

Housing Top Ten: Things to Know about Housing & Residence Life at WCSU

- 1. Housing & Residence Life** • You'll frequently hear those of us who work in this area refer to the department either as **Housing** or as **HRL**. This is the department that oversees the on-campus student housing at the university. In the main office, you'll find these staff:
- **Director of Housing & Residence Life** – he is responsible for the overall operations of the entire department, its staff, and the well-being of our students.
 - **Director for Residential Programs & Staff** – she oversees the staff selection, training, and supervision, as well as develops programs that serve the department and students.
 - **Associate Director for Operations** – he oversees the assignments and occupancy processes, as well as works with facilities on the other operations of the department and our buildings.
 - **Secretary** – she oversees the operations of the office, reception, etc.
 - **Office Assistants** – student workers in the office
- **The Housing & Residence Life offices will be located in Pinney Hall.**

2. Resident Director – • The Resident Director, or RD, is the professional staff member who oversees the operations of your hall. Although they're usually fairly young, they have graduated from college, and frequently have their master's degree as well. They supervise the staff and help to make sure the physical operations of the building are in good working order. They also oversee the conduct of the building, so you might see them if you've been involved in a conduct violation.

3. Resident Assistants – • You'll hear them referred to as **RAs** more often than anything else. RAs are peers – fellow students who are there to help you on your floor or section. They help to build a community on the floor, check in with you to make sure you're doing OK and don't need anything, put you in touch with someone who can help you if you're struggling. They help to make sure everyone is respectful of others on the floor, too, and they provide a series of programs that help in keeping your community strong, create social opportunities, and help you become familiar with the university.

4. Academic Resource Mentors – • We call them **ARMs**, and they are peer students who are here specifically to help you with your academic life. Their most important role is as academic coach, so if you're struggling in a class or classes, they can be extremely helpful in working with you to determine what the issue(s) might be, and discovering a way to work through it that will help keep your academic progress on track. They can put you in touch with tutors and other campus resources like the Writing Center, the Math Clinic, the Tutoring Resource Center, AccessAbilities, etc. ARMs also provide programs to help develop life skills, study skills, time management, stronger relationships with your professors, study sessions, and other things. Be sure to look for their office hours and availabilities in your hall.

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5. SAA – • The SAA is the Student Administrative Assistant. They work for the RD to help with administrative tasks, and also organize the schedule and operation of the building's Information (Info) desk.

6. Info Desk Worker – • The Info Desk is where all students come when entering the building. These staff check everyone who enters the hall to assure whether they are a resident or a guest, sign in guests, and provide other services such as checking out blue or green bins, games, or other equipment for students.

7. Custodians and Maintainers – • The university's facilities department also provides each residence hall with a cleaning and maintenance crew. Your custodial staff is usually assigned to the specific building, so you'll get to know your custodians pretty well. Maintainers come and go depending on what the issue is they're called on to resolve (plumbing, carpentry, electrical, HVAC, etc.).

8. How to report something that's damaged or not working • Report the issue to your RA or to the Info Desk. They'll ask you to complete a Work Order Request form, which the RD will submit electronically. If the work hasn't been completed in a day or two, please touch base with your RD to ask him or her to follow-up.

9. Rules and Regulations • When you live in a community with others, there are rules and regulations that exist to help keep the community safe and functioning well. The same is true in-residence halls and on campus.

• You can find rules specific to our halls on the Housing & Residence Life Website, under Policies/HRL Guide (left menu). You can also see the Student Code of Conduct, (<http://www.wcsu.edu/judicial-affairs/wp-content/uploads/sites/173/2018/01/StudentCodeofConduct16.pdf>) which is the general set of policies and procedures for Conduct according to WCSU and the CSCU Board of Regents.

10. Our Website (www.wcsu.edu/housing) • Most of the information you might want to know about us is available on our website. Some of the things you'll find there are:

- Coming Events
- Mission
- Floor plans and information on each building, including its staff.
- Costs for housing & dining
- Forms
- Employment opportunities
- Policies and Procedures
- Vendors (refrigerators, linens)
- Academic Success Spot – information about the ARMs, Study Guides, *The Handout* newsletter
- Links to the Gab & GROW podcasts
- Frequently Asked Questions (FAQs)