assess if elevator repair can wait until the morning or if maintenance needs to come right away
2. Submit a [Work Order](#)

If people are stuck in the elevator:

1. Call the GA on Duty and UPD.
2. UPD and/or Housing Maintenance will assist in helping people out of the elevator.
3. NEVER try to pry open a door or ask trapped occupants to pry open the door.
4. Reassure occupants that you will contact the appropriate personnel for assistance and that you will communicate with them all updates.
5. Student Staff must remain with entrapped occupants until instructed to leave by a GA/RLC.
6. Work with those present for incident to determine who will need to complete the [Incident Report](#)
7. On some occasions, maintenance will need to call the elevator service company in to address the issue. Encourage the people in the elevator to stay calm until help arrives.

In case of severe weather

Student staff members will receive further instruction from RLC/GA. Student staff members should remain calm as residents will turn to Housing Staff for guidance during the event. Refer to the severe weather guide on the Housing website for more info.

Section 9: Accountability

Your work performance may be evaluated throughout the year by your supervisor. The use of accountability and improvement plans will be used whenever possible to identify areas of improvement and growth. Throughout the year, you may be asked to complete various department surveys or provide us with feedback and we encourage you to participate to improve our operations and your employment experience.

Performance Issues

A Student staff member working the desk will go through the employee accountability process for performance issues including, but not limited to:

1. Arriving late/leaving early from scheduled desk shift, meeting or training
2. Missing scheduled desk shift, meeting or training
3. Improper shift change
4. Leaving the desk unattended
5. Failure to complete *Area Office Sign-In Log* and/or *Time Sheet* by the deadline or with discrepancies in hours submitted for payroll
6. Not enforcing Housing and Residence Life policies
7. Failure to properly report or communicate concerns to HD
8. Not following the *Student Staff Expectations Agreement*
9. Improper use of information leading to but not limited to a FERPA violation
10. Inappropriate talk at the Area Office
11. Using personal computers at the Area Office
12. Failure to follow Area Office staff dress code
13. Falling asleep during shift

Levels of Accountability

The employee accountability process includes the steps below, but the severity or repetitiveness of the situation may result in skipping certain steps and going straight to probation or termination.

1. Concern
2. Warning
3. Reprimand
4. Probation
5. Termination

General Expectations

During training, you may be provided with additional community specific expectations, which should cover any remaining items not specifically addressed here. Those additional expectations will supplement this document and will not supersede or nullify this Area Office Manual. Any point of discrepancy will be resolved by the Residence Life Coordinator overseeing Area Office Operations or the Assistant Director of Housing and Residence Life.

Section 10: HRL Services & Support

HRL Central Housing Office

This is the main office for the [Department of Housing and Residence Life](#) located in the front part of Building 19, providing customer service for the following areas: resident assignments, housing contracts, operations, technology, facilities and other administrative issues.

The Central Housing Office is open from 8am to 5pm, Monday through Friday, with the exception of university holidays. You can refer residents to their Hall Director or share the following contact information of the Central Housing Office at 850-474-2463 and/or email at housing@uwf.edu.

Maintenance Issues - Housing Work Order

Maintenance assistance and support is provided for the residents living on campus. When a maintenance problem occurs or maintenance assistance is needed in the residence hall or apartment, residents must submit a Work Order Request. Work orders are important to keep our communities safe and clean for everyone.

You may at times have to help residents submit work orders. Use those moments as opportunities to also teach residents how to submit work orders themselves in the future. Whenever possible, encourage residents to submit their own Housing Work Orders through their Housing Portal via my.uwf.edu so they can monitor the status of their requests for various maintenance issues in their rooms:

1. Log in to My.UWF.edu.
2. Search "**Housing**".
3. Click **Housing Contracts and Services**.
4. Scroll to Housing Maintenance Work Order and click **Submit**.
5. Select your **Booking**.
6. Select the **Living Area** that needs work done.
7. Enter a *detailed description* of the problem and select the **Request Type** from the dropdown menu.
8. Click **Finish**.

If a resident comes to you requesting assistance with submitting work orders, please walk them through the following steps listed above or follow the instructions listed below to submit a Housing Work Order request on their behalf.

1. Login to [Mercury](#).
2. Select **Residence Life Portal**.

3. Select **Maintenance Request with Person** or **Maintenance Request without Person** pending the location and type of request.
4. Search for the student by name, 970 number, etc., or if it is a room or area, search for the room or area with the dropdown menu.
5. Enter a *detailed description* of the problem and select the **Request Type** from the dropdown menu.
6. Click **Finish**.

See [Appendix A - Work Orders](#) for step-by-step screenshots for how to submit Housing Work Order Requests in Mercury.

NOTE: In cases of water, fire or the potential for building/structural or significant property damage due to maintenance issue or emergency, **immediately** contact the Hall Director or Resident Assistant on Duty to request emergency maintenance assistance. Maintenance may enter a resident space at any time to address critical emergencies.

Remind residents that maintenance work is completed on a first-received, first-served basis with emergencies being given priority. Housing & Residence Life personnel will enter the unit anytime between 9am and 8:30pm to address maintenance issues and residents need not be present for work to be performed.

Students should notify their RA, HD or the Housing Central Office, if a work order request is not completed in a timely manner.

Internet & Cable - MyResNet

Housing & Residence Life offers a 24/7/365 student support center via our on-campus internet provider Apogee via phone, text or chat:

Getting Connected

- Create an online account at MyResNet.com.
- Register your each of devices in your online account

Internet or Cable Issues?

- If you need any help connecting your devices or running channel scan, a support representative is available 24 hours a day to assist you!
 - **Need Some Help?**
 - Call **MyResNet** support at **833-548-0089**
 - Email support@myresnet.com
 - Text **ResNet** to **84700**
 - Chat live at www.MyResNet.com

For Wi-Fi, choose the network named "MyResNet" (for 5Ghz devices) OR "MyResNet Legacy" (for 2.4Ghz devices).

If residents have other MyResNet issues (Ethernet/WiFi connectivity, wall port repair, computer virus, cable television connection/tuning, or other PC related issue) please assist them in submitting a [Housing Work Order](#) and have them choose the "**Technology Services**" Selection in the Request Type dropdown menu (in step 7).

ITS Help Desk

The ITS Help Desk is the point of contact for all other information technology issues, providing the (non-internet & cable) technical support to UWF students, faculty, and staff on a variety of university technology services. Head to the [ITS Help Desk](#) website for more information on their services including Technology Guides, ITS Workshops & Trainings.

For ITS Help Desk support, call (850) 474-2075, email: helpdesk@uwf.edu or stop by Building 79 by appointment only if the issue cannot be resolved remotely.

Nautilus Card Services

The [Nautilus Card](#) Services can be found in Business & Auxiliary Services - Building 20W, Room 159. The Nautilus Card is the official UWF identification card, which also serves as a library card, copy card, access card, declining balance card and meal plan card.

Enrolled UWF students can head to the Nautilus Card Office to obtain their ID card. If the original card is lost, stolen or damaged, there is a replacement charge of \$15.00.

Use the *TouchNet OneCard* App through the Apple Store or the Google Play Store to get your Virtual Nautilus ID Card on your phone, where you can access your balance anytime.

Laundry Machines

Each residence hall (outside of Village West) has at least one community laundry room that students can access at any time. Check with your HD if you are unsure of the location of the laundry room(s) in the community you are working in. All laundry machines take quarters and some laundry machines in residential communities are also equipped with Nautilus Card Access readers.

Use the [Laundry View](#) website anytime or download the [iPhone](#) or [Android](#) app to see which washers/dryers are available in each community, submit work orders for the machines, and request refunds.

Vending & WEPA Printing Machines

The Department of Housing and Residence Life does not own or operate the vending machines or the WEPA printing machines, and our department is not responsible for giving cash refunds.

Residents reporting service issues, refunds, products vended, or locations of the vending machines should contact the number posted on the machine, or contact [UWF Business & Auxiliary Services](#). Residents requesting refunds should go to the Cashier's Office, located in building 20E.

After ensuring that the issue has been properly reported, HRL staff should post printed out of order signs on the machine if not operational.

Dining Services

UWF Dining Services has 11 dining locations on campus. See the [UWF Dining Services](#) website for more information on meal plans, locations and hours of operation.

UWF Police

The UWF Police Department serves an important role in maintaining a safe environment for our students and campus community. The [UWF Police Department](#) is located in Building 94, and can be contacted anytime at 850.474.2415 or by emailing uwfpolice@uwf.edu for non-emergency related questions.

UWF Guardian App, available through the Apple Store or the Google Play Store allows for our students to have a direct line of support with our University Police Department. The app provides a number of safety features including, location sharing, rapid and proactive outreach and even the option of sending anonymous tips and photos. Additionally, users can add a safety network of family and friends. We should encourage all of our students to download this app!

We also want you to be aware of the *Argo Safety Escort* program run by UPD, where safety escorts are available 24/7. To request an escort, call 850.474.2415 and inform the dispatcher you would like to request an escort. The dispatcher will ask for your name, current location, and your destination on campus.

Parking Services

Parking and Transportation Services is located within Building 20W. Feel free to review the [Parking Map](#) is located on the Parking Services site. Each lot is available to specific user groups. Signs are posted at the entrance to each lot indicating the user designation(s). All University students and employees parking on campus must be registered with Parking Services and have their permit properly displayed.

All permits and citations are paid through the [Parking Transaction Portal](#) in MyUWF, where you may also submit an appeal within seven days of receiving a parking citation.

Visitor permits are available free of charge at the Visitors Center (Building 81) and Parking Services (Building 20W) during weekdays from 8:00 AM - 5:00 PM except on UWF holidays. After hours and on weekends, temporary permits are available at the UWF Police Department (Building 94). Visitor permits, along with the recording of driver's name and license plate number, are required to assist in the safety and security of everyone on campus.

UWF Trolley

The trolleys are a popular mode of transportation with resident students traveling to central campus. Anyone on campus may ride the trolley as often as they like.

Please visit the [UWF Trolley](#) website for the most updated schedule and hours of operation. Visit the ECAT/Doublemap website or download the *Doublemap Bus Tracker* App through the Apple Store or the Google Play Store to track the UWF campus trolleys as well as the ECAT Bus Routes on your phone and/or computer in real time.

It is helpful to remind residents that at the trolley stop they should allow for five minutes before or after the expected trolley departure time.

UWF Campus Postal Services - Student Mail

NOTE: The Department of Housing and Residence Life does not oversee campus mailing or package delivery outside of our [care package program](#) run by RHA. Staff should never be signing for packages, accepting deliveries such as flowers, edible arrangements, candy, balloons, etc. or allowing delivery services into the residence halls such as food delivery drivers or services. If delivery services enter the halls, please encourage them to wait in the lobby and contact the student directly to coordinate drop off or delivery.

UWF Postal and Passport Services operates a full-service U.S. Post Office in the University Commons in the University Commons (Building 22), with regular hours of operation Monday through Friday from 7:45am to 4pm, with the exception of both

national and university holidays. See the [UWF Postal and Passport Services](#) website for more information on package pick up instructions and hours.

Each Housing & Residence Life resident is eligible for a University mailbox. Once students' have requested a student mailbox, mail will be placed in their individually assigned mailboxes located in the Post Office in the Commons. Students should check their mailbox daily to ensure all mail is collected from the box.

Mail sent to the UWF Campus Post Office should be addressed as follows:

RESIDENT'S NAME
(Your Box #) Campus Drive
Pensacola, FL 32514

Contact UWF Postal and Passport Services with any further questions or concerns.

Counseling and Psychological Services

We encourage our residential students to visit the [UWF Counseling and Psychological Services Webpage](#) for updated links and information to all of their services. We wanted to highlight some of the programs that UWF CAPS offers, which we think would be great for our on-campus students since they are confidential, free, and available for all UWF students!

How to Make a Counseling Appointment? Students who are interested in scheduling an appointment can call Counseling and Psychological Services at 850.474.2420 and select option 1, or visit the Center during our hours of operation. These services, consultations and outreach programs are confidential and free of charge for all students currently enrolled in classes at UWF.

Let's Talk is a program offered specifically for our on-campus students for a free, informal, friendly and confidential consultation where you can talk about your stress, academic issues, roommate disputes, sadness, worry, adjustment, relationships, family problems or other concerns. Sometimes speaking one-on-one with a counselor consultant can help provide insight, solutions and information about other UWF and community resources. Let's Talk services will be available on Wednesdays from 4 to 7 pm via TeleConferencing, by calling CAPS at 850.474.2420 and leave your name, phone number and mention that you want to be called for the "Let's Talk" program and the counselor will call you back between the Let's Talk hours. Please remember that Let's Talk is not a substitute for formal, ongoing counseling and doesn't constitute mental health treatment.

Togetherall is a 24/7 virtual, anonymous community support group for UWF students which is managed by trained clinicians. Join to explore your feelings and connect with others in a safe and supportive environment, while getting tools and resources to better

manage your mental health. We hope you will join us at uwf.edu/Togetherall to learn more!

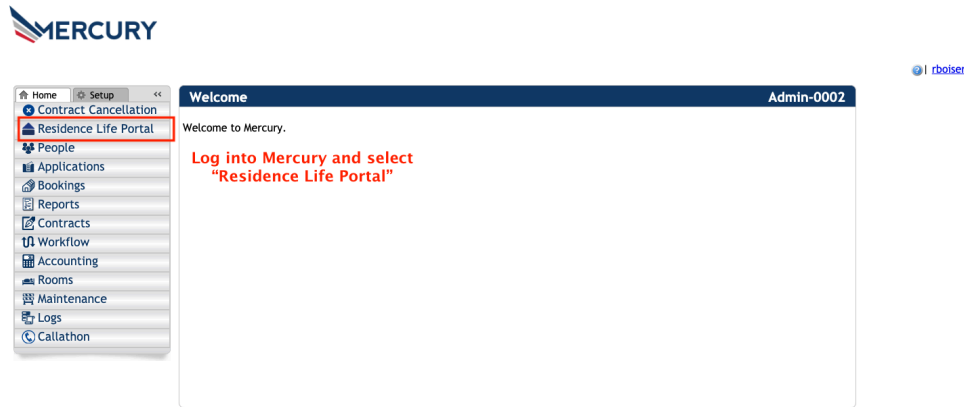
Therapy Assistance Online (TAO) is another great interactive web-based self-help program that provides assistance to help you learn about and change how you think, feel, and act. TAO's program includes engaging modules, assessments and resources that cover a variety of topics including anxiety, depression, relationships, communication, anger management, recovery, mindfulness, and so much more. TAO is confidential, free, and available 24/7 to all UWF students, so head to uwf.edu/TAO to get all the information about this program!

eCHECKUP TOGO is an interactive web program that allows college students to enter information anonymously about their drinking patterns or marijuana use and receive immediate, personalized feedback about their use of these substances. The online eCHECKUP TOGO services and the assessments are found at uwf.edu/screenings.

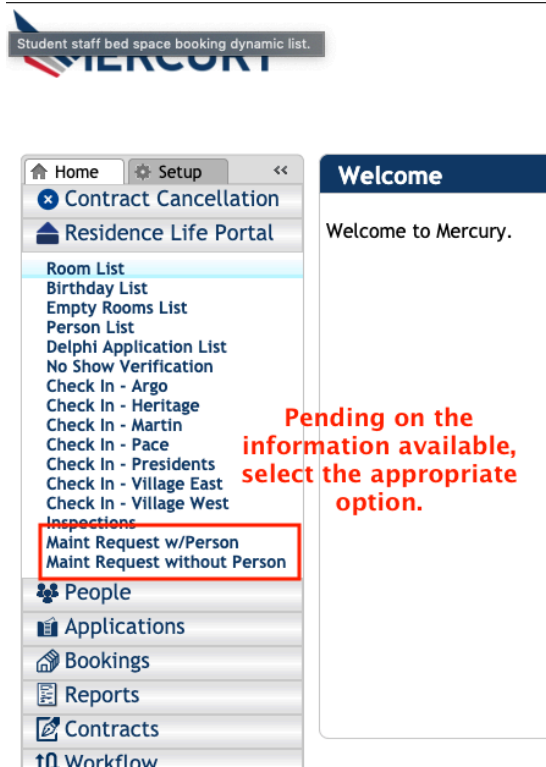
Section 11: Appendix

Appendix A - Work Orders

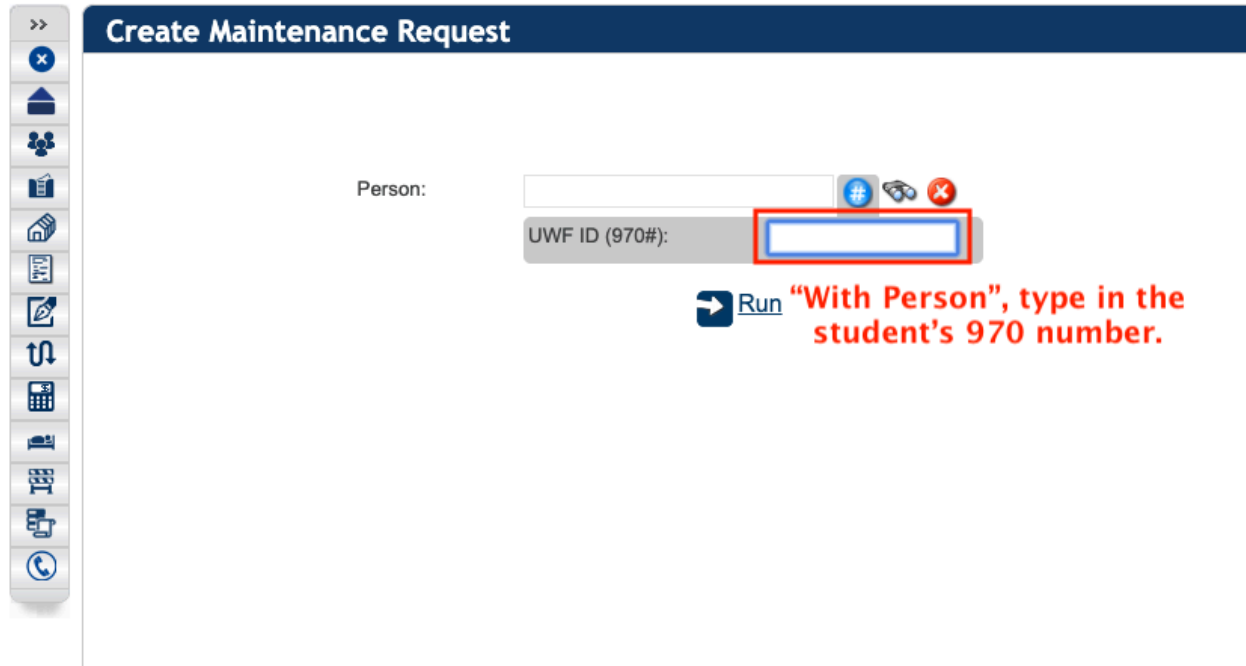
- 1) Log into Mercury and on the left-hand side of the screen, select "Residence Life Portal".



- 2) On the bottom of the drop down menu, select either "Maint Request w/Person" (if you know the resident's name) or "Maint Request without Person" (if you do not know or have a resident's name".



- 3) If you know the resident's name and their student number, enter their student ID number in the gray box.



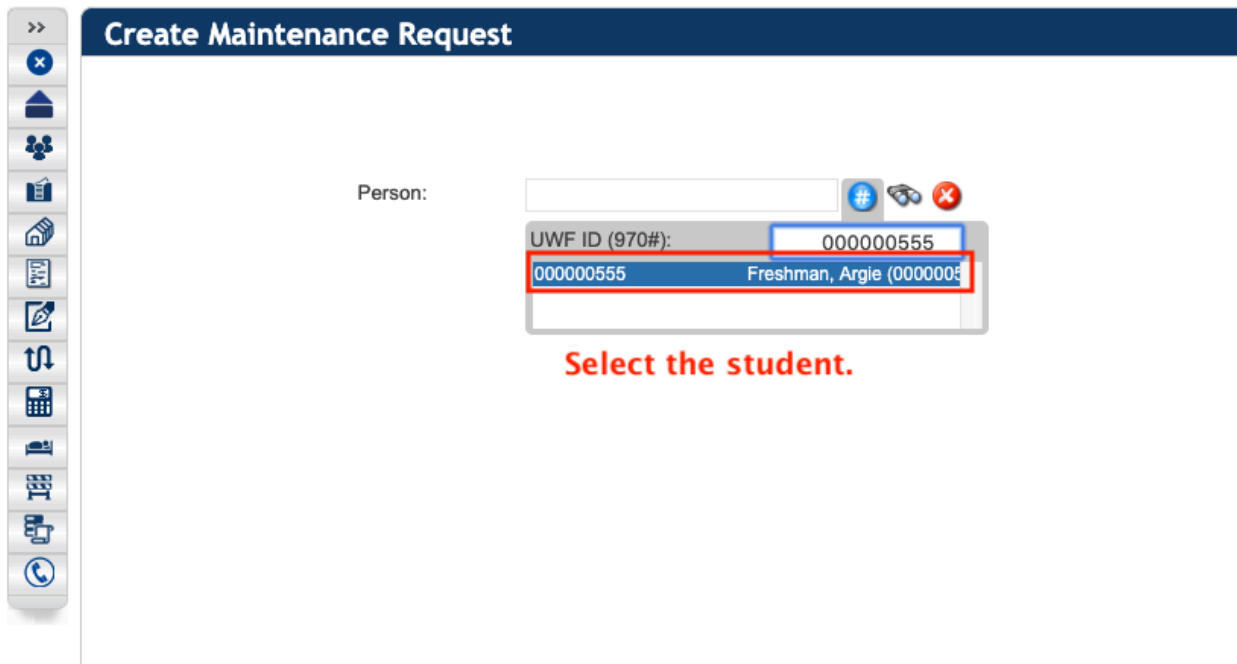
Create Maintenance Request

Person:

UWF ID (970#):

[Run](#) **"With Person", type in the student's 970 number.**

- 4) Select the resident.



Create Maintenance Request

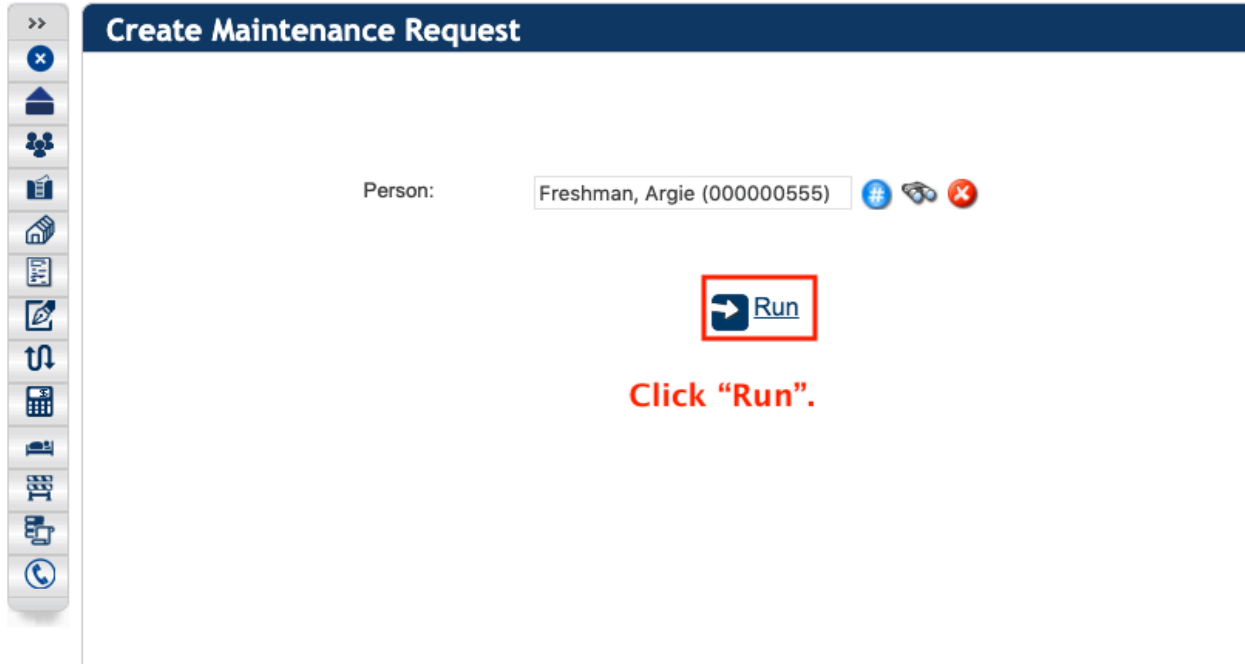
Person:

UWF ID (970#):

000000555 Freshman, Argie (000000555)

Select the student.

5) Click “Run”.



Create Maintenance Request

Person: Freshman, Argie (000000555) # [icon] [icon]

Run

Click “Run”.

6) Select the appropriate room assignment and term for that resident.



Create Maintenance Request Person: Freshman, Argie (000000555)

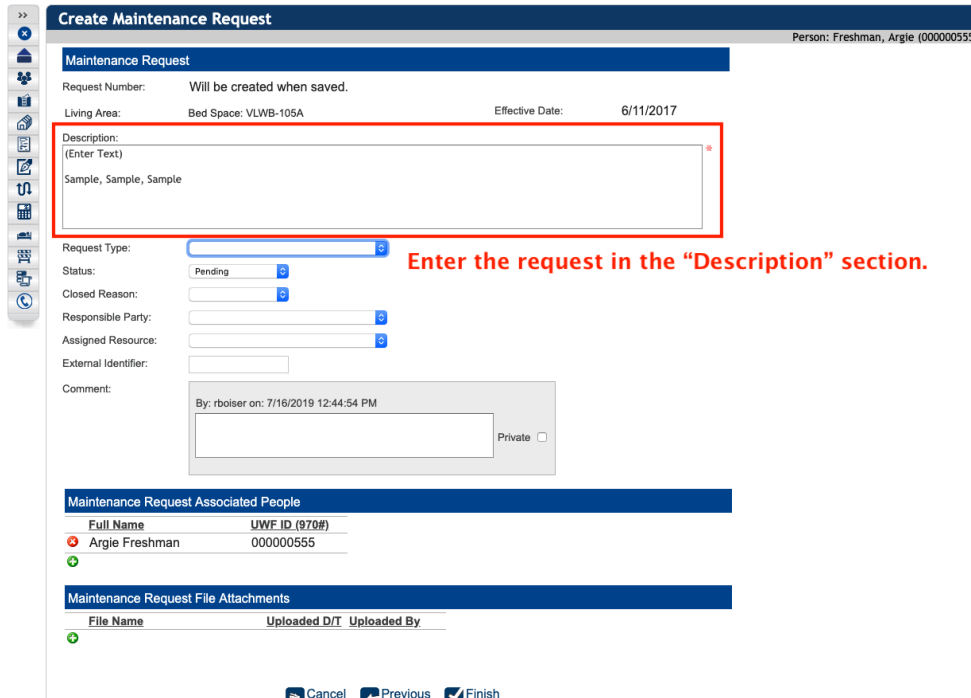
Your Bookings

	Bed Space	Term	Move In	Move Out
<input checked="" type="checkbox"/>	VLWB-105A	Summer 2017	5/8/2017	6/12/2017
<input type="checkbox"/>	VLWD-214B	Summer 2017	6/12/2017	8/11/2017

Cancel Next step

Select the appropriate room assignment and term.

- 7) Enter the work order request in the “Description” section. Be detailed in your request and make sure what is submitted is respectful.



Create Maintenance Request Person: Freshman, Argie (000000555)

Maintenance Request

Request Number: Will be created when saved.

Living Area: Bed Space: VLWB-105A Effective Date: 6/11/2017

Description:
(Enter Text)
Sample, Sample, Sample

Request Type: Enter the request in the “Description” section.

Status: Pending

Closed Reason:

Responsible Party:

Assigned Resource:

External Identifier:

Comment:
By: rboiser on: 7/16/2019 12:44:54 PM

Maintenance Request Associated People

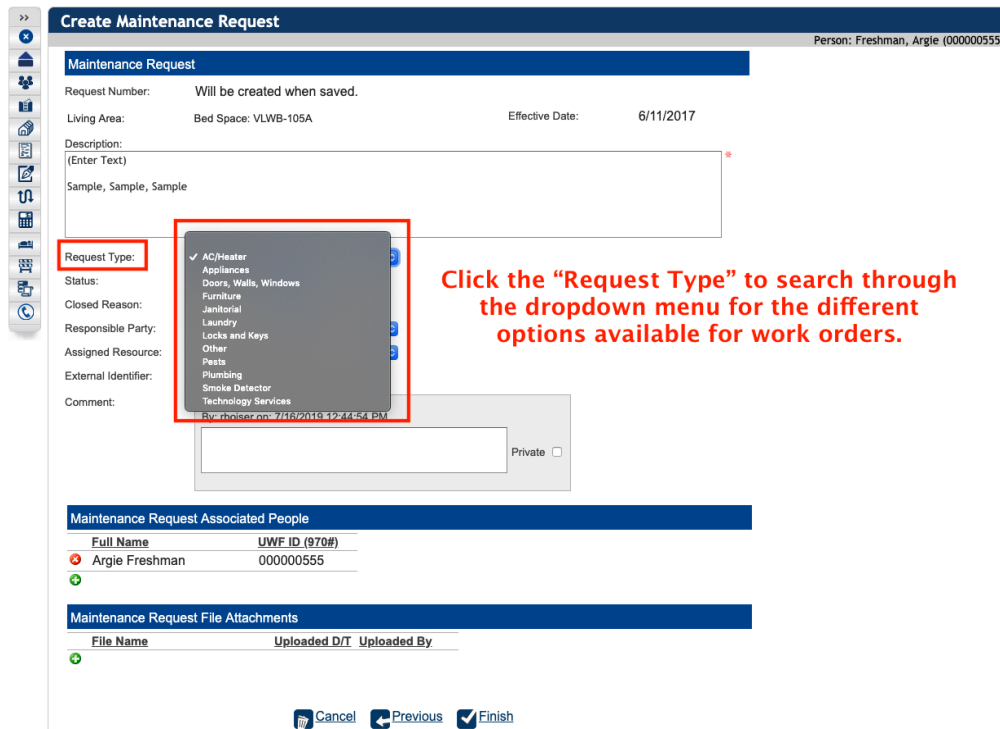
Full Name	UWF ID (970#)
Argie Freshman	000000555

Maintenance Request File Attachments

File Name	Uploaded D/T	Uploaded By
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Cancel Previous Finish

- 8) Click the “Request Type” to search through the dropdown menu for the different options available for work orders (e.g AC Heater, Furniture, Plumbing, Pests, etc.).



Create Maintenance Request Person: Freshman, Argie (000000555)

Maintenance Request

Request Number: Will be created when saved.

Living Area: Bed Space: VLWB-105A Effective Date: 6/11/2017

Description:
(Enter Text)
Sample, Sample, Sample

Request Type: Click the “Request Type” to search through the dropdown menu for the different options available for work orders.

Status: Pending

Closed Reason:

Responsible Party:

Assigned Resource:

External Identifier:

Comment:
By: rboiser on: 7/16/2019 12:44:54 PM

Maintenance Request Associated People

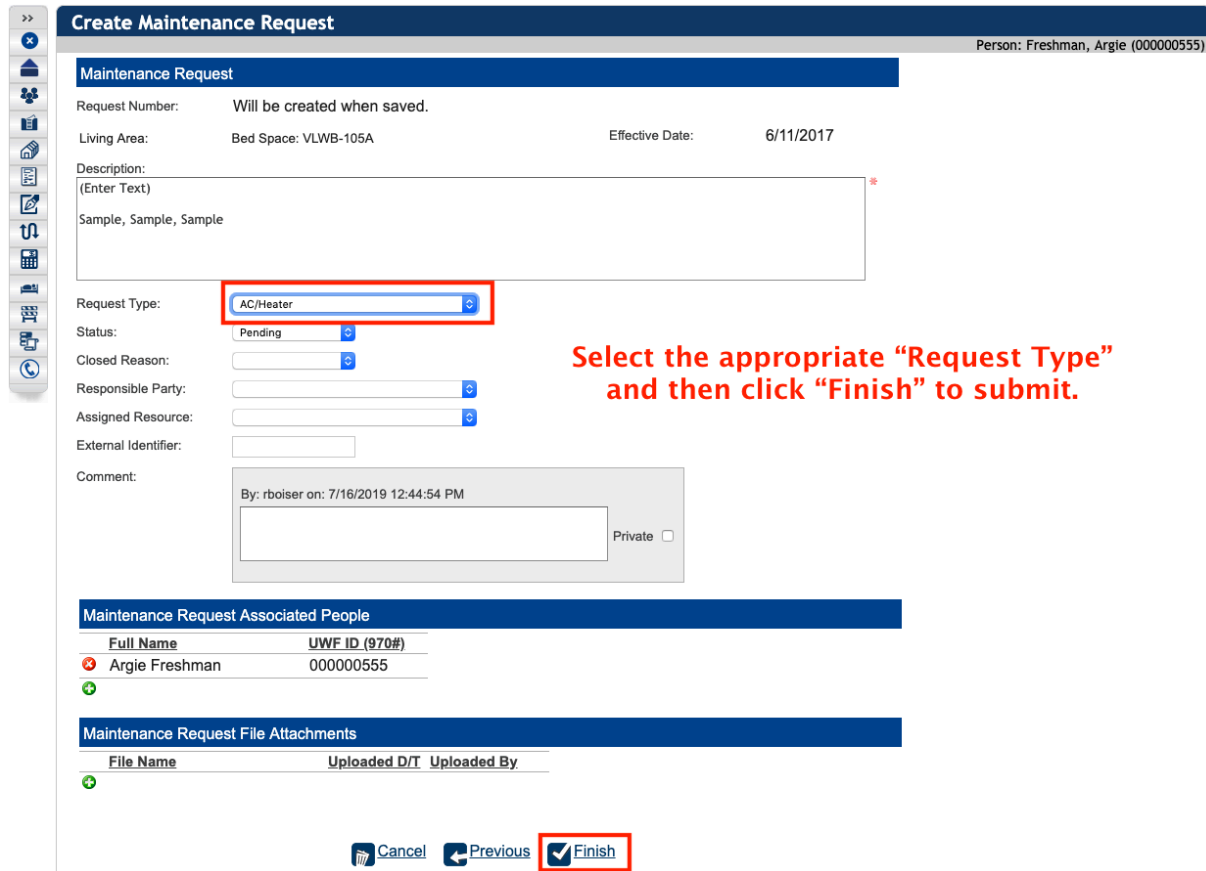
Full Name	UWF ID (970#)
Argie Freshman	000000555

Maintenance Request File Attachments

File Name	Uploaded D/T	Uploaded By
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Cancel Previous Finish

- 9) After selecting the appropriate "Request Type" and then click "Finish" to submit the work order.



Create Maintenance Request

Person: Freshman, Argie (000000555)

Maintenance Request

Request Number: Will be created when saved.

Living Area: Bed Space: VLWB-105A Effective Date: 6/11/2017

Description:
(Enter Text)
Sample, Sample, Sample

Request Type: **AC/Heater**

Status: Pending

Closed Reason:

Responsible Party:

Assigned Resource:

External Identifier:

Comment:
By: rboiser on: 7/16/2019 12:44:54 PM
Private ☐

Maintenance Request Associated People

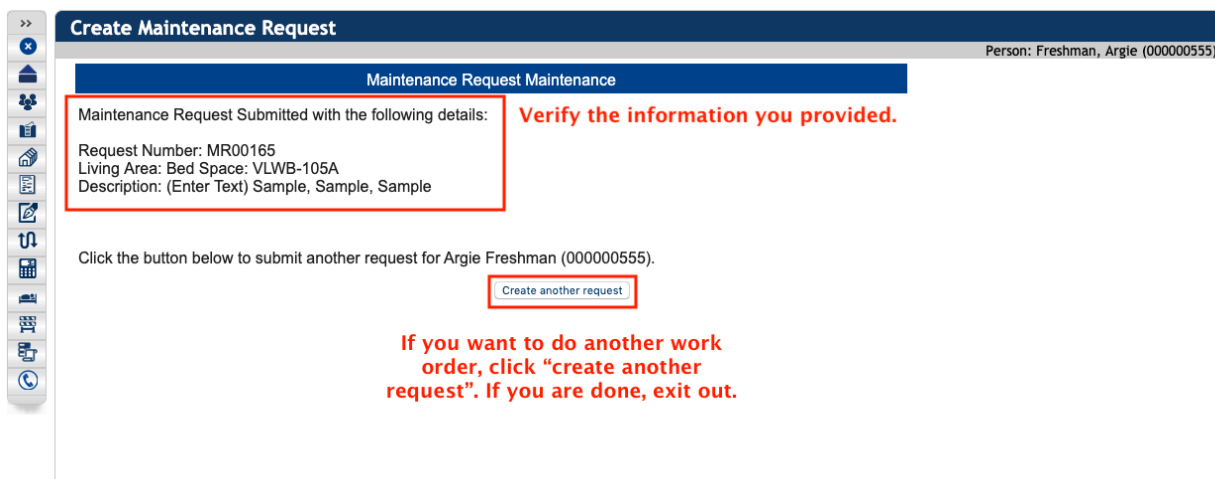
Full Name	UWF ID (970#)
Argie Freshman	000000555

Maintenance Request File Attachments

File Name	Uploaded D/T	Uploaded By

Cancel Previous **Finish**

- 10) Review the submitted information to see if you did it correctly. If not, or if you need to submit a new work order, click "Create Another Request". If you are done, exit out.



Create Maintenance Request

Person: Freshman, Argie (000000555)

Maintenance Request Maintenance

Maintenance Request Submitted with the following details: **Verify the information you provided.**

Request Number: MR00165
Living Area: Bed Space: VLWB-105A
Description: (Enter Text) Sample, Sample, Sample

Click the button below to submit another request for Argie Freshman (000000555).

Create another request

If you want to do another work order, click "create another request". If you are done, exit out.

- 11) If you do not have a resident's name or if your work order is for a particular area (e.g. a hallway), select the "Maint Request without Person" option and use the dropdown menu to narrow down your search.



Create Maintenance Request

Maintenance Request - Living Area Selection

Living Area:

- ▼ Campus:
 - ▼ Community: Argo Hall
 - ▼ Building: Argo Hall
 - ▶ Floor: ARGO Hall 1st floor
 - ▼ Floor: ARGO Hall 2nd floor
 - Floor Section: ARGO HALL 2nd floor A wing
 - ▶ Room: ARGO-0201
 - ▶ Room: ARGO-0202
 - ▶ Room: ARGO-0203
 - ▶ Room: ARGO-0204
 - ▶ Room: ARGO-0205
 - ▶ Room: ARGO-0206
 - ▶ Room: ARGO-0207
 - ▶ Room: ARGO-0208

[Next step](#)

Without Name
Select which community, floor, building, hallway, and room from the dropdown menu.

- 12) After you select the appropriate space, click "Next Step".



Create Maintenance Request

Maintenance Request - Living Area Selection

Living Area:

Click "Next Step" after selecting the area or room.

[Cancel](#) [Next step](#)

- 13) After clicking “Next Step”, you will be prompted to complete the work order as you would before in the previous example. Once you finish filling out the request form, click “Finish”. Afterwards, review the submitted information to see if you did it correctly. If not, or if you need to submit a new work order, click “Create Another Request”. If you are done, exit out.



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Create Maintenance Request

Maintenance Request

Request Number: Will be created when saved.

Living Area: Floor: ARGO Hall 1st floor Effective Date: 7/29/2019

Description:

Request Type:

Status:

Closed Reason:

Responsible Party:

Assigned Resource:

External Identifier:

Comment:

By: rboiser on: 7/29/2019 8:23:28 PM

Private ☐

Maintenance Request Associated People

Full Name	UWF ID (970#)
<input type="text"/>	<input type="text"/>

Maintenance Request File Attachments

File Name	Uploaded D/T	Uploaded By
<input type="text"/>	<input type="text"/>	<input type="text"/>

Complete the work order and click “Finish”.