## AREA DIRECTORS

<table>
<thead>
<tr>
<th>AREA DIRECTOR</th>
<th>AREA RESPONSIBILITY</th>
<th>OFFICE LOCATION</th>
<th>OFFICE#</th>
<th>CELL#</th>
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<tbody>
<tr>
<td>Michael Embry</td>
<td>Fraternity Houses, Sorority Court, Yates</td>
<td>Frat./Sor. Community Bldg.</td>
<td>11864</td>
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</tr>
<tr>
<td>Taylor Locks</td>
<td>Bryan Complex, Lemon, Hardy, Tribe Square</td>
<td>208 Tribe Square</td>
<td>13184</td>
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</tr>
<tr>
<td>Jennifer Garcia</td>
<td>Botetourt Complex, One Tribe Place</td>
<td>Gooch Frist Lower</td>
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<tr>
<td>Emily Higham</td>
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<tr>
<td>Billie Jo Wood</td>
<td>Grad Complex., Ludwell, Richmond Hall</td>
<td>101 Brown</td>
<td>13181</td>
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<tr>
<td>Bethany Reilly</td>
<td>Brown, DuPont, Hunt, Monroe, Old Dominion, Reves, Taliaferro, CW House</td>
<td>128 DuPont</td>
<td>13182</td>
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## CENTRAL OFFICE, 221-4314

### Professional Staff

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>OFFICE#</th>
<th>CELL#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maggie Evans</td>
<td>Associate Vice President for Campus Living</td>
<td>13178</td>
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</tr>
<tr>
<td>Chris Durden</td>
<td>Director of Housing Operations</td>
<td>13177</td>
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<tr>
<td>Harriet Kandell</td>
<td>Associate Director for Administration</td>
<td>13174</td>
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</tr>
<tr>
<td>Holly Alexander</td>
<td>Associate Director for Community Development</td>
<td>11729</td>
<td></td>
</tr>
<tr>
<td>Jess Raymond</td>
<td>Assistant Director for Community Development</td>
<td>13179</td>
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<tr>
<td>Shylan Scott</td>
<td>Assistant Director</td>
<td>13186</td>
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<tr>
<td>TBD</td>
<td>Assistant Director</td>
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### Support Staff

<table>
<thead>
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<tr>
<td>Yvonne Phillips-Bey</td>
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<td>13173</td>
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<tr>
<td>Lisa Garrett</td>
<td>Program Support Technician</td>
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<tr>
<td>Dana Anderson-Radcliffe</td>
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<tr>
<td>Laura Smith</td>
<td>Assignments Specialist</td>
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## EMERGENCY CONTACTS

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<tr>
<td>Counseling Center</td>
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<tr>
<td>Dean of Students</td>
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<tr>
<td>Student Health Center</td>
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<tr>
<td>William &amp; Mary Police</td>
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<td>911(Emergency)</td>
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## GRADUATE COMPLEX DIRECTOR/HALL DIRECTORS/HEAD RESIDENTS

<table>
<thead>
<tr>
<th>Name</th>
<th>Complex</th>
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<th>Cell#</th>
<th>Complex</th>
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<th>Cell#</th>
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<tbody>
<tr>
<td>Emily Chaumont (HD)</td>
<td>Chandler</td>
<td>13206</td>
<td></td>
<td>Nandini Singh</td>
<td>Ludwell 404B</td>
<td>17596</td>
</tr>
<tr>
<td>Julie Ingleby</td>
<td>Dinwiddie</td>
<td>13200</td>
<td></td>
<td>John Quagliano</td>
<td>Monroe 114</td>
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</tr>
<tr>
<td>Patrick Poehalios (HD)</td>
<td>DuPont</td>
<td>13198</td>
<td></td>
<td>Sydney Bergstrom (HD)</td>
<td>Old Dominion 119</td>
<td>13203</td>
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<tr>
<td>Emma Munis (HD)</td>
<td>G &amp; G Lion K 105</td>
<td>11367</td>
<td></td>
<td>Dillon Rudiger</td>
<td>One Tribe Place 422</td>
<td>11377</td>
</tr>
<tr>
<td>Daniel Cohen (CD)</td>
<td>Grad Complex 801</td>
<td>13596</td>
<td></td>
<td>Emily Knoche</td>
<td>Reves 118</td>
<td>13202</td>
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<tr>
<td>Sydney Martin</td>
<td>Hardy 172</td>
<td>17900</td>
<td></td>
<td>TJ Harwood</td>
<td>Tazewell 101</td>
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</tr>
<tr>
<td>Indi Stevens</td>
<td>Jefferson 114</td>
<td>13201</td>
<td></td>
<td>Catalina Layton</td>
<td>Yates 133</td>
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## DUTY OFFICES

<table>
<thead>
<tr>
<th>Name</th>
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<th>Cell#</th>
<th>Complex</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Barrett, Jefferson</td>
<td></td>
<td>108 Barrett</td>
<td>14036</td>
<td>Housing Assistant Office</td>
<td>Community Bldg</td>
<td>11238</td>
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<tr>
<td>Botetourt Complex</td>
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<td>Fauquier 1st Upper</td>
<td>13216</td>
<td>Lemon &amp; Hardy</td>
<td>125 Lemon</td>
<td>13214</td>
</tr>
<tr>
<td>Brown, Hunt, Reves, Tali.</td>
<td></td>
<td>106 Hunt</td>
<td>13211</td>
<td>Ludwell</td>
<td>502A Ludwell</td>
<td>17582</td>
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<tr>
<td>Bryan Comp. &amp; Tribe Sq.</td>
<td></td>
<td>B13D Bryan</td>
<td>13219</td>
<td>Monroe, OD, Sor. Court</td>
<td>113 Monroe</td>
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</tr>
<tr>
<td>Chandler &amp; Landrum</td>
<td></td>
<td>1018 Landrum</td>
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<td>One Tribe Place</td>
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<tr>
<td>DuPont</td>
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<td>Randolph Complex</td>
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<tr>
<td>Graduate Complex</td>
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<td>16394</td>
<td>Richmond Hall</td>
<td>1 Richmond</td>
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</tr>
<tr>
<td>Green &amp; Gold Village</td>
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<td>109 Eagle F</td>
<td>13217</td>
<td>Yates &amp; Fraternity Houses</td>
<td>B12 Yates</td>
<td>13218</td>
</tr>
</tbody>
</table>

## LOCK OUT LINE (757) 221-5625

*******FOR STAFF USE ONLY - DO NOT POST IN COMMON AREAS*******
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WELCOME
We are excited you have joined the Residence Life staff at William & Mary! Our halls serve as the “homes away from home” for close to 5,000 members of the W&M Tribe. Living on campus provides residents with the opportunity to be surrounded by exceptionally smart, fun, gifted, and occasionally annoying people (just like home!) who share and support the goal of academic success, like you. We display our fervent devotion to the Tribe by working to make the campus living experience safe, secure, and comfortable.

Residence Life is a part of the Division of Student Affairs and along with First Year Experience makes up the thematic area of Campus Living. The Division of Student Affairs vision is to create an engaging learning environment where community is strengthened and individuals flourish. Student staff members are integral to creating this atmosphere in the residence halls, and we look forward to seeing the creative ways this will unfold. Furthermore, our hope is that you will develop new, engaging, and meaningful relationships with staff and fellow students.

The pages ahead should serve as a reference and guide as you learn more about your position. We look forward to working with you this year!

______________________________

CAMPUS LIVING MISSION STATEMENT
Campus Living provides students with an enhanced university experience that supports the academic mission of the University by cultivating an appreciation for diversity and encouraging individuals to develop and flourish in a safe, supportive learning environment as they find their place in the William & Mary community.

______________________________

RESIDENCE LIFE MISSION
Residence Life provides a home where William & Mary students may flourish both personally and academically. We do this by partnering with our residents to create caring and responsible communities.

______________________________

VISION
Helping students create a place to call their own so that we are their preferred housing choice at William & Mary.

______________________________

CORE VALUES
Adaptable
Caring
Community-Focused
Inclusive
Innovative
Integrity-Driven
Student Centered
INTRODUCTION TO RESIDENCE LIFE

CAMPUS LIVING DIVERSITY STATEMENT
As departments central to the social, emotional, and intellectual growth and development of students at William & Mary, the Residence Life and First Year Experience offices in the Division of Student Affairs are committed to fostering an inclusive and diverse community enriched by the presence and participation of men and women of different races, nationalities, ethnicities, socioeconomic circumstances, abilities, ages, sexual orientations, political viewpoints, veteran status, religious/spiritual, and/or philosophical beliefs, or any other category protected by the Commonwealth or by federal law. This commitment goes beyond mere tolerance of differences by seeking to minimize attitudes and actions that have separated, excluded, marginalized, or oppressed people in the past, and facilitating understanding and recognition. In a meaningful way these aspirations complement the mission of the University, its curriculum, social life, and general climate. Forging an appreciation for diversity in the community is a fundamental commitment, consistent with the goals of an institution of higher learning. We actively demonstrate our commitment to the success of all community members through our programs, policies, and services. Therefore, pursuant to the goals of the University, the Division of Student Affairs, and the Campus Living staff will annually review and bi-annually assess this plan and modify it accordingly.

ACUHO-I STATEMENT OF STUDENT’S RIGHTS AND RESPONSIBILITIES
Residents in university housing facilities possess specific individual and group rights while engaged in activities that are part of university life. With these rights, residents have reciprocal responsibilities to ensure these same rights for other residents. Housing Personnel should educate residents regarding these rights and responsibilities that are associated with community living and use them as a guide in making decisions concerning resident welfare and behavior. The following statements define minimal expectations regarding these rights and responsibilities.

Residents have the right...
- To have reasonable access to their living accommodations based on a published schedule of occupancy.
- To live in a clean and secure environment.
- To facilities and programs that support the pursuit of academic success.
- To expect a regionally competitive price on housing accommodations and/or food service.
- To have access to written copies of university housing rules and regulations, or individual building policies that govern individual and group behavior.
- To the respect and safety of personal property.
- To study without interruption or interference.
- To be free from unreasonable noise.
- To be free of intimidation or harassment.
- To express themselves freely within established guidelines.
- To expect enforcement of housing agreement/contract.
- To have direct access to staff who provide assistance, guidance, and support as needed.
- To host guests, within established guidelines.
- To receive equitable treatment when behavior is in question.
- To enjoy individual freedoms regardless of race, ethnicity, sex, national origin, disability, age, religion, sexual orientation, or political affiliation.
• To participate in resident governmental bodies, and housing departmental committees.
• To have access to individual and group social, educational and developmental opportunities in their living community.

Residents have the responsibility...

• To adhere to rules and regulations.
• To comply with reasonable requests made by staff, or university officials, or fellow residents.
• To meet payment schedules for room, board and other required housing fees.
• To monitor and accept responsibility for behavior of guests.
• To report violations of rules and regulations to appropriate staff.
• To respect the rights of others, as stated above.
• To respect the diverse backgrounds and interests of those others who are different from them.
• To treat others in a civil manner and manage conflict in a mature manner.
• To be serious in their academic pursuits.
• To participate actively in self-governance.
• To participate in housing departmental committees as requested.
• To express themselves individually, or by association with groups.
• To participate in student conduct proceedings to determine appropriate standards of behavior.
• To contribute positively to the community by participating in educational and developmental activities.

*Association of College and University Housing Officers - International (1987) Revised 2001*
RESIDENCE LIFE STAFF
Residence Life has overall responsibility for the management of all student residences. The central office staff of Residence Life includes the Associate Vice President for Campus Living, Director of Housing Operations, Associate Director for Administration, Associate Director for Community Development, Assistant Director for Community Development, two Assistant Directors, seven Area Directors, and four administrative support staff. The department also employs both graduate and undergraduate students in various positions.

The Associate Vice President for Campus Living oversees all functions of the department. The AVP is responsible for the direction, coordination, and management of all aspects of the Residence Life program, including long-term facilities and financial planning pertaining to the residence hall community.

The Director of Housing Operations has primary responsibility for all matters effecting the physical environment of the residence halls including maintaining an inventory of all furnishings and equipment, residence hall safety and security, key control, coordinating the scheduling of renovations, recycling, and serves as liaison to Facilities Management, the laundry vendor and to Auxiliary Services.

The Associate Director for Administration has responsibility for the room assignment process, directs the summer housing program, updates housing publications, and serves as a liaison to Information Technology.

The Associate Director for Community Development provides leadership to the department’s philosophy of self-governance known as self-determination along with community development, leadership, student learning, and student staffing.

The Assistant Director for Community Development coordinates the staff and functions of the Center for Community Development, works with the Associate Director for Community Development to provide leadership for the department’s philosophy of self-governance known as self-determination along with community development, leadership, student learning, and staffing.

The Assistant Directors for Residence Life have primary responsibility for overseeing and managing residential areas for campus, averaging 2500 residents each. Responsibilities include basic counseling referrals, advising RHA and NRHH, community and leadership development, crisis intervention, facilities management, adjudication of higher level student conduct cases, and student care management. They supervise 3-4 Area Directors, and indirectly the student staff. The Assistant Directors trains, supervises, and evaluates the Area Director staff.

The seven Area Directors are live-in staff members who are responsible for the day-to-day management and administration of a specific group of buildings. The responsibilities of the Area Directors include advising, crisis intervention, referrals, community development, and adjudication of student conduct cases. They also select, train, supervise and evaluate the student staff assigned to their residential area, as well as coordinate maintenance and custodial issues for their buildings. The seven areas are: Barrett/Jefferson/Chandler/Landrum, Botetourt/One Tribe Place, Brown/DuPont/Hunt/Monroe/Reves/Old Dominion/Taliaferro, Bryan Complex/Lemon/Hardy/Tribe.
Square, Fraternity Complex/Sorority Court/Yates, Green & Gold Village/Randolph Village, Graduate Complex/Ludwell/Richmond Hall.

The four Administrative Support Staff oversee financial recordkeeping, damage billing, data records, personnel, payroll issues, and other central office functions.

Graduate and undergraduate student staff members fulfill a number of positions in Residence Life including, a Complex Director (CD), Graduate Resident Assistants (GRAs), Hall Directors (HDs), Head Residents (HRs), Housing Assistants (HAs), Community Advocates (CAs), and Resident Assistants (RAs). Additionally office assistants are employed by Residence Life. Position descriptions follow.
**STAFF INFORMATION**

**AREA DIRECTOR ORGANIZATIONAL CHART**

- **Greg Brown**
  - Barrett, Jefferson, Landrum, Chandler
  - 1 Hall Director
  - 1 Head Resident
  - 22 Resident Assistants

- **Taylor Locks**
  - Bryan Complex, Lemon, Hardy, Tribe Square
  - 1 Hall Director
  - 1 Head Resident
  - 21 Resident Assistants

- **Jenn Garcia**
  - Botetourt Complex, Green & One Tribe Place
  - 1 Hall Director
  - 1 Head Resident
  - 25 Resident Assistants

- **Emily Higham**
  - Green & Gold Village, Randolph
  - 1 Hall Director
  - 1 Head Resident
  - 24 Resident Assistants

- **Michael Embry**
  - Fraternity Complex, Sorority Court, Yates
  - 1 Head Resident
  - 10 Resident Assistants
  - 8 Housing Assistants

- **Billie Jo Wood**
  - Graduate Complex, Ludwell, Richmond Hall, CW House
  - 1 Complex Director
  - 2 Head Residents
  - 12 Resident Assistants
  - 4 Graduate Resident Assistants

- **Bethany Reilly**
  - Brown, DuPont, Hunt, Monroe, Old Dominion Reves, Taliaferro
  - 1 Hall Director
  - 2 Head Residents
  - 25 Resident Assistants
COMPLEX DIRECTOR POSITION DESCRIPTION

The Complex Director at William & Mary is a part-time student staff member responsible for an assigned area in the residence halls (as defined in the Employment Agreement). The Complex Director is a member of the Residence Life staff reporting directly to an Area Director, the Associate Vice President for Student Affairs (Campus Living)/Director of Residence Life and ultimately to the Vice President for Student Affairs.

The Complex Director will comply with all policies, procedures, and conditions printed in the current edition of the Student Handbook, the Student Housing Agreement, the manual for Student Staff, the Complex Director Employment Agreement, the Student Acknowledgement of Confidentiality in Working with Administrative Data Agreement, and the written expectations provided by the Area Director. The Complex Director works a maximum average of twenty (20) hours per week over the course of the spring and fall semesters according to the dates specified in the Complex Director employment agreement.

Community Development
- Coordinate elections of the Community Council representatives and officers. Advise the Community Council and coordinate ongoing training. Attend Hall Council meetings with executives and members; attend and participate in Community Council sponsored initiatives
- Educate Community Council and area residents about self-determination.
- Support departmental community development philosophy by influencing and planning community development initiatives
- Organize in-services and building/area initiatives
- Address individual student needs and concerns

Administrative Responsibilities and Communication
- Assist the Area Director in the administration and management of the Graduate Complex, including completion of tasks and duties, conducting weekly staff meetings
- Supervise and evaluate the Graduate Resident Assistant (GRA) staff in the assigned area
- Abide by university policies; confront, enforce, and report violations of policies and inappropriate behavior in the assigned area. Assist campus officials or other responsible parties elsewhere on campus when requested to do so
- Record and report information as outlined on departmental and area-specific forms (keys, inventories, service requests, incident and care report system, room inventories, community reports, surveys, etc.). Complete other paperwork as required and directed by supervisor
- Manage all Apartments Council funds, issue checks, and reconcile the account monthly
- Perform weekly key inventory and complete required forms according to instructions
- Create, monitor, and update common area inventories according to instructions
- Organize and manage the duty office; oversee and submit monthly duty schedules by established due dates; inventory duty office forms and supplies and restock as needed
- Serve as a resource, referral, and communication agent for staff and residents. Distribute paperwork, flyers, brochures, etc. according to instructions. Serve as liaison between staff, residents, and Residence Life
- Compile semester reports for submission to the Associate Director for Community Development.
- Develop and maintain relationships with residents and university personnel
Training, Meetings, and Duty Responsibilities
- Attend staff meetings, training sessions, in-services, and individual meetings with supervisor; work as member of area staff
- Facilitate staff training and development activities; organize staff social and team-building activities; assume staff leadership role. Facilitate staff meetings as directed by the Area Director
- Respond to crises and emergencies as directed in established protocols or as directed by supervisor or other management staff
- All Residence Life student staff are considered essential personnel and are required to be present to provide assistance during crises and emergencies (hurricanes, building/system failures, student death, etc.) as long as the university and/or residence halls remain open and occupied
- Serve as a Campus Security Authority and Responsible Employee as defined by the Clery Act and Title IX
- Assist with the opening and closing of the residence halls at the beginning and end of each semester and other officially scheduled breaks
- Shares on-call weekend duty rotation, 5:00pm Friday through 8:00am Monday and some holidays
- Provide duty coverage during fall, Thanksgiving, semester, and spring breaks as scheduled by Area Director
- Assume other duties as assigned

Qualifications/Eligibility
- Must be a candidate for admission or currently enrolled, full-time degree-seeking graduate student at William & Mary
- Must have a cumulative 2.0 grade point average to be eligible for application, appointment, and continuance. Student staff whose semester grade point average falls below a 2.0 may not be eligible for appointment or continuance
- Must not have a conduct or honor sanction that is equal to or more stringent than probation during the application, appointment, and employment period
- Must return to campus prior to the official opening of both the fall and spring semesters and must remain after the official closing of both the fall and spring semesters as specified in the Complex Director employment agreement
- Must not hold other employment on or off campus during the appointment period without written permission from the Area Director; such employment should not exceed ten (10) hours per week nor should it interfere with duties noted in the Complex Director position description.
- Student staff members hired for the subsequent year must attend job orientation meetings conducted in the spring semester
- Must agree to be listed in the university staff directory in electronic format
- Must set up voicemail with the provided telephone and phone number on the campus phone system

Compensation
- Living quarters as specified in the Complex Director Employment Agreement
- $7,500 stipend paid in semi-monthly installments

Expectations
• Student staff members are part-time employees of the university and may not work more than 29 hours per week (May 1 – April 30) or 1400 hours per year including all jobs at the university. If a staff member exceeds 1400 hours, their employment will be terminated.

• Residence Life student staff are expected to limit outside activities so that those activities will not conflict with their position responsibilities. Students who have major academic or extracurricular commitments should carefully review the situation with an Area Director or the Associate Director for Community Development prior to accepting employment as a Complex Director.

• Must request and receive approval from the supervisor for weekend or extended absences from residence.

• Student staff members are reminded of the provision in the Student Code of Conduct: Knowingly abusing a position of trust or responsibility with the College. (Section III, C. 7.): Students holding positions of trust or responsibility include student workers (paid or unpaid), student leaders, Resident Advisors, Student Conduct Council and Honor Council members, and Orientation Aides. Students in these positions have a special relationship with the College and are expected to respect the privacy of other students and members of the College community, including by maintaining confidentiality of student records, abiding by College policies, and using resources in an ethical fashion.

William & Mary does not discriminate on the basis of race/ethnicity, color, gender, sexual orientation, religion, national origin, age, mental or physical disability or status as a disabled Veteran in the administration of its educational policies, programs or activities, admission policies and procedures, scholarship and loan programs, employment, recreational, athletic or other university-administered program. It is also the policy of the university to implement appropriate affirmative action initiatives.

COMPLEX DIRECTOR EMPLOYMENT AGREEMENT

Your electronic signature on this agreement must be completed by Noon, Monday, February 19, 2018, and constitutes acceptance of the proffered agreement as a Complex Director with Residence Life for the 2018-2019 academic year. Your room and area assignment, room type and projected rate, and Area Director are indicated at the bottom of the page. In the unlikely event that reassignments are necessary, we reserve the right to move you to another area.

The period of appointment extends from Wednesday, August 8, 2018, 8:00am, through closing of buildings on Thursday, December 20, 2018. Appointment resumes Friday, January 4, 2019 and concludes on Wednesday, May 15, 2019. The Complex Director is expected to stay to assist with the closing of the buildings at break times.

Compensation will be your living quarters and a $7,836 cash stipend to be paid semi-monthly. Your first paycheck/direct deposit will be issued on or about September 1, 2018 and your final paycheck on or about June 1, 2019. Please note that you may share your apartment with a legal spouse or roommate who has paid their Room Reservation Deposit by February 16, 2018.

This appointment is confirmed with the understanding that you will fulfill the duties of the Complex Director as directed by the Complex Director position description, the Area Director and/or this office. The Complex Director is expected to work a maximum average of 20 hours per week over the
course of the fall and spring semesters according to the dates indicated above. You will be responsible to and work under the general supervision of an Area Director. Through this person, you will report to the Associate Vice President for Campus Living. You will be responsible for shared staffing the Residence Life lock out line, during the hours the Residence Life office is closed, from the end of summer session II until the student staff return for the fall semester.

The Complex Director is required to attend and participate in all staff trainings held in spring 2018 and August 2018. Additional attendance requirements include but are not limited to fall inservices, January training, as well as in other trainings and meetings held throughout the academic year. All staff will have their name, room number, and phone number listed in the campus director in electronic format and on the university website. All staff members will have telephones provided for use in their rooms to ensure communication with published numbers. Upon arrival on campus, all staff members are required to set up voice mail through the university network associated with the landline in their room.

During the period of your appointment, it is understood that you will not accept or continue other employment. Exceptions will only be considered upon receipt of a written request submitted to and approved in writing by the Area Director.

Residence Life reserves the right to terminate or request the resignation of a staff member whose work or behavior is judged to be unsatisfactory. If you resign from the position or if employment is terminated for any reason, your William & Mary account will be debited from the date of the resignation or termination for the room rent previously credited and the stipend will discontinue. You will be held to the contract dates, terms and conditions of the Residence Life Housing Contract if you are dismissed or voluntarily resign from the position. Additionally, you and any person you select as a roommate(s) must vacate the living quarters and will be reassigned to other campus housing. The job action and dismissal procedures are outlined in the Student Staff manual.

If you are not currently enrolled at William & Mary or officially accepted for fall 2018, this will serve as a conditional offer until you are accepted or until May 1, 2018, whichever comes first. You must be enrolled full-time to be eligible for this position. You are responsible for communicating your student status and intentions to Residence Life by no later than May 1, 2018. Failure to comply will result in this offer being rescinded.

We look forward to the contributions that you will make to the Residence Life Staff and the residential community at William and Mary. Welcome and congratulations!

**HALL DIRECTOR POSITION DESCRIPTION**

Hall Directors at William & Mary are part-time student staff members responsible for an assigned area (as defined in the Employment Agreement) in the residence halls. The Hall Director is a member of the Residence Life staff reporting directly to an Area Director, the Associate Vice President for Student Affairs (Campus Living)/Director of Residence Life and ultimately to the Vice President for Student Affairs.

Hall Directors will comply with all policies, procedures, and conditions printed in the current edition of the Student Handbook, the Student Housing Agreement, the manual for Student Staff, the Hall
Director Employment Agreement, the Student Acknowledgement of Confidentiality in Working with Administrative Data Agreement and the written expectations provided by the Area Director. The Hall Director works a maximum average of twenty (20) hours per week over the course of the spring and fall semesters according to the dates as specified in the Hall Director Employment Agreement.

**Community Development**
- Coordinate elections of Community Council representatives and officers. Advise the Community Council and coordinate ongoing training. Attend Community Council meetings with executives and members; attend and participate in Hall Council sponsored initiatives, events, and activities
- Educate Community Council and area residents about self-determination.
- Support departmental community development philosophy by influencing and planning community development initiatives
- Organize in-services and building/area initiatives
- Address individual student needs and concerns

**Administrative Responsibilities and Communication**
- Assist the Area Director in the administration and management of assigned area, including completion of tasks and duties, and conducting weekly staff meetings
- Supervise and evaluate the Resident Assistant staff in the assigned area
- Abide by University policies; confront, enforce, and report violations of policies and inappropriate behavior in the assigned area. Assist campus officials or other responsible parties elsewhere on campus when requested to do so
- Record and report information as outlined on departmental and area-specific forms (keys, inventories, service requests, incident and care reporting system, room inventories, community reports, surveys, etc.). Complete other paperwork as required and directed by supervisor
- Manage all Community Council funds, issue checks, and reconcile the account monthly
- Perform weekly key inventory and complete required forms according to instructions
- Create, monitor, and update common area inventories according to instructions
- Organize and manage the duty office; oversee and submit monthly duty schedules by established due dates; inventory duty office forms and supplies and restock as needed
- Serve as a resource, referral, and communication agent for staff and residents. Distribute paperwork, flyers, brochures, etc. according to instructions. Serve as liaison between staff, residents, and Residence Life
- Compile semester reports for submission to the Associate Director for Community Development
- Develop and maintain relationships with residents and university personnel

**Training, Meetings, and Duty Responsibilities**
- Attend staff meetings, training sessions, in-services, and individual meetings with supervisor; work as member of area staff
- Facilitate staff training and development activities; organize staff social and team-building activities; assume staff leadership role. Facilitate staff meetings as directed by the Area Director.
- Respond to crises and emergencies as directed in established protocols or as directed by supervisor or other management staff
- All Residence Life student staff are considered essential personnel and are required to be present to provide assistance during crises and emergencies (hurricanes, building/system failures, student death, etc.) as long as the university and/or residence halls remain open and occupied
• Serve as a Campus Security Authority and Responsible Employee as defined by the Clery Act and Title IX
• Assist with the opening and closing of the residence halls at the beginning and end of each semester and other officially scheduled breaks
• Shares on-call weekend duty rotation, 5:00pm Friday through 8:00am Monday and some holidays
• Provide duty coverage during fall, Thanksgiving, semester, and spring breaks as scheduled by Area Director
• Assume other duties as assigned

Qualifications/Eligibility
• Must be a candidate for admission or currently enrolled, full-time degree-seeking graduate student at William & Mary
• Must have a cumulative 2.0 grade point average to be eligible for application, appointment and continuance. Student staff whose semester grade point average falls below a 2.0 may not be eligible for appointment or continuance
• Must not have a conduct or honor sanction that is equal to or more stringent than probation during the application, appointment, and employment period
• Must return to campus prior to the official opening of both the fall and spring semesters and must remain after the official closing of both the fall and spring semesters once buildings are closed as specified in the Hall Director Employment Agreement
• Must not hold other employment on or off campus during the appointment period without written permission from the Area Director; such employment should not exceed ten (10) hours per week nor should it interfere with duties noted in the Hall Director position description
• Student staff members hired for the subsequent year must attend job orientation meetings conducted in the spring semester
• Must agree to be listed in the university staff directory in electronic format
• Must set up voice mail with the provided telephone and phone number on the campus phone system

Compensation
• Living quarters as specified in the Hall Director Employment Agreement
• $7,500 stipend paid in semi-monthly installments

Expectations
• Student staff members are part-time employees of the university and may not work more than 29 hours per week (May 1 – April 30) or 1400 hours per year including all jobs at the university. If a staff member exceeds 1400 hours, their employment will be terminated
• Residence Life student staff are expected to limit outside activities so that those activities will not conflict with their position responsibilities. Students who have major academic or extracurricular commitments should carefully review the situation with an Area Director or the Associate Director for Community Development prior to accepting employment as a Hall Director
• Must request and receive approval from the supervisor for weekend or extended absences from residence
• Student staff members are reminded of the provision in the Student Code of Conduct: Knowingly abusing a position of trust or responsibility with the College. (Section III, C. 7.): Students
holding positions of trust or responsibility include student workers (paid or unpaid), student leaders, Resident Advisors, Student Conduct Council and Honor Council members, and Orientation Aides. Students in these positions have a special relationship with the College and are expected to respect the privacy of other students and members of the College community, including by maintaining confidentiality of student records, abiding by College policies, and using resources in an ethical fashion.

William & Mary does not discriminate on the basis of race/ethnicity, color, gender, sexual orientation, religion, national origin, age, mental or physical disability or status as a disabled Veteran in the administration of its educational policies, programs or activities, admission policies and procedures, scholarship and loan programs, employment, recreational, athletic or other university-administered program. It is also the policy of the university to implement appropriate affirmative action initiatives.

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**HALL DIRECTOR EMPLOYMENT AGREEMENT**

Your electronic signature on this agreement must be completed by **Noon, Monday, February 19, 2018**, and constitutes acceptance of the proffered agreement as a Hall Director with Residence Life for the 2018-2019 academic year. Your room and area assignment, room type and projected rate, and Area Director are indicated at the bottom of the page. In the unlikely event that reassignments are necessary, we reserve the right to move you to another area.

The period of appointment extends from Wednesday, August 8, 2018 through closing of buildings on Thursday, December 20, 2018. Appointment resumes Wednesday, January 9, 2019 and concludes on Wednesday, May 15, 2019. Hall Directors are expected to stay to assist with the closing of the buildings at break times.

Compensation will be your living quarters and a $7,500 cash stipend to be paid semi-monthly. Your first pay check/direct deposit will be issued on or about September 1, 2018 and your final pay check/direct deposit on or about June 1, 2019. Please note that you may share your apartment with a legal spouse or roommate who has paid their Room Reservation Deposit by February 16, 2018. This appointment is confirmed with the understanding that you will fulfill the duties of the Hall Director as directed by the Hall Director position description, the Area Director and/or this office. Hall Directors are expected to work a maximum average of 20 hours per week over the course of the fall and spring semesters according to the dates indicated above. You will be responsible to and work under the general supervision of an Area Director. Through this person, you will report to the Associate Vice President for Campus Living.

Hall Directors are required to attend and participate in all staff trainings held in spring 2018 and August 2018. Additional attendance requirements include but are not limited to fall in-services, January training, as well as in other trainings and meetings held throughout the academic year. All staff will have their name, room number, and phone number listed in the campus directory in electronic format and on the university website. All staff members will be provided a telephone for use in their rooms to ensure communication with published numbers. Upon arrival on campus, all staff members are required to set up voice mail through the university network associated with the landline in their room.
During the period of your appointment, it is understood that you will not accept or continue other employment. Exceptions will only be considered upon receipt of a written request submitted to and approved in writing by the Area Director.

Residence Life reserves the right to terminate or request the resignation of a staff member whose work or behavior is judged to be unsatisfactory. If you resign from the position or if your employment is terminated for any reason, your William & Mary account will be debited from the date of your resignation or termination for the room rent previously credited and the stipend will discontinue. You will be held to the contract dates, terms and conditions of the Residence Life Housing Contract if you are dismissed or voluntarily resign from the position. Additionally, you and any person you select as a roommate(s) must vacate the living quarters and will be reassigned to other campus housing. The job action and dismissal procedures are outlined in the Student Staff manual.

If you are not currently enrolled at William and Mary or officially accepted for fall 2018, this will serve as a conditional offer until you are accepted or until May 1, 2018, whichever comes first. You must be enrolled full-time to be eligible for this position. You are responsible for communicating your student status and intentions to Residence Life by no later than May 1, 2018. Failure to comply will result in this offer being rescinded.

We look forward to your continued contributions to the Residence Life staff and the residential community at William & Mary. Welcome and congratulations!

**HEAD RESIDENT POSITION DESCRIPTION**

Head Residents at the William & Mary are part-time student staff members responsible for an assigned area (as defined in the Employment Agreement) in the residence halls. The Head Resident is a member of the Residence Life staff reporting directly to an Area Director, the Associate Vice President for Campus Living and ultimately to the Vice President for Student Affairs.

Head Residents will comply with all policies, procedures, and conditions printed in the current edition of the Student Handbook, the Student Housing Agreement, the manual for Student Staff, the Head Resident Employment Agreement, the Student Acknowledgement of Confidentiality in Working with Administrative Data Agreement and the written expectations provided by the Area Director. Head Residents work a maximum average of twenty (20) hours per week over the course of the spring and fall semesters according to the dates specified in the Head Resident Employment Agreement.

**Community Development**

- Coordinate elections of Community Council representatives and officers. Advise the Community Council and coordinate ongoing training. Attend Community Council meetings with executives and members; attend and participate in Community Council sponsored initiatives
- Educate Community Council and area residents about self-determination
- Support departmental community development philosophy by influencing and planning community development initiatives
- Organize in-services and building/area initiatives
- Address individual student needs and concerns
Administrative Responsibilities and Communication
- Assist the Area Director in the administration and management of assigned area, including completion of tasks and duties, attending weekly staff meetings
- Abide by university policies, confront, enforce, and report violations of policies and inappropriate behavior in the assigned area. Assist campus officials or other responsible parties elsewhere on campus when requested to do so
- Record and report information as outlined on departmental and area-specific forms (keys, inventories, service requests, incident and care reporting system, room inventories, community reports, surveys, etc.). Complete other paperwork as required and directed by supervisor
- Perform weekly key inventory and complete required forms according to instructions
- Create, monitor, and update common area inventories according to instructions
- Organize and manage the duty office; oversee and submit monthly duty schedules by established due dates; inventory duty office forms and supplies and restock as needed
- Serve as a resource, referral, and communication agent for staff and residents. Distribute paperwork, flyers, brochures, etc. according to instructions. Serve as liaison between staff, residents, and Residence Life
- Compile semester reports for submission to the Associate Director for Community Development.
- Develop and maintain relationships with residents and university personnel

Training, Meetings, and Duty Responsibilities
- Attend staff meetings, training sessions, in-services, and individual meetings with supervisor; work as member of area staff
- Facilitate staff training and development activities, organize staff social and team-building activities; assume staff leadership role. Facilitate staff meetings as directed by the Area Director
- Assist with the annual Residence Life student staff selection process
- Respond to crises and emergencies as directed in established protocols or as directed by supervisor or other management staff
- All Residence Life student staff are considered essential personnel and are required to be present to provide assistance during crises and emergencies (hurricanes, building/system failures, student death, etc.) as long as the university and/or residence halls remain open and occupied.
- Serve as a Campus Security Authority and Responsible Employee as defined by the Clery Act and Title IX
- Assist with the opening and closing of the residence halls at the beginning and end of each semester and other officially scheduled breaks
- Shares on-call weekend duty rotation, 5:00pm Friday through 8:00am Monday and some holidays
- Provide duty coverage during fall, Thanksgiving, semester, and spring breaks as scheduled by Area Director
- Assume other duties as assigned

Qualifications/Eligibility
- Must be a candidate for admission (graduate student) or an enrolled, full-time degree-seeking student at William & Mary
- Must have a social status of junior or higher by the position start date
• Must have a cumulative 2.0 grade point average to be eligible for application, appointment and continuance. Student staff whose semester grade point average falls below a 2.0 may not be eligible for appointment or continuance.
• Must not have a conduct or honor sanction that is equal to or more stringent than probation during the application, appointment, and employment period.
• Must return to campus prior to the official opening of both the fall and spring semesters and must remain after the official closing of both the fall and spring semesters as specified in the Head Resident Employment Agreement.
• Must not hold other employment on or off campus during the appointment period without written permission from the Area Director; such employment should not exceed ten (10) hours per week nor should it interfere with duties noted in the Head Resident position description.
• Student staff members hired for the subsequent year must attend job orientation meetings conducted in the spring semester.
• Must agree to be listed in the university staff directory in electronic format.
• Must set up voicemail with the provided telephone and phone number on the campus phone system.

Compensation
• Living quarters as specified in the Head Resident Employment Agreement.
• $5,000 stipend paid in semi-monthly installments.

Expectations
• Student staff members are part-time employees of the university and may not work more than 29 hours per week (May 1 – April 30) or 1400 hours per year including all jobs at the university. If a staff member exceeds 1400 hours, their employment will be terminated.
• Residence Life student staff are expected to limit outside activities so that those activities will not conflict with their position responsibilities. Students who have major academic or extracurricular commitments should carefully review the situation with an Area Director or the Associate Director for Community Development prior to accepting employment as a Head Resident.
• Must request and receive approval from the supervisor for weekend or extended absences from residence.
• Student staff members are reminded of the provision in the Student Code of Conduct: Knowingly abusing a position of trust or responsibility with the College. (Section III, C. 7.): Students holding positions of trust or responsibility include student workers (paid or unpaid), student leaders, Resident Advisors, Student Conduct Council and Honor Council members, and Orientation Aides. Students in these positions have a special relationship with the College and are expected to respect the privacy of other students and members of the College community, including by maintaining confidentiality of student records, abiding by College policies, and using resources in an ethical fashion.

William & Mary does not discriminate on the basis of race/ethnicity, color, gender, sexual orientation, religion, national origin, age, mental or physical disability or status as a disabled Veteran in the administration of its educational policies, programs or activities, admission policies and procedures, scholarship and loan programs, employment, recreational, athletic or other university-administered program. It is also the policy of the university to implement appropriate affirmative action initiatives.
HEAD RESIDENT EMPLOYMENT AGREEMENT

Your electronic signature on this agreement must be completed by Noon, Monday, February 19, 2018 and constitutes acceptance of the proffered agreement as a Head Resident with Residence Life for the 2018-2019 academic year. Your room and area assignment, room type and projected rate, and Area Director are indicated at the bottom of the page. In the unlikely event that reassignments are necessary, we reserve the right to move you to another area.

The period of appointment extends from Friday, August 10, 2018, 8:00 am through closing of buildings on Thursday, December 20, 2018. Appointment resumes Wednesday, January 9, 2019 and concludes on Wednesday May 15, 2019. Head Residents are expected to stay to assist with the closing of the buildings at break times.

Compensation for Head Residents will be your living quarters and a $5,000 cash stipend to be paid to you semi-monthly. Your first paycheck/direct deposit will be issued on or about September 1, 2018 and your final paycheck/direct deposit on or about June 1, 2019. Please note that you may share your apartment with a legal spouse or roommate who has paid their Room Reservation Deposit by February 16, 2018.

This appointment is confirmed with the understanding that you will fulfill the duties of the Head Resident as directed by the Head Resident position description, the Area Director and/or this office. Head Residents are expected to work a maximum average of 20 hours per week over the course of the fall and spring semesters according to the dates above. You will be responsible to and work under the general supervision of an Area Director. Through this person, you will report to the Associate Vice President for Campus Living.

Head Residents are required to attend and participate in all staff trainings held in spring 2018 and August 2018. Additional attendance requirements include but are not limited to fall in-services, January training, as well as in other trainings and meetings held throughout the academic year. All staff will have their name, room number, and phone number listed in the campus directory in electronic format and on the university website. All staff members will be provided with a telephone for use in their rooms to ensure communication with published numbers. Upon arrival on campus, all staff members are required to set up voicemail through the university network associated with the landline in their room.

During the period of your appointment, it is understood that you will not accept or continue other employment. Exceptions will only be considered upon receipt of a written request submitted to and approved in writing by the Area Director.

Residence Life reserves the right to terminate or request the resignation of a staff member whose work or behavior is judged to be unsatisfactory. If you resign from the position or if your employment is terminated for any reason, your William & Mary account will be debited from the date of the resignation or termination for the room rent previously credited and the stipend will discontinue. You will be held to the contract dates, terms and conditions of the Residence Life Housing Contract if you are dismissed or voluntarily resign from the position. Additionally, you and any person you select as a roommate(s) must vacate the living quarters and will be reassigned to
other campus housing. The job action and dismissal procedures are outlined in the Student Staff manual. If you are not currently enrolled at William & Mary or officially accepted for fall 2018, this will serve as a conditional offer until you are accepted or until May 1, 2018, whichever comes first. You must be enrolled to be eligible for this position. You are responsible for communicating your student status and intentions to Residence Life by no later than May 1, 2018. Failure to comply will result in this offer being rescinded.

We look forward to the contributions that you will make to the Residence Life Staff and the residential community at William & Mary. Welcome and congratulations!

**GRADUATE RESIDENT ASSISTANT POSITION DESCRIPTION**

Graduate Resident Assistants at the William & Mary are part-time student staff members responsible for an assigned area in the residence halls (as defined in the Employment Agreement). The Graduate Resident Assistant (GRA) is a member of the Residence Life staff reporting directly to the Complex Director, the Area Director, the Associate Vice President for Campus Living, and ultimately to the Vice President for Student Affairs.

Graduate Resident Assistants will comply with all policies, procedures, and conditions printed in the current edition of the Student Handbook, the Student Housing Agreement, the Manual for Student Staff, the Graduate Resident Assistant Employment Agreement, the Student Acknowledgement of Confidentiality in Working with Administrative Data Agreement and the written expectations provided by the Area Director. The GRAs work a maximum average of fifteen (15) hours per week over the course of the spring and fall semesters according to the dates as specified in the Graduate Resident Assistant Employment Agreement.

**Community Development**

- Facilitate development of community by creating opportunities for residents to interact; conduct hall meetings; educate residents about self-determination; oversee development and revisions, when appropriate, of the community agreement; and initiate discussions between roommates through use of the shared space expectations document
- Plan, organize and implement community development initiatives for residents according to departmental community development philosophy
- Mediate conflicts that may occur between roommates and among residents
- Develop and post bulletin boards as directed
- Support Community Council by recruiting student leaders and by attending Community Council meetings and initiatives
- Address individual student needs and concerns

**Administrative Responsibilities and Communication**

- Assume responsibility for identifying, reporting and correcting safety and security concerns; educate residents about safety and security measures
- Record and report information as outlined on departmental and area-specific forms (keys, inventories, service requests, incident and care reporting system, room inventories, community reports, surveys, etc.). Complete other paperwork as required and directed by supervisor
• Serve as a resource, referral, and communication agent. Distribute paperwork, flyers, brochures, etc. according to instructions. Serve as liaison between residents and Residence Life
• Develop and maintain relationships with residents and university personnel
• Abide by university policies; confront, enforce, and report violations of policies and inappropriate behavior in the assigned area. Assist campus officials or other responsible parties elsewhere on campus when requested to do so

Training, Meetings, and Duty Responsibilities
• Attend staff meetings, training sessions, in-services, and individual meetings with supervisor; work as member of area staff
• Assume on-call duty responsibility as scheduled, including fall, Thanksgiving, semester, and spring breaks; complete rounds of assigned buildings as directed
• All Residence Life student staff are considered essential personnel and are required to be present to provide assistance during crises and emergencies (hurricanes, building/system failures, student death, etc.) as long as the university and/or residence halls remain open and occupied
• Serve as a Campus Security Authority and Responsible Employee as defined by the Clery Act and Title IX
• Assist with the opening and closing of the residence halls at the beginning and end of each semester and other officially scheduled breaks
• Respond to crises and emergencies as directed in established protocols or as directed by supervisor or other management staff
• Assume other duties as assigned

Qualifications/Eligibility
• Must be a candidate for admission or currently enrolled, full-time degree-seeking graduate student at William & Mary.
• Must have a cumulative 2.0 grade point average to be eligible for application, appointment and continuance. Student staff whose semester grade point average falls below a 2.0 may not be eligible for appointment or continuance.
• Must not have a conduct or honor sanction that is equal to or more stringent than probation during the application, appointment, and employment period.
• Must return to campus prior to the official opening of both the fall and spring and must remain after the official closing of both the fall and spring semesters as specified in the Graduate Resident Assistant Employment Agreement.
• Must not hold other employment on or off campus during the employment period without written permission from the Area Director; such employment should not exceed ten (10) hours per week nor should it interfere with duties noted in the Graduate Resident Assistant position description.
• Student staff members hired for the subsequent year must attend job orientation meetings conducted in the spring semester.
• Must agree to be listed in the university staff directory in electronic format.
• Must set up voicemail with the provided telephone and phone number on the campus phone system.

Compensation
• Room rent as specified in the Graduate Resident Assistant Employee Agreement
• $3,000 stipend paid in semi-monthly installments
Expectations

- Student staff members are part-time employees of the university and may not work more than 29 hours per week (May 1 – April 30) or 1400 hours per year including all jobs at the university. If a staff member exceeds 1400 hours, their employment will be terminated.
- Residence Life student staff are expected to limit outside activities so that those activities will not conflict with their position responsibilities. Students who have major academic or extracurricular commitments should carefully review the situation with an Area Director or the Associate Director for Community Development prior to accepting employment as a Graduate Resident Assistant.
- Must request and receive approval from the supervisor for weekend or extended absences from residence.
- Student staff members are reminded of the provision in the Student Code of Conduct: Knowingly abusing a position of trust or responsibility with the College. (Section III, C. 7.): Students holding positions of trust or responsibility include student workers (paid or unpaid), student leaders, Resident Advisors, Student Conduct Council and Honor Council members, and Orientation Aides. Students in these positions have a special relationship with the College and are expected to respect the privacy of other students and members of the College community, including by maintaining confidentiality of student records, abiding by College policies, and using resources in an ethical fashion.

William & Mary does not discriminate on the basis of race/ethnicity, color, gender, sexual orientation, religion, national origin, age, mental or physical disability or status as a disabled Veteran in the administration of its educational policies, programs or activities, admission policies and procedures, scholarship and loan programs, employment, recreational, athletic or other university-administered program. It is also the policy of the university to implement appropriate affirmative action initiatives.

Graduate Resident Assistant Employment Agreement

Your electronic signature on this agreement must be completed by February 19, 2018 and constitutes acceptance of the proffered agreement as a Graduate Resident Assistant with Residence Life for the 2018-2019 academic year. Your room and area assignment, room type and projected rate, and Area Director are indicated at the bottom of the page. In the unlikely event that reassignments are necessary, we reserve the right to move you to another area.

The period of appointment extends from Tuesday, August 14, 2018 through closing of buildings on Thursday, December 20, 2018. Appointment resumes Friday, January 4, 2019 and concludes on Tuesday, May 14, 2019. Graduate Resident Assistants are expected to stay to assist with the closing of the buildings at break times.

Compensation for Graduate Resident Assistant position will be room rent in a single room within a double occupancy apartment and a $3,000.00 stipend paid semi-monthly. Your first paycheck/direct deposit will be issued on or about September 1, 2018 and your final paycheck/direct deposit on or about June 1, 2019.

This appointment is confirmed with the understanding that you will fulfill the duties of the Graduate Resident Assistant as directed by the Graduate Resident Assistant position description, the Area
Director, Complex Director, and/or this office. Graduate Resident Assistants are expected to work a maximum average of 15 hours per week over the course of the fall and spring semesters according to the dates indicated above. You will be responsible to and work under the general supervision of an Area Director and a Complex Director who are accountable for the Lettie Pate Whitehead Evans Residences. Through these persons, you report to the Associate Vice President for Campus Living. Graduate Assistants are required to attend and participate in all staff trainings held in spring 2018 and August 2018. Additional attendance requirements include but are not limited to fall in-services, January training, as well as in other trainings and meetings held throughout the academic year. All staff will have their name, room number, and phone number listed in the campus directory in electronic format and on the university website. All staff members will have telephones provided for use in their rooms to ensure communication with published numbers. Upon arrival on campus, all staff members are required to set up voice mail through the university network associated with the landline in their room.

During the period of your appointment, it is understood that you will not accept or continue other employment. Exceptions will only be considered upon receipt of a written request submitted to and approved in writing by the Area Director.

Residence Life reserves the right to terminate or request the resignation of a staff member whose work or behavior is judged to be unsatisfactory. If you resign from the position or if your employment is terminated for any reason, your William & Mary account will be debited from the date of the resignation or termination for the room rent previously credited and your stipend will discontinue. You will be held to the contract dates, terms and conditions of the Residence Life Housing Contract if you are dismissed or voluntarily resign from the position. Additionally, you and any person you select as a roommate(s) must vacate the living quarters and will be reassigned to other campus housing. The job action and dismissal procedures are outlined in the Student Staff manual.

If you are not currently enrolled at William & Mary or officially accepted for fall 2018, this will serve as a conditional offer until you are accepted or until May 1, 2018, whichever comes first. You must be enrolled full-time to be eligible for this position. You are responsible for communicating your student status and intentions to Residence Life by no later than May 1, 2018. Failure to comply will result in this offer being rescinded.

We look forward to the contributions that you will make to the Residence Life Staff and the residential community at William & Mary. Welcome and congratulations!

**HOUSING ASSISTANT POSITION DESCRIPTION**

Housing Assistants at William & Mary are part-time student staff members responsible for an assigned area (as defined in the Employment Agreement) in the residence halls. The Housing Assistant is a member of the Residence Life staff reporting directly to an Area Director, the Associate Vice President for Campus Living and ultimately to the Vice President for Student Affairs.

Housing Assistants will comply with all policies, procedures, and conditions printed in the current edition of the Student Handbook, the Student Housing Agreement, the Fraternity & Sorority
Housing Manual, the Residence Life Student Staff manual, the Housing Assistant Employment Agreement, the Student Acknowledgement of Confidentiality in Working with Administrative Data Agreement, and the written expectations provided by the Area Director. Housing Assistants work a maximum average of fifteen (15) hours per week over the course of the spring and fall semesters according to the dates as specified in the Housing Assistant Employment Agreement.

**Administrative Responsibilities and Communication**
- Assist the Area Director in the administration and management of the assigned area, including completion of tasks and duties, and attending weekly staff meetings
- Document information as instructed on departmental and area-specific forms (service requests, damage reports, inventories, incident and care reporting system, room inventories, community reports, surveys, etc.). Complete other paperwork as required and directed by the Area Director.
- Perform building/safety inspections; identify and report safety/security concerns and violations of university and Residence Life policies
- Distribute paperwork, flyers, and brochures; email residents as directed
- Help educate residents about safety/security measures and university and Residence Life policies and procedures; attend chapter meetings as needed
- Serve as a liaison to house residents and chapters to address needs and concerns

**Training, Meetings, and Duty Responsibilities**
- In coordination with other staff members perform day and night time building/safety checks as scheduled by the Area Director
- Serve office hours as scheduled by the Area Director
- Attend staff meetings, training sessions and individual meetings with supervisor; work as member of a staff team
- Assist with the opening and closing of the residence halls at the beginning and end of each semester and other officially scheduled breaks
- Serve as a resource, referral, and communication agent
- Abide by university policies; assist campus officials or other responsible parties elsewhere on campus when requested to do so
- All Residence Life student staff are considered essential personnel and are required to be present to provide assistance during crises and emergencies (hurricanes, building/system failures, student death, etc.) as long as the university and/or residence halls remain open and occupied.
- Serve as a Campus Security Authority and Responsible Employee as defined by the Clery Act and Title IX
- Assume other duties as assigned

**Specialty Areas and Responsibilities**

**Community Development Specialist (2)**
- Provides leadership for creating bulletin boards, newsletters, and fliers as directed; works with staff team to facilitate opportunities for residents to interact
- Provides leadership for the education of residents and chapter leadership about self-determination; oversees development and revision of community agreements

**Chapter Communication/Social Media Specialists (3)**
Communicate with chapters regarding:
- Email chapter House Managers and chapter leadership weekly concerning the overall condition of the facility
- Submit chapter reports based on established timelines
- Posts to Fraternity and Sorority Housing social media accounts

Facilities Specialist (2)
- Assists the Area Director in the administration and management of:
  - Submits and tracks service requests
  - Tracks damages, vandalism, and subsequent repairs
  - Completes common area inventories
  - Inventories house storage keys

Administration Specialist (1)
- Develops schedules for safety checks, Housing Assistant staff office hours, check-in hours
- Assists the Area Director with administrative tracking, training, in-services, and staff development
- Manages Community Building Council Room reservations

Qualifications/Eligibility
- Must be a currently enrolled, full-time degree-seeking student at William & Mary or a candidate for admission.
- Must have a cumulative 2.0 grade point average to be eligible for application, appointment and continuance. Student staff whose semester grade point average falls below a 2.0 may not be eligible for appointment or continuance.
- Must not have a conduct or honor sanction that is equal to or more stringent than probation during the application, appointment, and employment period.
- Must return to campus prior to the official opening of both the fall and spring semesters and must remain after the official closing of both the fall and spring semesters as specified in the Housing Assistant Employment Agreement.
- Must not hold other employment on or off campus during the appointment period without written permission from the Area Director; such as employment should not exceed the (10) hours per week nor should it interfere with duties noted in the Housing Assistant position description.
- Student staff members hired for the subsequent year must attend job orientation meetings conducted in the spring semester.
- Must agree to be listed in the university staff directory in electronic format.
- Must set up voice mail with the provided telephone and phone number on the campus phone system.
- Preference in hiring will be given to members of fraternities and sororities.

Compensation
- Room rent as specified in the Housing Assistant Employee Agreement
- $3,000 stipend paid in semi-monthly installments

Expectations
Student staff members are part-time employees of the university and may not work more than 29 hours per week (May 1 – April 30) or 1400 hours per year including all jobs at the university. If a staff member exceeds 140 hours, their employment will be terminated.

Residence Life student staff are expected to limit outside activities so that those activities will not conflict with their position responsibilities. Students who have major academic or extracurricular commitments should carefully review the situation with Area Director or the Associate Director for Community Development prior to accepting employment as a Housing Assistant.

Student staff members are reminded of the provision in the Student Code of Conduct: Knowingly abusing a position of trust or responsibility with the College. (Section III, C. 7.): Students holding positions of trust or responsibility include student workers (paid or unpaid), student leaders, Resident Advisors, Student Conduct Council and Honor Council members, and Orientation Aides. Students in these positions have a special relationship with the College and are expected to respect the privacy of other students and members of the College community, including by maintaining confidentiality of student records, abiding by College policies, and using resources in an ethical fashion.

William & Mary does not discriminate on the basis of race/ethnicity, color, gender, sexual orientation, religion, national origin, age, mental or physical disability or status as a disabled Veteran in the administration of its educational policies, programs or activities, admission policies and procedures, scholarship and loan programs, employment, recreational, athletic or other university-administered program. It is also the policy of the university to implement appropriate affirmative action initiatives.

**Housing Assistant Employment Agreement**

Your electronic signature on this agreement must be completed by Noon, Monday, February 19, 2018, and constitutes acceptance of the proffered agreement as a Housing Assistant with Residence Life for the 2018-2019 academic year. Your room and area assignment, room type and projected rate, and supervisor are indicated at the bottom of the page. In the unlikely event that reassignments are necessary, we reserve the right to move you to another area.

The period of appointment extends from Monday, August 13, 2018 through closing of buildings on Thursday, December 20, 2018. Appointment resumes on Thursday, January 10, 2019 and concludes Wednesday, May 15, 2019. Housing Assistants are expected to stay to assist with the closing of buildings at break times.

Compensation for the Housing Assistant position will be room rent and a $3,000.00 stipend paid semi-monthly. Undergraduate Housing Assistant student staff will be in a double or triple space as approved by Residence Life; graduate Housing Assistant student staff will be in a single room in a shared triple or quad apartment in graduate student housing. Dates and times for the selection of these rooms are included on the Employments Documents page. Your first paycheck/direct deposit will be issued on or about September 1, 2018 and your final paycheck/direct deposit on or about June 1, 2019.

This appointment is confirmed with the understanding that you will fulfill the duties of the Housing Assistant as directed by the Housing Assistant position description, the Area Director, and/or this
office. Housing Assistants are expected to work a maximum average of 15 hours per week over the course of the fall and spring semesters according to the dates stated above. You will be responsible to and work under the general supervision of the Area Director. Through this person, you will report to the Associate Vice President Campus Living.

Housing Assistants are required to attend and participate in all staff trainings held in spring 2018 and August 2018. Additional attendance requirements include but are not limited to in-services, January training, as well as in other trainings and meetings held throughout the academic year. All staff will have their name, room, and phone numbers listed in the campus directory in electronic format and on the university website. All staff members will be provided a digital phone for use in their rooms to ensure communication with published numbers. Upon arrival on campus, all staff members are required to set up voicemail through the university network associated with the landline in their room.

During the period of your appointment, it is understood that you will not accept or continue other employment. Exceptions will only be considered upon receipt of a written request submitted to and approved in writing by the Area Director.

Residence Life reserves the right to terminate or request the resignation of a staff member whose work or behavior is judged to be unsatisfactory. If you resign from the position or if your employment is terminated for any reason, your William & Mary account will be debited from the date of the resignation or termination for the room rent previously credited and the stipend will discontinue. You will be held to the contract dates, terms and conditions of the Residence Life Housing Contract if you are dismissed or voluntarily resign from the position. Additionally, you and any person you select as a roommate(s) must vacate the living quarters and will be reassigned to other campus housing. The job action and dismissal procedures are outlined in the Student Staff manual.

If you are not currently enrolled at William & Mary or officially accepted for fall 2018, this will serve as a conditional offer until you are accepted or until May 1, 2018, whichever comes first. You must be enrolled full-time to be eligible for this position. You are responsible for communicating your student status and intentions to Residence Life by no later than May 1, 2018. Failure to comply will result in this offer being rescinded.

We look forward to the contributions that you will make to the Residence Life Staff and the residential community at William & Mary. Welcome and congratulations!

**COMMUNITY ADVOCATE POSITION DESCRIPTION**

Community Advocates at William & Mary are part-time student staff members responsible for duties as assigned both in and out of the Center for Community Development (CCD). The Community Advocate (CA) is a member of the Residence Life staff reporting directly to the Assistant Director for Community Development, the Associate Vice President for Campus Living and ultimately to the Vice President for Student Affairs.

Community Advocates will comply with all policies, procedures, and conditions printed in the current edition of the Student Handbook, the Student Housing Agreement, the manual for Student
Staff, the Community Advocate Employment Agreement, the Student Acknowledgement of Confidentiality in Working with Administrative Data Agreement and the written expectations provided by the Assistant Director. Community Advocates work a maximum average of fifteen (15) hours per week over the course of the spring and fall semesters according to the dates specified in the Community Advocate Employment Agreement. All Residence Life student staff are considered essential personnel and are required to be present to provide assistance during crises and emergencies (hurricanes, building/system failures, student death, etc.) as long as the university and/or residence halls remain open and occupied. Community Advocates serve as a Campus Security Authority and Responsible Employee as defined by the Clery Act and Title IX.

Community Development
- Assists RAs and other Residence Life community development initiators in generating ideas for developing, implementing and evaluating community development initiatives
- Research and design "Your Finger Tips" and "Bulletin Boards in A Bag" for use by Residence Life staff, Hall Council, RHA, and NRHH members
- Assess the needs of the Residence Life staff and other users of the Center.
- Address individual student needs and concerns.

Administrative Responsibilities and Communication
- Serve as consultant and official CCD contact person.
- Serve as a resource, referral, and communication agent. Serve as liaison between residents and Residence Life.
- Develop and maintain relationships with residents and university personnel.
- Abide by university policies. Assist campus officials or other responsible parties elsewhere on campus when requested to do so.
- Promote the CCD and its resources to Residence Life staff, Community Councils, Language House Tutors, Sharpe Community Scholars, Chapter Liaisons, RHA and NRHH members.
- Track CCD usage and update and maintain social media accounts
- Update and maintain CCD social media.
- Maintain pre-made bulletin boards, posters, and Your FingerTip
- Ensure CCD inventory and resources are maintained

Training, Meetings, and Duty Responsibilities
- Coordinate with other members of the Center for Community Development staff to arrange regular coverage of the Center which will be open to users 45 hours per week. Share in staffing the CCD, for an average of nine (9) hours each week.
- Attend staff meetings, training sessions, in-services, and individual meetings with supervisor; work as member of Center for Community Development staff.
- Assume other duties as assigned.

Qualifications/Eligibility
- Must be a candidate for admission (transfer or graduate student) or currently enrolled, full-time degree-seeking student at William & Mary.
Must have a cumulative 2.0 grade point average to be eligible for application, appointment and continuance. Student staff whose semester grade point average falls below a 2.0 may not be eligible for appointment or continuance.

Must not have a conduct or honor sanction that is equal to or more stringent than probation during the application, appointment, and employment period.

Must return to campus prior to the official opening of both the fall and spring semesters and must remain after the official closing of both the fall and spring semesters as specified in the Community Advocate Employment Agreement.

Must not hold other employment on or off campus during the appointment period without written permission from the Assistant Director for Community Development; such employment should not exceed ten (10) hours per week nor should it interfere with duties noted in the Community Advocate position description.

Student staff members hired for the subsequent year must attend job orientation meetings conducted in the spring semester.

Must agree to be listed in the university staff directory in electronic format.

Must set up voicemail with the provided telephone and phone number on the campus phone system.

**Compensation**

- Room rent as specified in the Community Advocate Employment Agreement
- $3,000 stipend paid in semi-monthly installments

**Expectations**

- Student staff members are part-time employees of the university and may not work more than 29 hours per week (May 1 – April 30) or 1400 hours per year including all jobs at the university. If a staff member exceeds 1400 hours, their employment will be terminated.

- Residence Life student staff are expected to limit outside activities so that those activities will not conflict with their position responsibilities. Students who have major academic or extracurricular commitments should carefully review the situation with the Assistant Director for Community Development prior to accepting employment as a Community Advocate.

- Student staff members are reminded of the provision in the Student Code of Conduct: Knowingly abusing a position of trust or responsibility with the College. (Section III, C. 7.): Students holding positions of trust or responsibility include student workers (paid or unpaid), student leaders, Resident Advisors, Student Conduct Council and Honor Council members, and Orientation Aides. Students in these positions have a special relationship with the College and are expected to respect the privacy of other students and members of the College community, including by maintaining confidentiality of student records, abiding by College policies, and using resources in an ethical fashion.

William & Mary does not discriminate on the basis of race/ethnicity, color, gender, sexual orientation, religion, national origin, age, mental or physical disability or status as a disabled Veteran in the administration of its educational policies, programs or activities, admission policies and procedures, scholarship and loan programs, employment, recreational, athletic or other university-administered program. It is also the policy of the university to implement appropriate affirmative action initiatives.
COMMUNITY ADVOCATE EMPLOYMENT AGREEMENT

Your electronic signature on this agreement must be completed by Noon, Monday, February 19, 2018, and constitutes acceptance of the proffered agreement as a Community Advocate with Residence Life for the 2018-2019 academic year. Your room and area assignment, room type, and projected rate, and supervisor are indicated at the bottom of the page. In the unlikely event that reassignments are necessary, we reserve the right to move you to another area.


Compensation for Community Advocate position will be room rent and a $3,000.00 stipend paid semi-monthly. Compensation for undergraduate Community Advocate student staff will be in a double or triple space as approved by Residence Life. Compensation for graduate Community Advocate student staff will be in a single room in a shared apartment in graduate student housing. Dates and times for the selection of these rooms are included on the Employments Documents page. Your first paycheck/direct deposit will be issued on or about September 1, 2018 and your final paycheck on or about June 1, 2019.

This appointment is confirmed with the understanding that you will fulfill the duties of the Community Advocate as directed by the Community Advocate position description, the Assistant Director for Community Development, the Associate Director for Community Development, and/or this office. Community Advocates are expected to work a maximum average of 15 hours per week over the course of the fall and spring semesters according to the dates stated above. You will be responsible to and work under the general supervision of the Assistant Director for Community Development. Through this person, you report to the Associate Vice President for Campus Living.

Community Advocates are required to attend and participate in all staff trainings held in spring 2018 and August 2018. Additional attendance requirements include but are not limited to in-services, January training, as well as in other trainings and meetings held throughout the academic year. All staff will have their name, room, and phone numbers listed in the campus directory in electronic format and on the university website. All staff members will be provided a digital phone for use in their rooms to ensure communication with published numbers. Upon arrival on campus, all staff members are required to set up voicemail through the university network associated with the landline in their room.

During the period of your appointment, it is understood that you will not accept or continue other employment. Exceptions will only be considered upon receipt of a written request submitted to and approved in writing by the Assistant Director for Community Development.

Residence Life reserves the right to terminate or request the resignation of a staff member whose work or behavior is judged to be unsatisfactory. If you resign from the position or if your employment is terminated for any reason, your William & Mary account will be debited from the date of the resignation or termination for the room rent previously credited and the stipend will discontinue. You will be held to the contract dates, terms and conditions of the Residence Life Housing Contract if you are dismissed or voluntarily resign from the position. Additionally, you and any person you select as a roommate(s) must vacate the living quarters and will be reassigned to
other campus housing. The job action and dismissal procedures are outlined in the Student Staff manual.

If you are not currently enrolled at William & Mary or officially accepted for fall 2018, this will serve as a conditional offer until you are accepted or until May 1, 2018, whichever comes first. You must be enrolled full-time to be eligible for this position. You are responsible for communicating your student status and intentions to Residence Life by no later than May 1, 2018. Failure to comply will result in this offer being rescinded.

We look forward to the contributions that you will make to the Residence Life Staff and the residential community at William & Mary. Welcome and congratulations!

RESIDENT ASSISTANT POSITION DESCRIPTION
Resident Assistants at William & Mary are part-time student staff members responsible for an assigned area in the residence halls (as defined in the Employment Agreement). The Resident Assistant (RA) is a member of the Residence Life staff reporting directly to an Area Director or a Hall Director, the Associate Vice President Campus Living and ultimately to the Vice President for Student Affairs.

Resident Assistants will comply with all policies, procedures, and conditions printed in the current edition of the Student Handbook, the Student Housing Agreement, the manual for Student Staff, the Resident Assistant Employment Agreement, the Student Acknowledgement of Confidentiality in Working with Administrative Data Agreement and the written expectations provided by the Area Director. Resident Assistants work a maximum average of fifteen (15) hours per week over the course of the spring and fall semesters according to the dates specified in the Resident Assistant Employment Agreement.

Community Development
- Facilitate development of community by creating opportunities for residents to interact; conduct hall meetings; educate residents about self-determination; oversee development and revisions, when appropriate, of the Community Agreement; and initiate discussions between roommates through use of the Shared Living Expectations document
- Plan, organize and implement community development initiatives for residents according to departmental community development philosophy.
- Mediate conflicts that may occur between roommates and among residents.
- Develop and post bulletin boards as directed.
- Support Community Council by recruiting student leaders and by attending Community Council meetings and initiatives.
- Address individual student needs and concerns.

Administrative Responsibilities and Communication
- Assume responsibility for identifying, reporting and correcting safety and security concerns; educate residents about safety and security measures.
• Record and report information as outlined on departmental and area-specific forms (keys, service requests, incident and care reporting system, room inventories, community reports, surveys, etc.). Complete other paperwork as required and directed by supervisor.
• Serve as a resource, referral, and communication agent. Distribute paperwork, flyers, brochures, etc. according to instructions. Serve as liaison between residents and Residence Life.
• Develop and maintain relationships with residents and university personnel.
• Abide by university policies; confront, enforce, and report violations of policies and inappropriate behavior in the assigned area. Assist campus officials or other responsible parties elsewhere on campus when requested to do so.

Training, Meetings, and Duty Responsibilities
• Attend staff meetings, training sessions, in-services, and individual meetings with supervisor; work as member of area staff.
• Assume on-call duty responsibility as scheduled, including fall, Thanksgiving, semester, and spring breaks; complete rounds of assigned buildings as directed.
• Assist with the opening and closing of the residence halls at the beginning and end of each semester and other officially scheduled breaks.
• Respond to crises and emergencies as directed in established protocols or as directed by supervisor or other management staff.
• All Residence Life student staff are considered essential personnel and are required to be present to provide assistance during crises and emergencies (hurricanes, building/system failures, student death, etc.) as long as the university and/or residence halls remain open and occupied.
• Serve as a Campus Security Authority and Responsible Employee as defined by the Clery Act and Title IX
• Assume other duties as assigned.

Qualifications/Eligibility
• Must be a transfer candidate for admission, or currently enrolled, full-time student at William & Mary.
• Must have a cumulative 2.0 grade point average to be eligible for application, appointment and continuance. Student staff whose semester grade point average falls below a 2.0 may not be eligible for appointment or continuance.
• Must not have a conduct or honor sanction that is equal to or more stringent than probation during the application, appointment, and employment period.
• Must return to campus prior to the official opening of both the fall and spring semesters and must remain after the official closing of both the fall and spring semesters as specified in the Resident Assistant Employment Agreement.
• Must not hold other employment on or off campus during the employment period without written permission from the Area Director; such employment should not exceed ten (10) hours per week nor should it interfere with duties noted in the Resident Assistant position description.
• Student staff members hired for the subsequent year must attend job orientation meetings conducted in the spring semester.
• Must agree to be listed in the university staff directory in electronic format.
• Must set up voicemail with the provided telephone and phone number on the campus phone system.

Compensation
- Room rent as specified in the Resident Assistant Employment Agreement
- $3,000 stipend paid in semi-monthly installments
- Freshman RAs will receive an additional $65 in the fall semester only, as payment for coordination of the Essential First Year Initiatives for their residents

**Expectations**

- Student staff members are part-time employees of the university and may not work more than 29 hours per week (May 1 – April 30) or 1500 hours per year including all jobs at the university. If a staff member exceeds 1500 hours, their employment will be terminated.
- Residence Life student staff are expected to limit outside activities so that those activities will not conflict with their position responsibilities. Students who have major academic or extracurricular commitments should carefully review the situation with an Area Director or the Associate Director for Community Development prior to accepting employment as a Resident Assistant.
- Must request and receive approval from the supervisor for weekend or extended absences from residence.
- Student staff members are reminded of the provision in the Student Code of Conduct: Knowingly abusing a position of trust or responsibility with the College. (Section III, C. 7.): Students holding positions of trust or responsibility include student workers (paid or unpaid), student leaders, Resident Advisors, Student Conduct Council and Honor Council members, and Orientation Aides. Students in these positions have a special relationship with the College and are expected to respect the privacy of other students and members of the College community, including by maintaining confidentiality of student records, abiding by College policies, and using resources in an ethical fashion.

William & Mary does not discriminate on the basis of race/ethnicity, color, gender, sexual orientation, religion, national origin, age, mental or physical disability or status as a disabled Veteran in the administration of its educational policies, programs or activities, admission policies and procedures, scholarship and loan programs, employment, recreational, athletic or other university-administered program. It is also the policy of the university to implement appropriate affirmative action initiatives.

**RESIDENT ASSISTANT EMPLOYMENT AGREEMENT**

Your electronic signature on this agreement must be completed by **Noon, Monday, February 19, 2018**, and constitutes acceptance of the proffered agreement as a Resident Assistant with Residence Life for the 2018-2019 academic year. Your room and area assignment, room type and projected rate, and Area Director are indicated at the bottom of the page. In the unlikely event that reassignments are necessary, we reserve the right to move you to another area.

The period of appointment extends from Friday, August 17, 2018 through the close of buildings on Thursday, December 20, 2018. Appointment resumes Thursday, January 10, 2019 and concludes on Tuesday, May 14, 2019.

Compensation for Resident Assistant position will be room rent and a $3,000.00 stipend paid semi-monthly. Your first paycheck/direct deposit will be issued on or about September 1, 2018 and your final paycheck on or about June 1, 2019. Resident Assistants working with freshmen are expected to
assist with and attend the four required essential first year experience programs that occur during the fall semester. An additional $65.00 credit will be added to your stipend check issued at the mid October pay period.

This appointment is confirmed with the understanding that you will fulfill the duties of the Resident Assistant as directed by the Resident Assistant position description, the Area Director, Hall Director, Head Resident, and/or this office. Resident Assistants are expected to work a maximum average of 15 hours per week over the course of the fall and spring semesters according to the dates stated above. You will be responsible to and work under the general supervision of an Area Director and a Hall Director or Head Resident who are accountable for your building. Through these persons, you report to the Associate Vice President Campus Living.

Resident Assistants are required to attend and participate in all staff trainings held in spring 2018 and August 2018. Additional attendance requirements include but are not limited to in-services, January training, as well as in other trainings and meetings held throughout the academic year. All staff will have their name, room, and phone numbers listed in the campus directory in electronic format and on the university website. All staff members will be provided a digital phone for use in their rooms to ensure communication with published numbers. Upon arrival on campus, all staff members are required to set up voicemail through the university network associated with the landline in their room.

During the period of your appointment, it is understood that you will not accept or continue other employment. Exceptions will only be considered upon receipt of a written request submitted to and approved in writing by the Area Director.

Residence Life reserves the right to terminate or request the resignation of a staff member whose work or behavior is judged to be unsatisfactory. If you resign from the position or if your employment is terminated for any reason, your William & Mary account will be debited from the date of the resignation or termination for the room rent previously credited and the stipend will discontinue. You will be held to the contract dates, terms and conditions of the Residence Life Housing Contract if you are dismissed or voluntarily resign from the position. Additionally, you and any person you select as a roommate(s) must vacate the living quarters and will be reassigned to other campus housing. The job action and dismissal procedures are outlined in the Student Staff manual.

If you are not currently enrolled at William & Mary or officially accepted for fall 2018, this will serve as a conditional offer until you are accepted or until May 1, 2018, whichever comes first. You must be enrolled to be eligible for this position. You are responsible for communicating your student status and intentions to Residence Life by no later than May 1, 2018. Failure to comply will result in this offer being rescinded.

We look forward to the contributions that you will make to the Residence Life Staff and the residential community at William & Mary. Welcome and congratulations!

**TRIBE SQUARE RESIDENT ASSISTANT POSITION DESCRIPTION**

Resident Assistants at William & Mary are part-time student staff members responsible for an assigned area in the residence halls (as specified in the Employment Agreement). The Resident Assistant (RA) is a member of the Residence Life staff reporting directly to an Area Director or a
Hall Director, the Associate Vice President for Student Affairs (Campus Living) and Director of Residence Life and ultimately to the Vice President for Student Affairs.

Resident Assistants will comply with all policies, procedures, and conditions printed in the current edition of the Student Handbook, the Student Housing Agreement, the Manual for Student Staff, the Resident Assistant Employment Agreement, the Student Acknowledgement of Confidentiality in Working with Administrative Data Agreement and the written expectations provided by the Area Director. Work a maximum average of fifteen (15) hours per week over the course of the dates indicated in the Tribe Square Resident Assistant Employment Agreement (Late May – Mid-May).

**Community Development**
- Facilitate development of community by creating opportunities for residents to interact; conduct hall meetings; educate residents about self-determination; oversee development and revisions, when appropriate, of the Community Agreement; and initiate discussions between roommates through use of the Shared Living Expectations document.
- Plan, organize and implement community development initiatives for residents according to departmental community development philosophy.
- Mediate conflicts that may occur between roommates and among residents.
- Develop and post bulletin boards as directed.
- Support Community Council by recruiting student leaders and by attending Community Council meetings and events.
- Address individual student needs and concerns.

**Administrative Responsibilities and Communication**
- Assume responsibility for identifying, reporting and correcting safety and security concerns; educate residents about safety and security measures.
- Record and report information as outlined on departmental and area-specific forms (keys, service requests, incident and care reporting system, room inventories, community reports, surveys, etc.). Complete other paperwork as required and directed by supervisor.
- Serve as a resource, referral, and communication agent. Distribute paperwork, flyers, brochures, etc. according to instructions. Serve as liaison between residents and Residence Life.
- Develop and maintain relationships with residents and university personnel.
- Abide by university policies; confront, enforce, and report violations of policies and inappropriate behavior in the assigned area. Assist campus officials or other responsible parties elsewhere on campus when requested to do so.

**Training, Meetings, and Duty Responsibilities**
- Attend staff meetings, training sessions, in-services, and individual meetings with supervisor; work as member of area staff during the fall and spring semesters and summer staff from late May – August.
- Assume on-call duty responsibility as scheduled, including fall, Thanksgiving, semester, and spring breaks; complete rounds of assigned buildings as directed.
- Assume lock out line duty as scheduled from late May until the student staff return for the fall semester.
- Assist with the opening and closing of the residence halls at the beginning and end of each semester and other officially scheduled breaks or closings.
• Respond to crises and emergencies as directed in established protocols or as directed by supervisor or other management staff.
• All Residence Life student staff are considered essential personnel and are required to be present to provide assistance during crises and emergencies (hurricanes, building/system failures, student death, etc.) as long as the university and/or residence halls remain open and occupied.
• Serve as a Campus Security Authority and Responsible Employee as defined by the Clery Act and Title IX.
• Assume other duties as assigned.

Qualifications/Eligibility
• Must be a transfer candidate for admission, or currently enrolled, full-time student at William & Mary.
• Must have a cumulative 2.0 grade point average to be eligible for application, appointment, and continuance. Student staff whose semester grade point average falls below a 2.0 may not be eligible for appointment or continuance.
• Must not have a conduct or honor sanction that is equal to or more stringent than probation during the application, appointment, and employment period.
• Must return to campus prior to the official opening the summer sessions in May, and the spring semester in January, and must remain after the official closing of both the fall and spring semesters as specified in the Tribe Square Employment Agreement.
• Must not hold other employment on or off campus during the employment period without written permission from the Area Director; such employment should not exceed ten (10) hours per week nor should it interfere with duties noted in the Resident Assistant position description.
• Student staff members hired for the subsequent year must attend job orientation meetings conducted in the spring semester.
• Must agree to be listed in the university staff directory in electronic format.
• Must set up voicemail with the provided telephone and phone number on the campus phone system.

Compensation
• Room rent as specified in the Resident Assistant Employment Agreement
• $3,000 stipend paid semi-monthly and an additional stipend of $1000 for the summer (May-August).

Expectations
• Student staff members are part-time employees of the university and may not work more than 29 hours per week (May 1 – April 30) or 1400 hours per year including all jobs at the university. If a staff member exceeds 1400 hours, their employment will be terminated.
• Residence Life student staff are expected to limit outside activities so that those activities will not conflict with their position responsibilities. Students who have major academic or extracurricular commitments should carefully review the situation with an Area Director or the Associate Director for Community Development prior to accepting employment as a Resident Assistant.
• Must request and receive approval from the supervisor for weekend or extended absences from residence.
Student staff members are reminded of the provision in the Student Code of Conduct: Knowingly abusing a position of trust or responsibility with the College. (Section III, C. 7.): Students holding positions of trust or responsibility include student workers (paid or unpaid), student leaders, Resident Advisors, Student Conduct Council and Honor Council members, and Orientation Aides. Students in these positions have a special relationship with the College and are expected to respect the privacy of other students and members of the College community, including by maintaining confidentiality of student records, abiding by College policies, and using resources in an ethical fashion.

William & Mary does not discriminate on the basis of race/ethnicity, color, gender, sexual orientation, religion, national origin, age, mental or physical disability or status as a disabled Veteran in the administration of its educational policies, programs or activities, admission policies and procedures, scholarship and loan programs, employment, recreational, athletic or other university-administered program. It is also the policy of the university to implement appropriate affirmative action initiatives.

TRIBE SQUARE RESIDENT ASSISTANT EMPLOYMENT AGREEMENT

Your electronic signature on this agreement must be completed by Noon, Monday, February 19, 2018, and constitutes acceptance of the proffered agreement as a Resident Assistant with Residence Life for the 2018-2019 academic year. Your room and area assignment, room type and projected rate, and Area Director are indicated at the bottom of the page. In the unlikely event that reassignments are necessary, we reserve the right to move you to another area.

The period of appointment extends from Thursday, May 24, 2018 through the close of buildings on Thursday, December 20, 2018. Appointment resumes Thursday, January 10, 2019 and concludes on Tuesday, May 14, 2019.

Compensation for the Tribe Square Resident Assistant will be room rent and a $3,000.00 stipend paid semi-monthly during the academic year. In the summer months, May-August, compensation will be room rent and a $1,000.00 stipend. Your first check will be will be issued on or about June 15, 2018 semi-monthly until your final paycheck on or about June 1, 2019.

This appointment is confirmed with the understanding that you will fulfill the duties of the Resident Assistant as directed by the Resident Assistant position description, the Area Director, Hall Director, Head Resident, and/or this office. Resident Assistants are expected to work a maximum average of 15 hours per week over the course of the fall and spring semesters according to the dates stated above. You will be responsible to and work under the general supervision of an Area Director and Summer Area Director, and a Head Resident who are accountable for your building. Through these persons, you report to the Associate Vice President for Campus Living. You will be responsible for shared staffing the Residence Life lock outline, during the hours the Residence Life office is closed, from the end of summer session II until the student staff return for the fall semester.

Resident Assistants are required to attend and participate in all staff trainings held in spring 2018, May 2018 and August 2018. Additional attendance requirements include but are not limited to in-services, January training, as well as in other trainings and meetings held throughout the academic
year. All staff will have their name, room, and phone numbers listed in the campus directory in electronic format and on the university website. All staff members will be provided a digital phone for use in their rooms to ensure communication with published numbers. Upon arrival on campus, all staff members are required to set up voicemail through the university network associated with the landline in their room.

During the period of your appointment, it is understood that you will not accept or continue other employment. Exceptions will only be considered upon receipt of a written request submitted to and approved in writing by the Area Director or Summer Supervisor.

Residence Life reserves the right to terminate or request the resignation of a staff member whose work or behavior is judged to be unsatisfactory. If you resign from the position or if your employment is terminated for any reason, your William & Mary account will be debited from the date of the resignation or termination for the room rent previously credited and your stipend will discontinue. You will be held to the contract dates, terms and conditions of the Residence Life Housing Contract if you are dismissed or voluntarily resign from the position. Additionally, you and any person you select as a roommate(s) must vacate the living quarters and will be reassigned to other campus housing. The job action and dismissal procedures are outlined in the Student Staff manual.

If you are not currently enrolled at William & Mary or officially accepted for fall 2018, this will serve as a conditional offer until you are accepted or until May 1, 2018, whichever comes first. You must be enrolled to be eligible for this position. You are responsible for communicating your student status and intentions to Residence Life by no later than May 1, 2018. Failure to comply will result in this offer being rescinded.

We look forward to the contributions that you will make to the Residence Life staff and the residential community at William & Mary. Welcome and congratulations!
**EMPLOYMENT DATES**

Please be mindful of these dates as you make future plans. Failure to meet these expectations may result in dismissal.

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Training Start Date</th>
<th>Thanksgiving Release Date</th>
<th>Winter Break Release Date</th>
<th>Winter Break Return Date</th>
<th>Contract Release Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tribe Square* Resident Assistant</td>
<td>May 24* 8:00am (Thurs)</td>
<td>Nov. 20</td>
<td>Dec. 20 Once released by AD.</td>
<td>Jan. 10 6:00pm (Thursday)</td>
<td>May 14 Once released by AD. (Tues. after buildings closed)</td>
</tr>
<tr>
<td>This RA position appointment is for 11 ½ months</td>
<td>May move in 5/23, 8am</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Complex Director</td>
<td>Aug. 8 8:00am (Wed)</td>
<td>Nov. 20</td>
<td>Dec. 20** Once released by AD.</td>
<td>Jan. 4 6:00pm (Friday)</td>
<td>May 15 Once released by AD. (Wed. after buildings closed)</td>
</tr>
<tr>
<td>Hall Director</td>
<td>Aug. 8 8:00am (Wed)</td>
<td>Nov. 20</td>
<td>Dec. 20 Once released by AD.</td>
<td>Jan. 9 6:00pm (Wednesday)</td>
<td>May 14 Once released by AD. (Tues. after buildings closed)</td>
</tr>
<tr>
<td>Graduate Resident Assistant</td>
<td>Aug. 14 8:00am (Tues.)</td>
<td>Nov. 20</td>
<td>Dec. 20** Once released by AD.</td>
<td>Jan. 4 6:00pm (Friday)</td>
<td>May 4 (Sat. after CCD is closed)</td>
</tr>
<tr>
<td>Community Advocate</td>
<td>Aug. 10 8:00am (Fri)</td>
<td>Nov. 20 Or when released by Assistant Director</td>
<td>Dec. 15 (Sat. after CCD is closed)</td>
<td>Jan. 9 6:00pm (Wednesday)</td>
<td>May 15 Once released by AD. (Wed. after buildings closed)</td>
</tr>
<tr>
<td>Head Resident</td>
<td>Aug. 10 8:00am (Fri)</td>
<td>Nov. 20</td>
<td>Dec. 20 Once released by AD.</td>
<td>Jan. 9 6:00pm (Wednesday)</td>
<td>May 15 Once released by AD. (Wed. after buildings closed)</td>
</tr>
<tr>
<td>Housing Assistant</td>
<td>Aug. 13 8:00am (Mon)</td>
<td>Nov. 20</td>
<td>Dec. 20 Once released by AD.</td>
<td>Jan. 10 6:00pm (Thursday)</td>
<td>May 14 Once released by AD. (Tues. after buildings closed)</td>
</tr>
<tr>
<td>New Resident Assistant</td>
<td>Aug. 17 8:00am (Fri)</td>
<td>Nov. 20</td>
<td>Dec. 20 Once released by AD.</td>
<td>Jan. 10 6:00pm (Thursday)</td>
<td>May 14 Once released by AD. (Tues. after buildings closed)</td>
</tr>
<tr>
<td>Returning Resident Assistant</td>
<td>Aug. 17 4:00pm (Fri)</td>
<td>Nov. 20</td>
<td>Dec. 20 Once released by AD.</td>
<td>Jan. 10 6:00pm (Thursday)</td>
<td>May 14 Once released by AD. (Tues. after buildings closed)</td>
</tr>
</tbody>
</table>
Confidentiality is a term that is often misunderstood. It is of utmost importance for students to feel that they can share private information with a staff member without fear that what is said will become public knowledge. It is equally important to remember the difference between sharing private information and seeking the benefit of consultation. It is expected that student staff do not share private information with faculty, friends, staff, residents, other students, etc. Student staff serves as an early warning signal for the University and must always be able to share problem situations and seek support/assistance from supervisors. Although trained in basic helping skills, student staff should never attempt to enter into a counseling situation on their own. It is expected that student staff will always consult with their supervisors regarding problem situations that are potentially dangerous.

- It is vital that Residence Life staff respect private information that residents may share with them. This means only talking about situations or incidents involving residents with Area Directors, the Assistant Director for Fraternity & Sorority Housing, or other Residence Life professional staff.
- Student staff should not promise confidentiality, rather they should indicate to the student that information will not be shared with other students, but will be shared only with supervisors on a discretionary basis as determined by the supervisor.
- Public telephone directory information, including addresses and telephone numbers printed in the student directory, is classified as public information. Student ID numbers are considered private information and should never be given to others. Residence Life staff must not provide any information about students who have requested a "Directory Lock" (Privacy marked as TRUE on rosters) and should neither confirm nor deny that the person is enrolled in the institution.
- Under no circumstances should student staff members contact a resident’s parents or guardians, relatives, or friends to inform them of an emergency or provide other information. A professional staff member from Student Affairs will notify those who need to know. If questioned by a parent, guardian, relative, friend, or the media about a specific situation or student, that person should be referred to an Area Director, the Assistant Director for Fraternity & Sorority Housing, or other Residence Life professional staff member, the Dean of Students, or the Vice President for Student Affairs.
- It is understood that a student staff member might have a prior relationship with a resident’s family or friends or will have developed a cordial relationship through the student’s residency. Student staff members may be contacted by a friend or family member for a non-emergency, such as planning for a birthday celebration. These types of interactions are permissible but student staff members are to ensure appropriate confidentiality and privacy of the resident is maintained. Student staff members should consult their Area Director or Assistant Director if unclear about a specific type of interaction.
- Situations may arise in which a student staff member might be contacted by a parent, guardian, faculty member, or friend and the information being requested may not be able to be discussed due to privacy and confidentiality expectations. Student staff may listen to the person’s concerns; however a referral to a Residence Life professional staff member is to occur. Student staff members are expected document this information in Advocate and notify their supervisor in these circumstances.
STUDENT ACKNOWLEDGEMENT OF CONFIDENTIALITY IN WORKING WITH ADMINISTRATIVE DATA

As a student employee in Residence Life, I understand that I will be working with sensitive and confidential information.

I understand that what I learn in this office about University students and University business must remain in this office and not discussed with anyone else, including the student involved. Discussions in the office must be limited to business purposes only.

I also understand that I cannot access confidential information unless directed to do so by my supervisor.

I understand that alteration or misuse of University identification cards, records, documents or computer data is not acceptable and I could be charged with lying and/or stealing under the Honor Code.

I understand that I am potentially subjecting the University to litigation for violation of the Family Educational Rights and Privacy Act if I break the confidentiality of this office. If I violate any of the above, I will be held accountable by the University Student Conduct system for failure to comply with directions of a University official. I understand that I may be subject to dismissal from my position if I have violated any of the above. (Details regarding the Student Conduct Code and Honor Code are available in the current Student Handbook.)

______________________________

STARREZ ACCESS

Residence Life staff members use StarRez to manage Campus Living information (i.e. rosters, room and building inventories, check-in and outs, and keys) including confidential student and employment information. Access is restricted to approved use only. Failure to comply with expectations regarding usage may result in job action.

______________________________
ONE-ON-ONE MEETINGS WITH SUPERVISOR
Student staff members will meet individually with their supervisor on a regular basis. These meetings provide a forum for discussion about performance issues, updates on hall and resident activities, initiative planning, successes, challenges, etc.

OUTSIDE COMMITMENTS/JOBS
Student staff interested in employment outside of their Residence Life position must submit a written request, may be an email, to their supervisor and may not work more than 10 hours per week. Approval must be given by the supervisor prior to the acceptance of any other job. Outside jobs/commitments may not interfere with staff performance. If a student staff member’s performance suffers or time commitment to the Residence Life position becomes problematic, the staff member will be asked to eliminate the conflict by quitting the other job or commitment.

Student staff members are part-time employees of the university and may not work more than 29 hours per week (May 1 – April 30) or 1400 hours per year including all jobs at the university. If a staff member exceeds 1400 hours, their employment will be terminated. Student staff hours are calculated based on an average number of hours worked throughout the semester (15 for GRA, HA, CA, RA and 20 for CD, HD, HR).

RELATIONSHIP POLICY
Student staff members assume a critical leadership position in their assigned area. They are expected to help develop community among the residents and unity amongst the staff. Because of this leadership role, it is important that staff remain aware of the effect their personal relationships with residents and staff may have on the community. Developing relationships that include dating and/or become sexual may lead other staff and students to question the student staff member’s ability to be fair and impartial in his/her interactions. Personal relationships that might be perceived as prejudicial must be avoided.

Resident Assistants, Housing Assistants, and Graduate Resident Assistants
Resident Assistants, Housing Assistants or Graduate Resident Assistants who make the decision to date or become sexually involved with a student who resides in a room/apartment for which they have direct responsibility, must report the decision to their Area Director. Either the RA/GRA/HA or the resident may be reassigned. The RA/GRA/HA may not be able to remain in their position while they are dating or sexually involved with a student who resides in a room for which the RA/GRA/HA has direct responsibility.

Hall Directors, Complex Director, and Head Residents
Hall Directors, the Complex Director, and Head Residents who make the decision to date or become sexually involved with a student who resides in their building(s) or a staff member under their direct supervision, must report the decision to their Area Director. If a Hall Director, Complex Director, or Head Resident has a dating or sexual relationship with one of his/her staff members, the Hall Director, Complex Director, Head Resident or RA/GRA may be reassigned to another residence hall not under the Hall Director, Complex Director, or Head Resident’s supervision or asked to resign the position. A Hall Director, Complex Director, or Head Resident may not be able to remain in his/her
position while he/she is dating or sexually involved with a staff member whom he/she has direct responsibility.

Because Hall Directors and Complex Directors are responsible for evaluating RAs and GRAs, they must be aware that dating and/or sexual relationships between supervisor and employee are unwise and unethical. Head Residents do not evaluate RAs, but are responsible for direction and supervision of the duty office and duty scheduling. Personal relationships that might be perceived as prejudicial must be avoided. Developing relationships that include dating or become sexual may lead other staff and students to question their ability to supervise fairly and impartially, or to provide strong, equitable leadership.

**Community Advocates**
Community Advocates who make the decision to date or become sexually involved with another student staff member, must report the decision to the Assistant Director for Community Development. Personal relationships that might be perceived as prejudicial must be avoided.

**EVALUATIONS**
Formal performance evaluations of student staff members are conducted after spring break. Other performance reviews are conducted as needed to address specific job performance issues. The evaluation will provide feedback about strengths, areas for improvement, and goal setting for the next semester. Feedback from residents will be obtained from the RA/GRA Campus Living survey administered each fall. The feedback will be shared with the RA/GRA as a part of their performance evaluation. Other performance reviews are conducted as needed to address specific job performance issues. Student staff members who are not continuing will participate in an exit interview. The evaluation and exit interview become a part of the student staff member’s employee file in Residence Life. These documents are referred to when future employees seek reference information regarding the employee’s performance.
SAMPLE STUDENT EMPLOYEE PERFORMANCE EVALUATION
Graduate and Resident Assistant Performance Evaluation

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>M.I.</th>
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Position Currently Held:

Evaluation Period: From (date) To (date)

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<tr>
<th>Evaluation Criteria</th>
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<tbody>
<tr>
<td>Meets Expectations</td>
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<tr>
<td>Consistently performs the responsibilities listed under the specific area. Occasionally goes above and beyond.</td>
</tr>
<tr>
<td>Needs Improvement:</td>
</tr>
<tr>
<td>Occasionally does not perform the responsibilities listed under the specific area.</td>
</tr>
<tr>
<td>Does Not Meet Expectations</td>
</tr>
<tr>
<td>Consistently does not perform the responsibilities listed under the specific area.</td>
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</table>

Administrative Responsibilities and Communication: Meets deadlines as outlined (emails, community reports, keys/lockouts, initiative database entries, item return to the CCD, etc.); completes assigned tasks as instructed, thoroughly, and accurately; documents policy violations and completes care reports as needed; follows up with residents and supervisor; works collaboratively with other building and university staff (Building Services, WMPD, etc.); maintains a safe and secure environment; fulfills expectations as a Campus Security Authority, Responsible Employee, and essential personnel (crisis, emergencies, opening/closings of buildings)

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<th>☐ Meets Expectations</th>
<th>☐ Needs Improvement</th>
<th>☐ Does Not Meet Expectations</th>
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<tbody>
<tr>
<td>Summary:</td>
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Community Development: Embraces and implements self-determination; develops or revises roommate or community agreements as needed; supports Hall Council; works with residents, staff members, or living learning community liaisons to provide positive community development experiences; implements community development initiatives regularly; updates bulletin boards as designated; is available to develop and maintain relationships with residents and follow-up on concerns; fosters inclusive communities

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<th>☐ Meets Expectations</th>
<th>☐ Needs Improvement</th>
<th>☐ Does Not Meet Expectations</th>
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<tbody>
<tr>
<td>Summary:</td>
<td></td>
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</table>
**Training, Meetings, Duty:** Arrives on time for trainings (August, January, in-services) and is actively engaged; arrives on time for meetings and contribute as appropriate; arrives on time for duty and completes duty office procedures as specified (duty logs, key/lockouts, rounds, etc.)

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<th>☐ Does Not Meet Expectations</th>
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<tbody>
<tr>
<td><strong>Summary:</strong></td>
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</table>

**Performance Summary:** Employs appropriate time management skills in order to balance position and academic responsibilities; participates in residence life activities (RHA, NRHH, OTM nominated/winner); developed positive relationships within staff; challenges self, is self-aware, is an effective problem-solver; other information as applicable

<table>
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<tr>
<th>☐ Meets Expectations</th>
<th>☐ Needs Improvement</th>
<th>☐ Does Not Meet Expectations</th>
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<tbody>
<tr>
<td><strong>Summary:</strong></td>
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**Goals, if returning:**

Staff Member Signature: ________________________________ Date: _____________________

Supervisor Signature: ________________________________ Date: _____________________

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**Performance Management Procedures for Student Staff**

**Policy Statement**

During the course of the contracted employment period, if a student staff member commits an infraction (on or off-campus) that may lead to job corrective action or dismissal, the Area Directors, Assistant Directors, Assistant Director for Community Development, Hall Director, or Complex Director, in consultation with the Associate Director for Community Development, will be responsible for investigating the alleged infraction and, when necessary, take appropriate job corrective action. Student staff members are expected to abide by the *Student Code of Conduct*, the student staff position description, and the employment agreement. Violations of policies and expectations by a student staff member may result in any of the following job corrective action and may additionally be investigated through Student Conduct:
No Action: If it is determined that the staff member is not responsible or involved in an infraction, the job corrective action ceases.

Written Warning: A letter of warning outlines the infraction with a recommendation for performance improvements, behavioral changes, or other corrections proposed to rectify the situation.

Probation: A letter of probation outlines the infraction with recommendations for performance improvements, behavioral changes, or other corrections proposed to rectify the situation. Additionally, the letter of probation must outline any conditions and deadlines the student staff member must adhere to in order to return to good standing. The length of the probationary period must always be clearly stated. During the probationary period, further infractions by the student staff member may result in dismissal. Following the probationary period, the supervisor will meet with the staff member to discuss whether further conditions are needed for improvement or if dismissal is warranted.

Dismissal or Resignation: When dismissal of the student staff member is appropriate, the supervisor will meet immediately with the staff member to discuss the situation and decision. At that time, a letter will be given to the student staff member outlining the termination of employment and options available for alternate housing as you are held to the contract dates, terms and conditions of the Residence Life Housing Contract. Financial Aid will be notified to terminate/prorate earned scholarships, and Human Resources will be notified to prorate any remaining stipend. In the event of a resignation, the staff member is to submit a letter specifying their last date of employment.

Examples of actions that are cause for dismissal include but are not limited to:
- Failure to comply with university policies or State or Federal Laws.
- Failure to comply with the directions of a university official in the performance of duties.
- Failure to comply with the written expectations or directions of a supervisor.
- Participation in any action that jeopardizes the safety, security, and/or well-being of the residents, staff, or facilities.
- Falsification of documents or official reports.
- Failure to attend and fully participate in required training and staff meetings.

Student staff members are reminded of the provision in the Student Code of Conduct:

Knowingly abusing a position of trust or responsibility with the College. (Section III, C. 7.) Students holding positions of trust or responsibility include student workers (paid or unpaid), student leaders, Resident Advisors, Student Conduct Council and Honor Council members, and Orientation Aides. Students in these positions have a special relationship with the College and are expected to respect the privacy of other students and members of the College community, including by maintaining confidentiality of student records, abiding by College policies, and using resources in an ethical fashion.

Newly contracted staff for future employment: Students who are hired as student staff members for future dates will be expected to adhere to the written policies and expectations that apply to current student staff. Failure to comply may result in the termination of the contracted arrangement.
**Virginia Workers’ Compensation Act**

All employees including Residence Life student staff are eligible to apply for benefits under the Virginia Workers’ Compensation Act for an injury and/or illness which is incurred in the course of official work-related duties. All claims are processed by an insurance carrier contracted by The Commonwealth of Virginia and submitted through Human Resources. Benefits generally include payment of medical expenses and time lost from work.

The student staff member and his/her professional staff supervisor must complete all parts of Employee’s First Report of Accident/Injury Form [http://www.wm.edu/offices/hr/documents/forms/employeefirstaccident.pdf](http://www.wm.edu/offices/hr/documents/forms/employeefirstaccident.pdf) and a Panel of Physicians Selection Form [http://www.wm.edu/offices/hr/documents/forms/wcphysicianselect.pdf](http://www.wm.edu/offices/hr/documents/forms/wcphysicianselect.pdf) is to be completed by the student staff member and his/her professional staff supervisor within 24 hours and submitted to Human Resources.

**Student Staff Advisory**

Staff Advisory consists of students from all student staff positions and areas. This group meets several times a semester to engage in informal discussion about a variety of topics related to the department and the university.

**Residence Life Apparel**

Residence Life apparel issued to student staff is expected to be worn when in an official capacity with Residence Life, such as, but not limited to openings, closings, duty, last day of classes, etc.
PROFESSIONAL STAFF ON DUTY

Professional staff on duty phone:
There is a Residence Life professional staff member on call seven days a week throughout the year. Student staff members who need assistance should first contact their Area Director. If their Area Director is not available, the professional staff on duty should be contacted via the duty phone.

An Area Director or the professional staff on-call should be contacted any time there is a:

1. need for advice, help, or direction on a situation;
2. resident is involved in a crisis; or
3. need to relay information regarding an emergency (i.e. sexual assault, death, suicide threat or attempt, fire, etc.). Directions for contacting the professional staff on duty are printed on the inside back cover of this manual.

RAS & GRAS ON DUTY

RAs and GRAs are required to share duty on a rotating basis. RA duty begins at 6pm and ends at 7am the following morning. RAs must be in the duty office from 6-10pm Sunday – Thursday and 6pm-11:30pm on Friday and Saturday, and available in their rooms after 10pm or 11:30pm respectively. GRAs staff their duty office from 7-9pm and from 9pm-7am they are available in their apartments. Duty office phones are forwarded to RA/GRA phone number when they go to their rooms and un-forwarded at 7am. Staff may leave the duty office for rounds, a job related emergency, or with prior permission of the supervisor. Any time a student staff member leaves the duty office or their room/apartment during duty, a note must be left on the door explaining the absence and the estimated time of return. The duty office should never be left open and unattended. No one is to be left in the duty office without a staff member of that area present. Special provisions are made to cover duty during break periods and last day of classes. Staff members on duty are to abstain from the use of alcohol for the duration of their duty shift.

DUTY OFFICE RADIOS AND OTHER SAFETY EQUIPMENT

Duty office radios are provided for student staff members to contact William & Mary Police in the event of an emergency (student, staff, or facilities). Student staff members are expected to take the radios with them as they walk rounds. Radios should be set at all times to channel A-16, which is the William & Mary Police ‘all call’ channel (any channel change will only occur at the direction of a professional staff member). Emergency vests are also for use by the duty RA on rounds or in the event of an emergency.

DUTY SCHEDULE

A standardized duty schedule calendar is used by the Head Resident/Hall Director/Complex Director to schedule duty of the RAs and GRAs. Once completed it must be submitted to the Area Director and the Associate Director for Community Development by the 25th of each month for the upcoming month. Copies are to be distributed by the last day of each month to each RA and GRA.
for posting on the floor, one for the duty office, and one for the Area Director. Other copies may be made according to individual areas needs.

DUTY SWITCHES
Duty switches are to be kept to a minimum. Student staff should plan activities around duty commitments as much as possible. Emergencies, unexpected, important events, and unique situations may arise and require switches. Permission for changes must be obtained from the HR/HD/CD or Area Director who will then report the changes to the Associate Director for Community Development. Once approved, student staff members are responsible for changing each duty schedule in the area affected.

LOCK OUT LINE 757-221-5625 (1-LOCK)
Residents who are locked out of their rooms should first contact an RA in their building(s). If an RA is not available, residents should select the appropriate option below to regain entry. A student ID is required. This duty is rotated among the Head Staff during the academic year. During summer sessions, all student staff will rotate the responsibility.

- Monday – Friday, 8am-5pm: Residents go to the Residence Life Office, 212 Campus Center, to sign-out a key.
- Monday – Thursday, 5pm-6pm: Residents contact a building RA or wait until the duty office opens at 6pm.
- Monday – Friday, 6pm–7am: Residents contact the RA on duty for the building.
- Friday, 5pm–Monday, 8am: Residents contact the RA on duty for the building or call the lock out line at 757-221-LOCK (757-221-5625)

EQUIPMENT CHECK OUT
Residents may check out equipment and other materials (games, DVDs, etc.) with a student staff member. Equipment logs are completed to account for checked out materials. Area property and procedures are determined by the Hall/Apartments Council or by area staff.

EQUIPMENT PROCEDURES

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DUTY OFFICE PHONE FORWARDING INSTRUCTIONS

To forward:

1. Press Options button on the duty office phone
2. Enter Password and press OK
3. Select Call Handling Mode
4. Press the Edit button
5. Select “5” for Custom
6. Press the Edit key
7. Select the back button to erase any existing numbers
8. Type any 5 digit extension (1XXXX) or the external number with a “9” and “1” in front of it (9+1+757…)
9. Press the OK key 2 times
10. Press the Done key

To unforward:
1. Press Options button on the duty office phone
2. Enter Password and press OK
3. Press the Edit key
4. Select “1” for Standard
5. Press the OK key
6. Press the Done key

Phone is now in standard mode and will ring.

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USERNAME AND PASSWORD FOR MY AREA:
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COMMUNITY
Our mission stipulates that Residence Life provides a home where William & Mary students may flourish both personally and academically. We do this by partnering with our residents to create caring and responsible communities.

One of the foremost responsibilities of a residence life student staff member is to support this vision and create an environment that allows for all members of the community to communicate honestly, build meaningful relationships, celebrate accomplishments, and overcome adversities—an inclusive community.

The spirit of community that defines the William & Mary residence hall experience is attributed to a long tradition of staff and student involvement and investment. The policy of self-determination and the community development model serve as the foundation. As such, the Residence Life staff are able to cultivate in residents a sense of belonging, impart a willingness to accept responsibility for their individual and collective behavior, develop an appreciation for the freedom of movement and expression, and understand the rights to privacy they are extended.

SELF-DETERMINATION
The University’s dedication to liberal education is reflected in Residence Life’s self-determination policy and serves as the foundation for the Residence Life program at William & Mary. It is imperative that staff members have a solid understanding of the history and the policy, and how it is implemented on a daily basis. Residence Life staff members are responsible for educating their residents about the principles and for serving as role models in its implementation.

History: In March of 1972, self-determination was introduced at William & Mary. Prior to this time, students were not permitted to receive or visit persons of the opposite sex in residential rooms except during stated hours at approved open houses. Open houses could be scheduled from noon to 1am on Friday nights, noon to 2am on Saturday nights, and noon to midnight on Sundays. Open houses could not be scheduled during reading or examination periods. Students under the age of 21 had to have a written parental consent form on file before they were allowed to participate in the open houses. Students could not entertain guests of the opposite sex if a roommate objected, and the restroom facilities were off limits, with the exception of those specifically reserved and identified. In addition, female students had to abide by stated curfew hours and regulations regarding absences from the residence halls.

The policy of self-determination originally applied to an individual student’s freedom of movement in and out of the residence halls, to the hours of such movement, and permitted students within each residence hall the opportunity to establish policies and procedures regarding visitation for their hall. This policy has evolved to include more components of residential life as decided among groups of residents and governed Community Councils.
Guidelines, Principles, and Assumptions

Guidelines: Self-determination rests on two basic beliefs:

1. Within the parameters of civil and university regulations, you should have the opportunity to cooperatively determine your environment, and
2. You are mature and capable of managing the responsibilities accompanying this opportunity, which includes confronting someone who is violating your rights, being accountable for your behavior, and recognizing the compromises inherent in living with other people

Principles: Each residential area is viewed as a living-learning center with the goal of enriching each resident’s educational experience. The residents in each area, with the guidance of the Residence Life staff, develop guidelines and procedures of governance for living that allows for both individual freedom and the privacy and personal rights of community members.

Shared living expectations conversations, community agreements, and Community Councils are the primary mediums through which residents exercise self-governance. Roommates develop expectations that guide the use of their room space. Hall communities develop community agreements that establish the standards and expectations that residents agree to abide by and enforce. Hall Councils are the bodies that govern a building or area.

The advantages of the self-government model has many positives; however there are also disadvantages. Self-determination is not a “one shot” proposition, but rather an arrangement that requires continuous thought, discussion, and effort. Some communities will have few difficulties implementing self-determination; while others will experience more challenges, and will need time to learn how to negotiate the responsibilities of self-determination. Residence Life assumes a leadership role in assisting residents understand and embrace this model.

When residents take an active role in their community, they:

- Create a stronger, more respectful community
- Take responsibility for themselves
- Hold each other accountable and share in the enforcement of rules
- Assume ownership in their community
- Are invested in the community building process
- Have an opportunity to practice and develop interpersonal skills

Assumptions: Self-determination operates optimally when these assumptions are adhered to:

- Students at William & Mary, as adult members of the community, can make decisions, individually and collectively, that affect their daily lives.
- Residents are provided the opportunity to make decisions within a framework of general philosophy is a valid and practical educational experience permitting students to participate in the process of self-governance.
- Community Councils grow and develop into mature governing bodies capable of leading their residences by establishing guidelines for community living that:
  - Ensures the rights of privacy and freedom of movement of each resident of the hall,
  - Are consistent with the established system of security for the hall,
  - Ensures that each visitor to a residence hall is a welcome guest of a resident,
Develops policies and procedures that are fully compatible with the academic objectives of a residential educational community.

**Shared Living Expectations:** The shared living expectations document serves as the foundation for residents beginning to develop shared expectations and negotiate areas of concern on a small scale. Residents who engage in these conversations can mitigate difficulties by discussing potential concerns and negotiating space expectations before they develop into conflicts. Discussing shared living expectations will prompt roommates to think about many common issues that develop when sharing space. This document is a useful tool to develop a clear understanding that balances each resident’s needs and wants. Once completed each roommate keeps a copy.

**COMMUNITY AGREEMENTS**

The community agreement is a “living” document that can and should be refined as determined by community members. Residents in a particular community create standards and expectations through their community agreement that identifies how respect for self and others will be established. The process of negotiating, documenting, and renegotiating the agreement begins at the first hall meeting and continues throughout the year. For example, a community may be very socially oriented during the opening weeks of the academic year, but after the first round of exams, the community may decide to adjust the balance between studies and fun. This ongoing process provides the community with opportunities to redefine their expectations as they evolve.

**Non-Negotiables:**

- All residents of a floor/living area are expected to participate in the development of the community agreement and sign the completed agreement. The community agreement may be amended at any time. Any resident of a living area may call a meeting to discuss modification. Amended community agreements will be distributed as stated below.

- A copy of each community agreement shall be posted in the living area and an electronic copy kept on file in Residence Life. One copy will be distributed or emailed to each resident. Electronic copies are to be sent to the Area Director and the Community Council advisor.

- Residents are expected to maintain the condition of the facility and safety of its occupants. Residents will refrain from the willful destruction or damage to property in and of the residence hall. The standards adopted by the Community Council and through individual community agreements must be compatible with university and Residence Life policies, and State and Federal laws.

**Negotiables:** Minimally the community agreement will address:

- Issues of common area use and cleanliness (lounges, study rooms, kitchens, bathrooms, hallways, laundry rooms, etc.)

- Expectations for reasonable quiet including appropriate hours and what are acceptable noise levels
• Acceptable and unacceptable behaviors that may infringe on the rights of other residents
• Assurance of reasonable levels of safety and security
• The of visitation of guests
• The process for resolution of problems associated with community agreement standards
• Use of community funds
• Any other topics that are of concern to residents.

The guides for developing a community agreement and the first floor meetings are included in the appendix.

COMMUNITY MEETINGS
Individual floor, hall, or living unit meetings should be convened at the beginning and end of each semester and as needed to address community issues. Student staff should use this time with residents to discuss changes to the community agreement, resolve problems and conflicts, plan for community development initiatives, or communicate policies or procedures. Student staff members are encouraged to partner with Community Council representatives to facilitate these meetings.

COMMUNITY COUNCILS
Community councils are the resident-elected governing bodies that exist in each of the residential areas. The Councils support the policy of self-determination and oversee the community agreements, recommend hall improvements, provide advice on policy issues, and plan community development initiatives. Hall Directors, the Complex Director, and Head Residents serve as the primary advisors working in conjunction with the Area Director. RAs and GRAs are to assume an active role in supporting the development and ongoing initiatives of the Council and are to attend meetings regularly.

Composition and Organization: After the first week of classes, but no later than the end of the second week of the academic session, each residence hall or complex shall elect a Council that is representative of the community. Some Councils will choose a formal structure that includes an executive board and representatives from each community while others will determine another structure that ensures representation of the residents in the community. Each hall will elect two representative to RHA (Residence Hall Association).

The constitution from the previous year will remain in effect until a new constitution is ratified. After elections of all members, each Council shall:

• ratify the old constitution or develop a new constitution, rules or guidelines;
• determine how frequently meetings will be held;
• establish meeting attendance expectations;
• institute the specifications of how many members constitute a quorum;
• determine the voting percentage required to pass resolutions; and
• decide how to manage the replacement of leadership who resign or discontinue attending.
Any member of the Council shall be subject to recall proceedings in accordance with the individual council constitution.

**Governance Function of the Council:** Exercising self-determination, the Council has the responsibility to determine rules and guidelines governing common areas both for residents and for outside groups requesting to use residence hall space. The Council has the responsibility to outline clear consequences for failure to abide by established rules and regulations. Until the elected Council is functioning at the beginning of the fall semester, rules and guidelines developed during the previous academic year will be in effect. Residence Life staff will be responsible for making those policies known.

- No rule or guideline may be established which is inconsistent with or contrary to the rules, regulations, and policies of W&M. Rules may be established that are more stringent than the general provisions of the university (e.g. individual residence halls may elect to restrict access to their residences at an earlier hour than required by the security provisions noted in the Housing Contract and Guide and to allow access at a later time should the residents’ desire). In addition, the Council may permit the residents of a floor or section of a residence hall to elect hours of access, visitation, or to establish other regulations more restrictive than those employed by the remainder of the residence hall.
- All rules and regulations established by the Council must be approved according to the provisions stated in the representative constitution.
- Any rule or guideline shall be subject to a referendum according to the provisions stated in the representative constitution.
- All rules and guidelines established by the Council will be reviewed by Residence Life staff. Copies of all rules and guidelines shall be distributed to residents, posted in the residence hall and also be on files in Residence Life.
- The Council has the responsibility to investigate damages to common property, furniture and fixtures, to determine culpability, to assess charges to the responsible parties, and to collect from residents are designate Council funds for repair or replacement of damaged property. The Council has the authority to levy charges against users of area property, equipment or furnishings for damage to or misuse of same.
- In the event that conditions outlined in community agreements within a residence appear to be in conflict, the Council shall serve as mediator. Representatives of the area in conflict shall bring their grievances to the Council for resolution by the voting members of the Council.
- In the event a resident fails to follow established guidelines of an individual community agreement, the Council has the authority to levy charges against the responsible party.

**Community Development Function:** The Council has the obligation and responsibility for organizing community development initiatives for the residence hall community according to the individual and community interests. The Councils has the right to appoint the committees necessary to accomplish this function and has the right to establish dues, organizing fundraising, and receive contributions as a means of support of its community development initiatives.

**Recommendations for Physical Improvements:** The Council has the responsibility to represent the residents of the area in matters which pertain to needed and desired physical improvements in the residence. The Council my designate funds for the purchase and/or refurbishing of furniture, recreational equipment, and other items based on residents’ needs and interests. The Council has the authority to establish policies regulating the use of such furniture and equipment.
COMMUNITY DEVELOPMENT

RESIDENCE HALL ASSOCIATION (RHA)
The Residence Hall Association meets weekly and advocates for students living on campus. RHA provides campus wide community development initiatives, recognizes residents’ accomplishments, provides administrative advocacy, and promotes self-determination. Each Council elects two members to represent them at general body meetings. An Assistant Director for Residence Life serves as the advisor.

NATIONAL RESIDENCE HALL HONORARY (NRHH)
The William & Mary chapter of the National Residence Hall Honorary exists to recognize residents who have committed time and effort to make their university experience and the experiences of those around them more meaningful through work in the residence halls. Membership is limited to the top one percent of the total residence hall population. Residents are selected based on academic achievement, service to the residence halls, strong character, and leadership potential. NRHH selects the Of the Month (OTM) awards. An Assistant Director for Residence Life serves as the advisor.

COMMUNITY DEVELOPMENT MODEL
Built on the principles of self-determination, the model strives to address both individual and community interests. Staff are expected to interact with residents on a personal level and connect the community as a whole. Based on these interactions, staff should determine appropriate community development initiatives (CDIs) to encourage residents and the community to be resilient and flourish.

Residents who flourish experience happiness and satisfaction with their life, develop positive relationships with others, feel a sense of belonging, and achieve successes. Communities who flourish celebrate the contributions of individuals and groups, strive to develop and achieve common goals, value the uniqueness of people and perspectives, work together with fairness and cooperation, and treat individuals with care, respect, appreciation, and courtesy. Residents and communities that are resilient are able to bounce back after some difficulty. For example, a resident that is resilient may be disappointed by a grade, yet is able to regroup and move toward the next assignment. A community that is resilient may experience dissatisfaction or hardship; however the members are flexible, able to discuss the topic and find ways to move forward in a respectful way.

CDIs are either active or passive and can be planned or occur spontaneously. Active initiatives are interactions that bring community members together. Some examples may include but are not limited to, hall dinners, discussing hot topics, supporting or celebrating community members (i.e. birthdays, recitals, intramural teams, etc.), watching a favorite TV show, working with other departments (i.e. Career Center, Haven, Center for Student Diversity, Counseling Center, Health Promotion), etc. Passive initiatives provide opportunities for residents to enjoy or engage at their leisure. Examples, include but are not limited to, bulletin boards, door tags, newsletters, social media posts, informational literature, etc.

FIRST FOUR INITIATIVES (FFI’S)
Student staff members are expected to provide a variety of community development initiatives (CDIs) throughout each semester. Staff members are expected to implement at least four CDIs spread throughout the first month of the fall semester. These CDIs should consist of two active with your own
community, one active partnering with another RA, and one passive (other than door tags and your opening bulletin boards).

ESSENTIAL FIRST YEAR INITIATIVES (eFYIs)
Freshman RAs are also required to participate and actively engage their residents in the Essential First Year Initiatives. This series of required sessions has been developed in order to provide a follow up to sessions that new students attended during the New Student Orientation program. While the FYI Essential Initiatives do not count toward your FFI requirements, is there a way you can incorporate them into your plan for the beginning of the semester? Example: You and your floor complete an Essential Initiative…why not go on a cider run or take a walk to the CW House?

CENTER FOR COMMUNITY DEVELOPMENT (CCD)
Residence Life’s commitment to community development is evident through the services provided in the CCD. The CCD serves as a resource for student staff, Community Councils, RHA, NRHH, and Language House Tutors to meet the needs of their residents. A large variety of resources are available in the CCD including, but not limited to, pre-made bulletin boards, computer workstations, printers, laminating and stencil machines, button maker, photocopier, scanner, art supplies, and a wide variety of paper.

The Assistant Director for Community Development and five Community Advocates (CAs) are committed to providing a space where CCD users can have fun, inspire each other, and allow their creative faculties to reign. CCD visitors are asked to remember that the resources are available because they have been paid for by residents’ housing fees, and they are not to be used for personal or academic projects.

Other general guidelines include:

- Always sign in when visiting the CCD– provide date and time, full name, area and building, position (RA, Community Council, RHA, etc.) and the intended project.
- Printers are not copy machines. If you are making multiple copies of something, use the copy machine.
- Try not to use large quantities of construction paper, poster board, etc. for events or activities. If large quantities or special supplies are needed, talk with a CCD staff member a week in advance to determine if the items can be obtained.
- Measure all bulletin board(s) (BB) before arriving at the CCD or check the BB guide (in the CCD) for sizes before cutting background paper. Background paper should be reused when possible.
- Laminate is an expensive item. Therefore staff are asked to limit the use. For letter-sized laminate, at least two door tags should fit per page, three for menu-sized. If the item desired to be laminated is for a short duration, users are encouraged to laminate if only in a wet location. For large or special projects consult with a CA.
- Many resources are available for overnight check-out. CAs will help visitors sign-out supplies. It is prohibited to remove basic items like staplers, scissors, tape and magic markers from the CCD as
others expect these supplies to be on-hand when they need them. However, visitors may check out a “Tools of the tRAde” kit that includes scissors, stapler, push pins, glue sticks, tape and paperclips.

- If your hall or Community Council is participating in the Homecoming Parade or similar campus event, the CCD is **not your primary resource** for supplies. Hall/Hall Council funds are expected to be used to purchase supplies. The CCD can assist you and provide very limited resources.
- If inventory and space allows, a small closet will be placed outside the CCD that will be stocked with basic supplies. Residence Life staff can access this closet when the CCD is closed. Contents will vary.

Questions, comments or concerns should be addressed to any of the CAs or to the Assistant Director for Community Development in person or by email at resprc@wm.edu. More information about the CCD is available on the web site at www.wm.edu/prc. A suggestion box is also available for anonymous comments.

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**DOOR TAGS**

In order to be in compliance with Virginia FERPA standards, door tags will consist of first name or preferred first name only. No middle initials, last names or photographs can be used on any hall/door postings without explicit permission from the resident.

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HOW TO PLAN YOUR INITIATIVES

Some CDIs offered in the community will occur spontaneously. However, many CDIs will require advance planning. Consider the following points as you plan.

Active

- Engage residents in the planning process. If they help with planning, they are more likely to attend or assist. Consider residents needs and set some goals.
- Select a date, time and location that works for the community and does not conflict with other major activities on campus or popular television show. Reserve any space or AV equipment needed.
- Publicize the initiative WELL IN ADVANCE: The catchier the title, the better.
- *Publicity should include date, time, location, presenter name (if used)
- Publicize through multiple mediums such as bulletin board, fliers, Facebook, email, etc.
- Budget for expenses.
- Develop an agenda if needed. Estimating the time for each aspect will help keep on track.
- Develop a list of what is needed prior to and arrive early.

Passive

- Do you want to establish a theme for the semester or year? Will all your passive efforts be related or random?
- Do you want to establish a theme for the semester or year? Will all your passive efforts be related or random?
- What are current topics and trends that are interesting and relevant that might spark thought and robust conversation?
- Determine your resident’s needs and interests as you create.
- Visit the CCD well in advance with a plan for your initiatives. Pre planning will save a lot of time while you are in the CCD. Talk to the staff as they may be able to enhance your vision. Taking a little extra time and care can go a long way.
- Be creative, fun, and educational
- Use different mediums, textures, bright colors, to catch resident’s attention.
- Evaluate and record in the database.
- Send a thank you note to anyone who may have helped.
- If it’s out of date, take it down. Try to recycle/reuse as many items as possible.
- Make an impact.
- Evaluate and record in the database.

PUBLICITY

Publicity is a tool that is used to attract attention or to stimulate interest in a topic or issue. The only limits to its form and use are our own creative energies. No matter the event or activity, if people do not get the messaging, then they will not attend. Below are guidelines and suggestions for designing creative and effective publicity.
• **Utilize the staff in the CCD for creative advertising ideas.**

• **Publicity should occur through multiple sources.** Make posters or flyers, use email, IM, GroupME, SnapChat, and Facebook or Twitter announcements. Make announcements in multiple locations. Ask residents to publicize to others. Advertise in mailboxes, and on residents’ doors, and in person. Be creative.

• **Start early.** If you advertise a few days before, people often have other commitments. If you advertise further in advance, residents can plan ahead.

• **Make the personal contact early.** Tell residents you want them to be there and ask them what they’re doing that night. If they have no commitments, find a way to get them involved in the agenda. Ask residents to spread the excitement. Involve them in the planning. Have them spread the word. Tell everyone you’ll be there and you’ll be looking for him or her. The strongest publicity is always word of mouth.

• **Make personal contact at the time of the initiative.** Lead them by the hand. On the day of the initiative, most residents still don’t know about it. Or they think its next week. Or they forgot. Pull out all the stops. Make announcements every ten minutes. Knock on resident room doors.

• **Develop good publicity.** Use colorful graphic and engaging words to draw people in. Use basic colors and accent with brighter colors. Keep publicity clean and uncluttered. If there is too much information, it will be ignored. Find a slogan or logo to draw people in.

• **Create a hook.** I’ll meet you at 6:09 – if you use random times residents seem to remember it better. Create an interactive bulletin board on the same topic to advertise.

• **Be creative.** Make the signage in different shapes or sizes than the traditional. Use borders to help grab attention. Use chalk, paint, anything out of the ordinary. Slip notes under your residents doors late at night so they wake up to the message. Make buttons. Put your message in a fortune cookie. Put the message on a balloon. Use coded messages or teasers. Write on napkins. Attach the message to a lollipop. Make door hangers. Create admission tickets. Advertise on a paper plate or balloon.

• **Use colors.** Complementary colors are opposite on the color wheel. Red and green, yellow and violet, blue and orange, are three simple pairs and go well with each other. Light colors appear to come forward and dark colors appear to go back.
COMMUNITY DEVELOPMENT

INITIATIVES AND REIMBURSEMENT DATABASE
Residence Life staff track CDIs that have occurred in the Community Development database. CDIs may be pre-entered and put on the calendar to allow others to co-sponsor. Staff may search the database to identify ideas for initiatives. Reimbursement requests are also entered via the database.

Gaining Access
1. Go to the CCD web page and click on Community Development Database on the left.
2. Enter your William & Mary User ID and password.
3. If you do not have access to the database, contact the Assistant Director for Community Development at jess@wm.edu or 221-3179.

Enter an Initiative
1. On the left under FORMS can choose Enter an Initiative and Request Reimbursement.
2. Fill in all applicable fields in detail.
3. Upload any advertising or pictures of your board or door tags.
4. Upload any receipts if applicable.
5. Save Form if you are not finished. CLOSE form if you want to submit it.

Calendar Tab
The calendar tab allows you to enter your initiative for others to see or to check out what is upcoming.
1. Click on CALENDAR to browse. Click add event (at the top) if you want to add an initiative.
2. Enter the information about the upcoming initiative. Be sure to click Public Calendar so others can see it.
3. Save

Search Initiatives Tab
Search the database to get ideas and inspiration.
1. Click on Reports for dropdown menu. Click 2015-2016 Initiatives to search last year’s information.
2. Or click Enter Initiative and Request Reimbursement for information since Summer 2016.
3. Select show all
4. Under Initiative Details enter a title, keyword or theme you would like to search
5. Hit quick search
6. You can save a report, export, or browse.
Reminders
1. Remember to logout of the system. Do this by clicking the arrow under your name in the right hand corner and hit sign out.
2. If you need help or don’t know the answer, contact your Area Director or the Assistant Director for Community Development at jess@wm.edu for assistance.

What to Enter Into the Database
- Initiatives, both active and passive
- Ongoing initiatives (only need to be entered once)
- Bulletin boards, newsletters, door tags, etc.
- Floor meetings
- Essential FYIs

*Random interactions while crossing in the dining hall or in the bathroom are not necessarily initiatives. If you engage in a meaningful conversation for a reasonable amount of time, then it can be considered an initiative.

AREA WIDE INITIATIVES
Area Wide initiatives bring the larger community together. Planning is essential for the larger audience. Please use the following checklist as you begin to plan your Area Wide.

- Develop a plan. Spending some time planning will help the event run smoothly.
  o When do you want to have the event and is the appropriate space available? Do you have an alternative location if you are planning an outside initiative?
  o How will you publicize/market?
  o What resources or support is needed?
  o What committees are needed to assist with planning? Possible committees could include the items under setting a budget.
  o Who will staff the initiative? Do they need special training?
  o How will it be organized? Develop a timeline to complete the planning process.
  o Remember planning as a group takes more time, and the team needs to rely on each other to meet the goals of the planning process.
  o Other

- Set a budget. Determine what funds are secured and what additional support is needed. Possible costs include:
  o Food and Beverages
  o Payment Feature or Speaker
  o Decorations
  o Prizes
  o Publicity
  o Room Set Up or Rentals
  o Other

- There are several offices which may support area wide initiative if the event is open to the entire campus community. Please be sure to request any funding well in advance of your initiative.
  o Ginger Ambler, Vice President for Student Affairs
  o Anne Arseneau, Director of Student Leadership Development
COMMUNITY DEVELOPMENT

- Maggie Evans, Associate Vice President for Campus Living
- AMP – See Student Leadership Development
- RHA – Residence Hall Association
- Community Councils
- CCD – Great for publicity and decorations. If a large quantity of any item is needed, please request in advance so enough supplies will be available.

PRE-RECORDED VIDEO/MEDIA
Student staff members are not permitted to show pre-recorded video/media in common areas, whether personally owned or via a video service/hosting site, due to copyright law noted below. Private viewings are permitted in student rooms.

William & Mary recognizes and complies with the Federal Copyright Act which governs how copyrighted materials, such as movies, may be used. Pre-recorded video/media are for HOME USE ONLY. Public performances are not allowed by law. Sales of pre-recorded video/media do not confer any public performance right s upon the purchaser. "Even performances in 'semi-public' places such as clubs, lodges, factories, summer camps, and schools are 'public performances' subject to copyright control" (Senate Report No. 94-473,p60; House Report No. 94-1476,p64) For the university that includes residence hall lounges, any room in the Sadler Center, Campus Center, academic building (when not part of a class), etc.

It is a violation of Federal law to exhibit pre-recorded video/media beyond the scope of your private room or apartment - regardless of whether or not admission is charged. Ownership of pre-recorded video/media does not constitute ownership of a copyright.

REIMBURSEMENTS
Most student staff will have funds allocated from the Community Council to use for initiatives for their residents. Typically, the student staff member must pre-pay for items purchased for the initiative. Receipts are then attached to a completed reimbursement form in the database and submitted to the appropriate supervisor for reimbursement. If a staff member is unable to pre-pay for an initiative, an advance may be requested from their supervisor. Reimbursements will not be given for ZipCar usage.

RESIDENCE LIFE LISTSERV
All members of the Residence Life staff are subscribed to the Residence Life. These mediums are communication tools used to share important information about Residence Life and upcoming initiatives available to the campus community. Messages are usually sent on Wednesdays, or as needed, to communicate information. Any information for the listserv must be received by moderator no later than Wednesday at 9:00 am. To have an item posted, email the following information to jlraymond@wm.edu, event title, date, location, time of the initiative, cost if applicable, and contact information. The event will only be posted once. Any group or organization wanting to post an initiative, event or activity that includes a fundraising component must also provide the listserv moderator with documentation from Student Leadership Development approving the fundraiser. Participation in is voluntary. The listserv moderator reserves the right to edit and/or exclude messages.
REstrictions
At no time may a student staff member conduct an event or activity from which they gain some kind of financial benefit. An example would be Mary Kay or Jam Berry, etc. party where sales generated resulted in free or discounted merchandise for the student staff member.

Tents, Platforms, Inflatables, Petting Zoos, and Other Amusements
These events require additional planning and conversations should begin with the Area Director well in advance. Because these events are contracted, several approvals are needed from both Facilities Management and Student Affairs. Requests for permits to temporarily use these items on campus are required to be submitted in writing at least 10 days before the event. Permit applications are to follow the provisions of Directive 510 which can be found at https://www.wm.edu/offices/facilities/directives/Dir510.pdf. Questions regarding permit requirements are to be directed to Steve Stafford, Code Review Team at 221-5294 or swstafford@wm.edu. Questions regarding contacts are to be directed to Greg Henderson, Assistant to the Vice President for Student Affairs and Chief of Staff at 221-1234 or gmhend@wm.edu.
**Interest Surveys**

Interest surveys are one method to assess residents' interests. You can distribute hard copies, create a google doc, survey, or some other creative way to gather this information. You can gather some personal information and throw out some topics of interest. Below are some examples. Make sure you set a deadline for the information to be returned.

Two are included in this manual; however, modify based on your community.

<table>
<thead>
<tr>
<th>Progressive Dinner</th>
<th>BBQ</th>
<th>Video Game Tournament</th>
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<tr>
<td>Wacky Olympics</td>
<td>Scavenger Hunt</td>
<td>Camping</td>
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<td>Roommate Relationships</td>
<td>Self Defense</td>
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<td>Ice Cream Social</td>
<td>Meditation</td>
<td>Ghost Tour</td>
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<td>Current Events</td>
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<td>Mocktails</td>
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<td>Yoga</td>
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<td>Kickboxing</td>
<td>Mini Golf</td>
<td>Service Trips</td>
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<tr>
<td>Intramurals (list sport):</td>
<td>Dance Class</td>
<td>Creative Hall Cooking</td>
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<tr>
<td>Time Management</td>
<td>A Cappella performance</td>
<td>Laundry Tips</td>
</tr>
<tr>
<td>Study Skills</td>
<td>Hall Talent Show</td>
<td>Volunteering</td>
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<tr>
<td>Study Abroad</td>
<td>Relaxation Techniques</td>
<td>Frisbee Golf</td>
</tr>
<tr>
<td>Roommate Game</td>
<td>Tie Dye</td>
<td>Mindfulness</td>
</tr>
</tbody>
</table>

Other suggestions:
Please fill out this survey and return it to_____________________ by ______________.

Name:

Room:

Birthday:

Hometown:

Major:

Career goal:

Do you have any special concerns, anxieties about living here? If so, please explain:

List some of your hobbies or interests:

List activities you enjoy doing:

List five things you expect from those living around you:

Anything else you want to share?
RESOURCES AND REFERRALS

On campus and in the local community there are many resources for students.

- **Emergencies**
  - WMPD, 221-4596 or 911
  - Fire, 911
  - Rescue Squad, 911
  - Emergency Maintenance, 221-2270

- **Academic Advising and Support**
  - Academic Advising: 127 Ewell Hall, 221-2476
  - Academic Support: Study Skills and Personal Success: Dean of Students, 109 Campus Center, 221-2510
  - Academic Withdrawal: Dean of Students, 109 Campus Center, 221-2510

- **AIDS Information**
  - Student Health Center, 221-4386
  - Peninsula AIDS Foundation, 326 Main Street, Newport News, 591-0971

- **Alcohol and Drug Information**
  - University Policies, Dean of Students, 107 Campus Center, 221-2509
  - University Policies, Student Leadership Development, 203 Campus Center, 221-3000
  - Counseling Center, 240 Blow Hall, 221-3620
  - Health Promotion, 155 Campus Center, 221-2195
  - New Leaf Clinic, 301 Monticello Avenue, Room 2107, School of Education, 221-2363
  - Scheduling, Student Leadership Development, 203 Campus Center, 221-3272
  - Colonial Behavioral Health, 1657 Merrimac Trail, 220-3200
  - Drug Abuse Access 24 Hour Helpline & Treatment, 800-396-4782

- **A/V Equipment**
  - Swem Media Desk, 221-1378
  - Campus and Sadler Centers or University Events, 221-1351
  - Non-University Center Buildings, 221-2404

- **Bike Purchase or Repair**
  - Bike Beat, 4640 Monticello Avenue, 229-0096
  - Bikes Unlimited, 230 Monticello Avenue, 229-4620

- **Cable, Computer, Network, or Internet**
  - Technology Support Center, Jones 208, 221-4357

- **Campus Directory, 221-4000**

- **Campus Ministries United (CAMU), [http://web.wm.edu/so/campusministriesunited](http://web.wm.edu/so/campusministriesunited)**

- **Campus Recreation (intramurals, outdoor equipment, sports), 221-3310**

- **Center for Student Diversity, 159 Campus Center, 221-2300**

- **Cohen Career Center, 221-3231**

- **Community Development Initiatives**
  - Center for Community Development (CCD), DuPont Hall Basement, 221-1728
  - Assistant Director for Community Development, DuPont Hall Basement, 221-3179

- **Community Engagement, Blow Memorial Hall, 3rd floor, 221-3263**

- **Copying, Faxing**
RESOURCES AND REFERRALS

- Copy Center, Swem Library, 221-3116
- Law School Library, 221-3255
- Staples, 1320 Richmond Road, 253-1985
- Kinkos, 1250 Richmond Road, 253-5676
- Counseling Center, McLeod-Tyler Wellness Center, 221-3620
- Crisis Text Line, text START to 741-741
- Dining Services
  - Campus Dining, 1 Ukrop Way, 221-2110
  - Catering, 221-3702
  - Menus, 221-6368
- Disordered Eating
  - Counseling Center, McLeod-Tyler Wellness Center, 221-3620
  - Overeaters Anonymous, 456-1530
- Emergency Care Facilities
  - Sentara Williamsburg Regional Medical Center, 100 Sentara Circle, 984-6000
  - Riverside Doctors’ Hospital Williamsburg, 1500 Commonwealth Avenue, 585-2200
  - Med Express, 120 Monticello Avenue, 564-3627
  - Sentara Urgent Care, 4374 New Town Avenue, 259-1900
  - Riverside Williamsburg Family Medicine & Urgent Care, 5231 John Tyler Highway, 220-8300
  - First Medical, 312 Second Street, 229-4141
- Escort, 221-3293
- Facilities Management, 221-2270
- Financial Aid (On-Campus jobs, Emergency Loans), 208 Blow Memorial Hall, 221-2515
- Gay, Lesbian, Bisexual, Transgender Issues
  - Center for Student Diversity, Campus Center 159, 221-2300
  - Lambda Alliance, Campus Center 156, 221-3309
  - Safe Zone, www.wm.edu/safezone
- Health Information
  - Student Health Center, McLeod-Tyler Wellness Center
    - Appointments, 221-2998
    - Information, 221-4386
    - Pharmacy, 221-3190
    - Allergy Injections/Immunizations, M, T, R, F: 9am – 11:30am and 1pm-4pm; W: 10am-11:30am; and 1pm-4pm
  - Health Promotion, McLeod-Tyler Wellness Center, 221-2195
  - FISH Bowl, Campus Center, 221-3229
  - Ask a Nurse: 595-6363, CAP Nurseline: 877-499-3568
  - MD Express Urgent Care – 120 Monticello Ave, 564-3627
  - Sentara Urgent Care – 4374 New Town Ave, 259-1900
  - Riverside Urgent Care – 5231 John Tyler Hwy., 220-8300
  - First Medical, 213 Second St., 229-4141
- International Students, Reves Center, 221-3590
- Laundry, Caldwell & Gregory, 1-800-927-9274
  - Ludwell Laundry: Automatic Leasing Service, 1-800-558-2342
- Lost & Found, WMPD, 221-4596
- National Suicide Prevention Lifeline, 1-800-273-8255
- Parking Services, 201 Ukrop Way, 221-4764
- Room Rebates/Facilities, 212 Campus Center, Director of Housing Operations, 221-3177
- Registrar’s Office, Blow Memorial Hall 124, 221-2800
- Service Requests
  - http://www.wm.edu/offices/facilities/workorders/
  - Work Control, 221-2270
- Sexual Misconduct
  - Dean of Students, Campus Center 109, 221-2510
  - Compliance & Equity Office, 110, Blair Hall, 221-3146
  - Care Support Services, Campus Center 167, 221-2510
  - Student Health Center, McLeod-Tyler Wellness Center, 221-4386
  - Health Promotion, McLeod-Tyler Wellness Center, 221-7369
  - Counseling Center, McLeod-Tyler Wellness Center, 221-3620
  - Avalon, 3204 Ironbound Road, 258-9362, 24 hour crisis line, 258-5051
  - Sexual Assault website, www.wm.edu/sexualassault
  - The Haven, 166 Campus Center, 221-2449
    - The Haven is a welcoming, safe, and inclusive gathering space for support for those impacted by sexual violence and harassment.
- Student Handbook,
  http://www.wm.edu/offices/deanofstudents/services/studentconduct/studenthandbook/index.php
- Student Legal Services, Blow Memorial Hall 316, 221-3304
- Transportation – not all companies will take a credit card. Verify at time of call.
  - Cardinal Cabs of Williamsburg, 345-5557
  - Curbside Services, 564-7999
  - Historic Taxi, 258-7755
  - Triangle Taxi, 564-6969
  - Williamsburg Area Transit, 230-5493
  - Williamsburg Taxi, 221-0004
  - Yellow Cab of Williamsburg, 722-1111
The Psychological Emergency Protocol is the College’s response to psychological/psychiatric situations that fall under the Medical and Emotional Emergencies section of the Student Handbook (see above). It is implemented when a student attempts suicide or makes a threat or gesture of suicide, harms or attempts to harm self and/or others, or displays severe psychological distress, e.g., bizarre, erratic, irrational, and/or disruptive behavior that gives rise to a concern regarding the student’s ability to care for self. When such a crisis is identified, the Counseling Center, the Office of the Dean of Students, the Student Health Center, the William & Mary Police Department, and/or Residence Life will dispatch professional staff as necessary to provide for the safety of the identified student and the campus community.

What follows is a narrative of how College and community resources are most likely to be used in order to maintain safety. This narrative is intended to provide guidance to professional staff in the dispatch of their duties. However, as each individual situation will be unique it is important to note that these guidelines are acted upon in concert with the professional judgment of the personnel involved.

In general these situations will reflect one of the following scenarios:

1. A scenario where there is a clear risk of harm to self or others:

Examples of this scenario include situations where there is substantial likelihood of harm require an immediate response. These include the following situations:

- The student has inflicted harm to self that a reasonable person would regard as serious.
- The student is believed to have ingested substance(s) the amount and effect of which are uncertain.
- The student has threatened harm to self and has been using any alcohol/drugs.
- The student is unresponsive to stimuli and the extent of self-injury is unknown.
- The student has already been transported to the hospital before the College is aware of circumstances.

a. Responses to the above situations involve contacting the William & Mary Police and the Rescue Squad via 911. The student is taken to the Hospital Emergency Room. The WMPD will contact the On-Call Clinician who will inform the Office of the Dean of Students (or the Dean-on-call if after hours) that the PEP has been enacted. The Dean-on-call will then contact the student’s parents to inform them that the student is in crisis and is being evaluated (see Parental Notification Guidelines below). The Dean-on-Call will share relevant information about the student from the Dean of Students files that may shed light on the student’s crisis.

b. If the Pre-screener I at the hospital determines the student meets criteria for involuntary hospitalization, the student will be hospitalized under a Temporary Detention Order (72-hour hold) for further evaluation and/or treatment. In accordance with the MOU the Pre-

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1 The College of William & Mary has a Memorandum of Understanding with the Colonial Behavioral Health Services, the local community mental health service, to assist in its efforts to help students remain safe. The CBH Emergency Services Pre-screener conducts an assessment for safety when anyone is brought to the hospital emergency room for cause.
screener will notify the On-Call Clinician of this outcome. The On-Call Clinician will notify the Dean-on-call. The Dean-on-call will in turn notify the parents.

c. If the student does not meet the criteria for involuntary hospitalization, the On-Call Clinician will consult with the Pre-screener to determine the student’s level of ongoing risk. The On-Call Clinician also may speak with the student in order to gather information about the student’s mental status and ability to remain safe in the independent living environment, which is the campus of William & Mary.

i. If the Counselor-on-call determines that the student is not able to remain safe in the campus environment, or if the On-Call Clinician harbors a concern about the student’s ability to care for him/herself, the counselor will work with the Pre-screener to develop an appropriate aftercare plan at a facility within the community where the student’s safety and care can be assured. Once this plan is developed the On-Call Clinician will notify the Dean-on-call, who will notify the parents of the students’ status and the plan to keep the student safe until they arrive. The Dean-on-call will then notify Residence Life staff that the student will not be returning to the residence hall until cleared. The Dean-on-Call will contact parents with this information as well. Parents can be part of this ongoing assessment if they choose to do so.

ii. If the On-Call Clinician determines that the student is able to remain safely in the campus environment (i.e., safety concerns are minimal or non-existent; the student is capable of caring for him/herself; the student is cooperative with an aftercare plan for ongoing assessment and/or treatment) the counselor will tell the student he/she must call the Counseling Center the next working morning and schedule an appointment with the Mental Health Services Coordinator (or another member of the CC team). The counselor will inform the student that this appointment is not optional and non-compliance may be considered a student conduct violation. The On-Call Clinician will notify the Dean-on-call. The Dean-on-call will call Residence Life staff to notify them that the student is allowed to return to housing, if applicable, and that a mandatory next day appointment has been made as part of an ongoing assessment of the student’s well-being. The Dean-on-call will contact the parents with this information as well. Parents can be a part of this ongoing assessment if they choose to do so.

If the student is uncooperative, and fails to respond when informed that his/her cooperation is required, the counselor will contact the Dean-on-call so the Dean may address the issue of non-compliance directly with the student.

1. A scenario where there is not an immediate or clear risk, but a question exists related to safety or the ability to care for self:

Examples of this scenario include situations where substantial likelihood of harm is unclear but can be inferred from suicidal gestures including evidence of recent self-inflicted scratches or cuts; statements of an intention to harm oneself and/or others; and/or a display of severe psychological distress, e.g., bizarre, erratic, irrational, and/or disruptive behavior.

a. Responses to these situations involve having the student contact a counselor through the ProtoCall system (757-221-3620). The Counselor conducts a preliminary assessment to determine if safety or mental status issues impact the student’s ability to care for self and/or remain functioning in the on-campus independent living environment.
i. If the Counselor determines that safety may be an issue, or if the Counselor harbors a concern about the student’s ability to care for him/herself, the counselor will contact WMPD and the W&M Counselor On-call to advise them that the student needs to be transported to the ER for further assessment (see WMPD checklist for further details). The W&M On-Call Clinician will contact the Dean-on-call who will provide any additional background information available and contact the student’s parents. The W&M On-Call Clinician will then contact the ER and the Pre-screener to provide all background information available about the student’s mental status. The W&M On-Call Clinician will work with the Pre-screener to develop an appropriate aftercare plan at a facility within the community where the student’s safety can be assured until parents arrive.

ii. If the Counselor does not have concerns regarding student’s ability to care for self or to remain in the independent living environment, he/she will arrange for a mandatory next day appointment with the Mental Health Services Coordinator (or other CC staff). The Counselor will inform the student that the appointment is not optional and non-compliance may be considered a student conduct violation. The On-Call Clinician will notify the Dean-on-call of the plan for follow up. The On-Call Clinician will notify Residence Life staff and the W&M Police Department. The Dean-on-call will notify the initial referring party of the outcome of the preliminary assessment if that party is someone other than Residence Life staff or the W&M Police.

If the student is uncooperative, and fails to respond when informed that his/her cooperation is required, the On-Call Counselor will contact the Dean-on-Call so the Dean may address the issue of non-compliance directly with the student.

Protocol for Residence Life Student Staff

The Medical and Emotional Emergency Protocol is the College’s response to situations that fall under the Medical and Emotional Emergencies section of the Student Handbook. It is implemented when a student attempts suicide or makes a threat or gesture of suicide, harms or attempts to harm self and/or others, or displays severe psychological distress, e.g., bizarre, erratic, irrational, and/or disruptive behavior that gives rise to a concern regarding the student’s ability to care for self. When such a crisis is identified your role as a member of the Residence Life Staff is to help initiate the procedure which allows the College to ensure safety for its students.

When faced with a scenario where there is a clear risk of harm to self or other:

- The student has inflicted harm to self that a reasonable person would regard as serious.
- The student is believed to have ingested substance(s) the amount and effect of which is uncertain.
- The student has threatened harm to self and has been using any alcohol/drugs.
- The extent of self-injury is unknown and the student is unresponsive to stimuli.
- The student has already been transported to the hospital before the College is aware of circumstances.

You must do the following:

1. **Call 911.** From a landline phone this will connect you with William & Mary Police. From a cell phone it will connect you to Williamsburg Police so you should let them know you are with
W&M and need to be connected to William & Mary Police. You can also call William & Mary Police directly at 757-221-4596. Identify yourself and explain the nature of the situation and location of the student in danger. WMPD will dispatch the Rescue Squad.

2. Have someone remain with the student at all times unless doing so would put that person or others at risk of harm.

3. If your response puts yourself or others in potential danger, do not approach the student. Send bystanders away and wait from a safe distance for the police to respond.

4. Call your Area Director/Assistant Director for Fraternity & Sorority Housing.

5. If he or she is not reachable and it is after normal office hours, call the professional staff member on duty (757-). If your Area Director/Assistant Director for Fraternity & Sorority Housing is unreachable and it is during normal office hours, call the Residence Life office (inform whoever answers the phone that this is an emergency call). You will receive further directions from the responding professional staff member as to the appropriate next steps to take. File an Incident Report in Advocate within 12 hours of the incident.

In situations where the risk is less clear you must do the following:

1. Get the student to a safe quiet place and have them call the Counseling Center 757-221-3620. After hours and on weekends this will connect the student directly to an on-call counselor through the ProtoCall system.

2. If the Counselor determines that no immediate follow-up is needed; file an Incident Report on Advocate within 12 hours of the incident.

3. If the Counselor determines that the student requires some type of immediate follow-up like transport to the ER, call your Area Director/Assistant Director for Fraternity & Sorority Housing.

4. If he or she is not reachable and it is after normal office hours, call the professional staff member on duty (757-). If your Area Director/Assistant Director for Fraternity & Sorority Housing is unreachable and it is during normal office hours, call the Residence Life Office (inform whoever answers the phone that this is an emergency call). You will receive further directions from the responding professional staff member as to the appropriate next steps to take. File a CARE Report on Advocate within 12 hours of the incident.

Other Important Points

- In a situation where the student is uncooperative or antagonistic and there is no substantial likelihood of danger, you should communicate this immediately to the responding professional Residence Life staff member. You will be given further instructions about how to proceed.

- **You are not authorized to contact the student’s parents or legal guardians under any circumstances!** When appropriate, a professional member of the Student Affairs staff will make this contact.

- Before being allowed to return to campus, any student will undergo a professional evaluation. Resumption of normal activities by the student will be dependent upon the result of the assessment. The team will notify the Area Director or professional staff member whether the student has permission to return to the residence halls; that person, will communicate the decision to you.
COMPLIANCE, POLICY AND TITLE IX

Student employees are expected to comply with legal, regulatory and ethical obligations related to Title IX.

Title IX of the Educational Amendments of 1972 provides that: *No person...shall, on the basis of sex, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any education program or activity receiving federal financial assistance...*

Examples of types of sex-based discrimination prohibited by Title IX include:

- Sexual harassment occurring in connection with any academic, athletic, extracurricular, or other university program, regardless of the location;
- Sexual violence/sexual assault;
- Discrimination against a student based on sex, including in grading, provision of research opportunities, access to classes and academic programs, or access to medical services;
- Discrimination against an applicant for admission or employment because of sex;
- Discrimination against an employee based on sex, including in pay or discipline;
- Failure to provide equitable opportunity for participation in intercollegiate sports; or
- Disproportionate awards of financial assistance.

William & Mary prohibits sexual discrimination and harassment. Student employees are expected to document instances that fit any of the above categories. More information is located at http://www.wm.edu/offices/compliance/title_ix_coord/index.php.

SEXUAL MISCONDUCT RESPONSE FOR RESIDENCE LIFE STUDENT EMPLOYEES

When responding to survivors of sexual misconduct there are critical steps that should be taken, especially when the assault/abuse/violence occurred recently. The guidance below can assist all offices who receive an initial disclosure of sexual misconduct in ensuring the safety, health, and well-being of students.

When following this checklist, remember the Trauma-Informed Model:

- Survivors of sexual misconduct may respond in a variety of ways, and may not respond the way that you think they should. Responses can vary from person to person. **There is no right or wrong way to respond to sexual misconduct or trauma.** Some initial and ongoing reactions can include: anxiety, fear, depression, physical pain, chronic pain, flashbacks, hypervigilance, intrusive and distressing memories of the violence, disorientation and difficulty concentrating, self-blame, guilt, and shame, “shutting down”, dissociation, avoidance, or emotional numbing. A trauma response may be “fight, flight or freeze.”

- Survivors may have difficulty explaining to you (or anyone else) what they have experienced, for a variety of reasons. Do not ask survivors to disclose the details of the trauma they experienced. Survivors will share this information if they are ready and willing. We want to minimize the number of times a survivor shares details of the events.
1. **INTAKE OF AN INITIAL DISCLOSURE, REPORT, OR COMPLAINT**

- **LISTEN** without judgement or critique.
- **VALIDATE** a survivor’s experience. “I’m so sorry this happened to you,” “You’re not alone,” “It’s normal for you to feel [xyz]”
- **BELIEVE THEM.** Unless you are law enforcement or a Title IX investigator, your job is not to investigate whether or not a “crime” was committed or cast judgement on the plausibility of their description of events.
- **ASK** “What can I do to help?” It is not necessary for you to know the details of what occurred in order to provide assistance.
- **PROVIDE OPTIONS,** not advice or demands. It is important to let survivors choose their next steps. In the immediate aftermath of trauma, it is difficult to process a lot of information and make decisions. Give survivors time and space to process and consider their next steps. What might be right for you, may not be right for them. This is not an appropriate time for “teachable moments.”

2. **ATTEND TO SAFETY AND PROVIDE SUPPORT/RESOURCES**

- Follow the **MEEP** when a student shows a clear risk of harm to self or others.
- For all other disclosures of sexual misconduct:
  - Do not promise confidentiality to survivors (or friends of survivors) of sexual misconduct. Before a student shares confidential information, inform them:
    - Of your duty to report details of Title IX incidents (including names).
    - That they may request that the school not conduct an investigation.
    - That they have the right to access confidential support/resources from The Haven, Counseling Center and health service providers (including Student Health Center)
      - Be supportive (see above). Let the student know that W&M wants to help, and has resources and processes to support students and investigate reports.
      - Give the student the **Sexual Misconduct Resource Card.**
      - Immediately inform your Area Director/Assistant Director for Fraternity & Sorority Housing to report the incident.
- **File a Sexual Misconduct Incident Report-Title IX**

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**MANDATORY REPORTING – GENERAL REPORTING OBLIGATION – CODE OF ETHICS (7/18)**

The College of William & Mary’s Code of Ethics requires all members of the university community to report any illegal or unethical conduct that comes to their attention, “so the university can investigate and take corrective steps.” The Code of Ethics is focused on illegal or unethical conduct by members of the W&M community relating to the W&M community. We call this type of illegal or unethical conduct “misconduct.”

There are many ways to report misconduct. The Office of Compliance & Equity can accept reports (reportconcern@wm.edu). Criminal conduct typically should be reported to William & Mary Police.
Specific Reporting Obligations

In addition to the Code of Ethics’ general reporting requirement, there are some things that employees (faculty and staff) must report in a particular way to comply with law or policy.

1. **All employees**, except for those who work in the Student Health Center, the Counseling Center, and the Haven and a very few other "confidential resources," are required to report specific incidents of **sexual misconduct, including sexual assault**, that impact a **student** to the Title IX Coordinator https://advocate.symphlicity.com/titleix_report/index.php/pid019108? See below for definitions of sexual misconduct.

2. **Faculty, supervisors and managers** must report incidents or complaints of **discrimination or harassment** (sex, race, national origin, religion, etc.) that impact another employee for whom they have supervisory responsibilities.

3. **All employees** must report **threats and acts of violence**. See below for list of “acts of violence”.

4. **Campus Security Authorities** (who are notified annually of their status) must report to W&M Police (757-221-4596) certain types of criminal conduct (“**Clery Act crimes**”) occurring on campus or W&M-controlled property. See below for list of Clery Act crimes. Note that if the Clery Act crime is sexual assault, you may report to the Title IX Coordinator instead of the W&M Police.

5. **All employees** must report actual or suspected **abuse of a minor**. Such incidents must be reported to the Department of Social Services (1-800-552-7096) within 24 hours.

6. **All employees** must report (to their supervisors) if they are convicted of certain drug or alcohol law violations.

For more information about each of these reporting obligations, please visit the Office of Compliance & Equity website http://www.wm.edu/compliance/mandatoryreporting.

**Sexual Misconduct:** Everyone must report (exemptions for health care providers, counselors and victim support personnel only) Defined in detail in the Sexual Misconduct Policy: https://www.wm.edu/offices/compliance/policies/sexual_misconduct/policy/index.php#ii

- **Sexual assault** is physical sexual acts including non-consensual sexual intercourse or fondling of an intimate body part perpetrated against a person’s will or where a person is incapable of giving consent. Alcohol, drugs, sleep or other conditions may render a person incapable of giving consent.
- **Relationship violence** is violence between people who are in or have been in a romantic, intimate or familial relationship. Violence can be actual physical violence, the threat of violence, and/or emotional, financial, or other controlling behavior designed to isolate the person being abused.
- **Sexual exploitation** is taking sexual advantage of another person, including electronically recording, photographing, or transmitting intimate or sexual information about a person without consent; allowing third parties to observe sexual acts, engaging in voyeurism, distributing intimate or sexual information about another person, exposing one’s genitals, transmitting a sexually transmitted infection or disease knowingly.
- **Stalking** is engaging in a course of conduct directed at a specific person that would cause a reasonable person to fear for their own safety or safety of others or causes substantial emotional distress.
• **Sexual harassment** is unwelcome conduct based on sex. It can be unwelcome conduct that becomes severe or pervasive enough to create a hostile or offensive environment. Another form of sexual harassment is “quid pro quo” (“this for that”), when someone forces or threatens someone to submit to sexual advances or conduct by using their submission as a factor in a decision affecting that person.

**Threats and Acts of Violence: Everyone must report.**

• Intentional physical injury to another
• Intentional property damage
• Threats: language or behavior that threatens physical injury or property damage and has the effect of intimidating, frightening, coercing, or provoking others
• Brandishing or using a weapon in a manner not required by the individual’s job

**Clery Act Crimes: Campus Security Authorities are required to report.** *Defined in detail in the Campus Reporting Policy* *(https://www.wm.edu/offices/compliance/policies/crime_reporting/index.php)*

• Murder and manslaughter
• Sexual violence and other sex offenses, forcible or non-forcible, but not including sexual harassment or indecent exposure
• Domestic violence and dating violence (relationship violence)
• Stalking
• Robbery and burglary
• Aggravated assault
• Motor vehicle theft, including theft of motorized scooters, golf carts, motorized wheelchairs, etc.
• Arson
• “Hate crimes”: crime involving bodily injury, or larceny-theft, simple assault, intimidation, and destruction/damage/vandalism of property, when motivated by the perpetrator’s negative opinion or attitude toward a group of persons based on their race, gender or gender identity, religion, sexual orientation, ethnicity/national origin, or disability

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**SEXUAL MISCONDUCT INFORMATION & RESOURCES**

**Make sure you are safe.** The Dean of Students and William & Mary Police are two of the campus resources that can help with housing and other safety-related measures.

**Please seek medical care** for injuries, sexually transmitted infections (STI) or pregnancy, or evidence collection. The Student Health Center or the local hospital can provide you with confidential screening and treatment for STI and pregnancy. W&M Police can transport you to Riverside and pre-arrange for a Sexual Assault Nurse Examiner (SANE) to conduct a forensic exam (PERK). More information about forensic exams can be found online: https://www.wm.edu/sites/sexualviolence/survivors/PERK/index.php
Consider filing a report with W&M administration or with law enforcement. See www.wm.edu/titleix/report for the full range of reporting options.

Preserve evidence. If you have been assaulted recently, try not to destroy evidence by bathing, showering, brushing your teeth, drinking, or using the toilet, or washing or discarding clothes.

Get support and information. Visit www.wm.edu/sexualviolence for information and resources. The Haven can help arrange support and counseling. Also consider calling a trusted friend, relative, or other person.

Remember: You are not alone. There are people who can help you process what you are experiencing and explain available options. The assault was not your fault.

Confidential Resources
NOT required to report sexual misconduct of which they become aware. All other faculty and staff can offer discretion, but must inform the Title IX Coordinator.

The Haven
(757) 221-2449
Campus Center 166
thehaven@wm.edu
Liz Cascone, Director
(757) 221-7478
lizcascone@wm.edu

Counseling Center
(757) 221-3620
McLeod-Tyler Wellness Center, 2nd floor

Student Health Center
(757) 221-4386
McLeod-Tyler Wellness Center, 1st floor

Other Resources
Avalon Center (domestic and sexual violence)
24-Hour Crisis Line
(757)-258-5051

Riverside Doctor’s Hospital
(757) 585-2000

Riverside Regional Medical Center
(757) 594-2000

Dean of Students
(757) 221-2510

William & Mary Police
*You may request assistance without providing your name or filing a police report
(757) 221-4596
201 Ukrop Way

Title IX Coordinator
(757) 221-3146
James Blair 110

SHELTER-IN-PLACE PROTOCOL FOR RESIDENCE LIFE STUDENT STAFF (3/15)
The term, shelter-in-place, means to immediately seek shelter and remain there during an emergency rather than evacuate. Shelter-in-place is only to be used when evacuation is not safe. The decision to
shelter-in-place will be announced by university officials. In making such decisions the university consults with appropriate entities such as state and local officials and the National Weather Service. There are only a few emergency situations requiring a shelter-in-place response. These include such incidents as a tornado warning, a radiation release from Surry Nuclear Power Plant, a hazardous material spill, or a violent person. While similar in concept, each incident type does have unique shelter-in-place considerations. Familiarization with these concepts will help with personal protection decision making.

When it is understood that an eminently dangerous situation exists and evacuation is inadvisable, notification will be given to shelter-in-place. This announcement will be made using the university’s Emergency Notification System as soon as it is feasible in order to provide the campus community as much time as possible to take protective actions.

The following recommendations should be considered:

<table>
<thead>
<tr>
<th></th>
<th>Basement or Substantial Masonry walls</th>
<th>Small Interior Room or Stairwell</th>
<th>No Windows / Glass</th>
<th>Seal Windows / Door Cracks</th>
<th>Turn Off Ventilation</th>
<th>Lock/Barri-cade Doors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tornado/Severe Weather</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hazardous Material</td>
<td></td>
<td>*</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Power Plant Release</td>
<td>X</td>
<td></td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>Armed Threat</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

* Chemical hazard - select a room above ground level.
† Exterior windows can be an escape route if in the same building as the threat. Avoid sheltering in rooms with interior windows that would allow you to be seen from another room or hallway.

When a shelter-in-place notification is received, if you are in your building, student staff members are to:

- remain sheltered
- never put themself at risk or in danger
- notify their Area Director or Assistant Director of their location
• determine, to the best of their ability and in their current location, which of their residents are in a sheltered location (dependent upon the situation, by walking through the building, asking residents to email or text, etc.)
• notify their Area Director or Assistant Director of any issues or concerns in their location (if an emergency, call 911)
• provide direction to residents as communicated by their Area Director of Assistant Director
• assist their Area Director or Assistant Director as needed.

When a shelter-in-place notification is received, if you are elsewhere on campus, student staff members are to:
• Remain sheltered
• Notify Area Director or Assistant Director of location

WEAPONS PROTOCOL

Student Staff Weapons Protocol (From the Student Handbook)
Weapons, Firearms, Fireworks, Explosives, and Combustibles
Weapons, firearms, fireworks, and explosives are prohibited on campus. Gasoline (other than that used legally in motor vehicles) and all other combustible liquids are also prohibited. The possession of fireworks or the exploding of fireworks in the residence halls or elsewhere on the campus is prohibited.

Toy, counterfeit, replica, or blank-firing firearms or other weapons are prohibited on campus. Pellet, paint, and bb guns are also prohibited.

The College reserves the right to have a professional staff member confiscate weapons, fireworks, and any instruments, toys, or other things which reasonably appear to be weapons or other prohibited items listed above, to hold those items for appropriate disposition, and to refer the possessor for action under the Code of Conduct.

Any student who wishes to possess an object that is deemed a “weapon” by this policy on campus for any reason, including participating in an academic activity, club sport, or extra-curricular activity, must seek and obtain approval from the Dean of Students Office prior to bringing the object to the College. The university reserves the right to refuse permission to any request and/or to place conditions on the approval of such requests.

Definitions
Weapon: Any instrument of combat or any object carried for the purpose of inflicting or threatening bodily injury. Examples include, but are not limited to, firearms, knives with fixed blades and pocketknives with blades longer than three inches, razors, metal knuckles, blackjacks, hatchets, bows and arrows, nunchukas, foils, or any explosive or incendiary device. Possession of toy weapons also is prohibited.

Firearm: Any gun, rifle, pistol, or handgun designed to or capable of firing bullets, BBs, pellets, or shots, regardless of the propellant used.
**Toy weapons**: Toy, counterfeit, replica, or blank-firing firearms or other weapons, including paint ball guns.

**Deadly weapon**: Any firearm, explosive or incendiary device other than fireworks.

**Knife**: Any knife outside of an ordinary kitchen knife is prohibited in the residence halls unless the student has obtained permission from the Dean of Students Office in advance. Kitchen knives must be stored out of sight in the student’s room when not in use and may be used only for culinary purposes. Kitchen knives may be used and stored in apartment, Lodge and other residence hall kitchens; these knives must be stored out of sight when not in use.

**Fireworks/explosives**: Packaged manufactured combustible chemicals.

**Acceptable Storage**: Residents who wish to keep such articles on campus must contact the Dean of Students Office prior to bringing the object to campus for approval. Students who participate in organized club sports who wish to bring their items to campus must receive advance approval from the Director of Campus Recreations.

**Brandishing a weapon**: using or showing an item in a threatening or intimidating manner.

**Procedures**

If a student staff member suspects that a student is in possession of a deadly weapon (firearms or explosives) or is brandishing, or has recently brandished anything as a weapon (a sword, knife, martial arts weapon, baseball bat, etc.):

1. The student staff member **should not** approach the resident or the room.
2. The student staff member should contact William & Mary Police Department immediately; provide the necessary information to William & Mary Police Department; and wait for them to arrive to assist as requested.
3. The student staff member should notify his or her supervisor immediately.
4. The student staff member should then fill out an Incident Report (IR) in the Student Conduct Database: www.wm.edu/conductdatabase (If the student staff member does not have access to the database, he or she should submit a written report to his/her supervisor immediately.

If a student staff member is aware that a student is in possession of a non-deadly weapon (sword/martial arts weapon on display, stored paintball gun, toy guns, etc.):

1. If during business hours, the student staff member should contact his/her supervisor or the professional staff member on-call to inform him/her of the situation. Student staff members (RA’s, OAs, Rec Sports officials, building supervisors, etc.) **should never confiscate any kind of weapons**.
2. Student staff members should notify their supervisors about such incidents in a timely manner (immediately if during business hours; if after hours, student staff should notify his or her supervisor first thing in the morning)
3. The student staff member should then fill out an Incident Report (IR) in the Student Conduct database www.wm.edu/conductdatabase and categorize the incident as “Conduct: Weapons
Possession” in the database. If the student staff member does not have access to the database, he or she should submit a written report to his/her supervisor immediately.

**Unsubstantiated Rumor of Brandishment or Possession of a Weapon:**
If a student staff member hears an unsubstantiated rumor about a weapon, the staff member should contact their supervisor for instructions.

If a student staff member feels threatened, he or she should contact his/her supervisor. If the threat is immediate, contact WMPD at 911 first.
ALCOHOL
It is against university policy and Virginia law for individuals under the age of 21 to possess or consume alcohol. Student staff members are expected to confront people who do not abide by this law. Alcoholic beverages are prohibited in freshmen residence halls except in private rooms of residents who are 21 years of age or older. No alcohol is allowed in common areas without the previous written consent of the Director for Student Leadership Development. "Special Events Scheduling Requests" are available at http://www.wm.edu/offices/studentleadershipdevelopment/documents/EventRegistrationrequest15.pdf and are to be returned to the Student Leadership Development office.

Regulations and policies should be enforced in a fair and consistent manner. Staff actions should never appear to condone violations of policy. Aiding those who are underage to obtain alcoholic beverages is illegal. Sponsors are responsible for controlling social functions insofar as practical so that intoxication does not occur. If persons become intoxicated, they should not be permitted to drive or engage in other activities that could result in injury.

Alcohol Beverage Policy
The university is interested in the health, safety, and well-being of every member of the community and insists that those who choose to use alcoholic beverages do so in a responsible and legal fashion. University policies are designed to allow responsible use of alcohol by those of legal age. Students are expected to observe all applicable laws and university policies related to purchase, possession, and consumption of alcoholic beverages. Violations of applicable laws and/or university policies pertaining to alcohol subject students and organizations to university disciplinary action and legal penalties.

Through this policy, the university seeks to decrease drinking that poses a high risk of physical, mental, or emotional harm. In the short term, high-risk drinking involves over consumption at one event until one no longer has physical or mental control over oneself. Long-term high-risk drinking is a pattern of behavior where alcohol begins to affect various facets of one’s life, including academics, social relationships, and health and personal safety. These types of drinking do not simply affect the drinker but hurt the university community as a whole.

I. The following conduct is prohibited by law:
   A. Possessing, purchasing, or consuming alcohol under the age of 21.
   B. Providing alcohol to any person under the age of 21.
   C. Appearing intoxicated in a public area.
   D. Selling or serving alcoholic beverages to an intoxicated person.
   E. Possessing an open container of alcohol in a public area.
   F. Driving a vehicle under the influence of alcohol or with a blood alcohol level (as shown by a lawfully administered blood or breath test) in excess of that permitted for drivers by Virginia law.
   G. Bringing any type of alcoholic beverage into an Alcoholic Beverage Control (ABC) licensed facility or area, and taking alcoholic beverages out of an ABC area.

II. The following additional conduct is prohibited on campus at the university:
   A. Possessing alcohol in public. Public areas where alcohol is prohibited include all indoor and outdoor university property, unless an event has been approved through the College’s event registration process.
   B. Participating in drinking games or progressive drinking parties by students or guests.
C. Possessing items used predominantly for drinking games (e.g., beer pong tables and beer bongs).
D. Possessing “common containers” of alcohol, including but not limited to, kegs, pony kegs, beer balls, box wines and containers greater than 750 ml., and mixed alcoholic punch. The Office of Student Leadership Development may grant permission for the use of common container alcohol at special functions.

III. The following additional provisions apply to possession or consumption of alcoholic beverages in Residential Facilities:
A. Alcohol is not permitted in common areas of residence halls, unless an event has been approved through the College’s event registration process. Common areas include lobbies, lounges, bathrooms, kitchens and hallways of residential spaces.
B. Freshman Residence Halls:
   a. Alcohol is not permitted in any individual room in a freshman residence hall unless one of the residents is at least 21 years of age and the alcohol belongs to that resident. In freshman residence halls, guests of underage residents, regardless of the guest’s age, may not possess alcohol in any freshman residence.
   b. Alcohol is not permitted in the public areas of freshman residences nor may functions with alcohol be scheduled in freshman residence halls.
C. Empty alcohol containers in residence hall facilities may constitute evidence of alcohol consumption or possession, and may, therefore, be subject to inspection and seizure, and residents may be subject to referral to the Office of Student Conduct.
D. Any person who desires to host and have alcohol available in his or her private residence hall room, apartment or lodge must register the event with the Office of Student Leadership Development if the number of individuals present is more than eight over the room, apartment, or lodge occupancy. Maximum occupancy restrictions of the room, apartment or lodge may not be exceeded.  

1 “Public areas” does not include a student’s residence hall room.
2 Refer to Residence Life Contract for occupancy information.

Residence Life Staff must ask residents who are in illegal possession of alcohol (underage or of age in common areas) to pour out the alcohol and recycle the container(s). Residence Life staff should not pour out the alcohol possessed by a student but must instruct the student to do so.

**CAPACITY NUMBERS**
Based on fire safety; maximum room, apartment, and capacities are as follows and should never be exceeded.

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
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<tbody>
<tr>
<td>Single rooms</td>
<td>9</td>
</tr>
<tr>
<td>Grad triple apartments</td>
<td>20*</td>
</tr>
<tr>
<td>Double rooms</td>
<td>10</td>
</tr>
<tr>
<td>Grad quad apartments</td>
<td>15</td>
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<tr>
<td>Triple rooms</td>
<td>11</td>
</tr>
<tr>
<td>Ludwell apartments</td>
<td>20</td>
</tr>
<tr>
<td>Quad rooms</td>
<td>12</td>
</tr>
<tr>
<td>Nicholas apartments</td>
<td>30</td>
</tr>
<tr>
<td>Cabell apartments</td>
<td>20</td>
</tr>
<tr>
<td>Tribe Square</td>
<td>20</td>
</tr>
<tr>
<td>Grad double apartments</td>
<td>15</td>
</tr>
</tbody>
</table>

* Grad triple apartments have a different capacity level due to apartment square footage.
**BICYCLES**

All students are required to register their bicycles with William & Mary Parking Services. Bicycle registration is free, takes only a few minutes, and can be done at the Parking Services office. Bicycles must be parked in bicycle racks and should always be locked, even when left for a short period of time, to reduce the potential for theft. Bicycles found locked to stairways, handicap ramps, in common areas or in violation of fire code are subject to being removed, ticketed and impounded at the owner’s expense. Bicycles may not be kept in buildings when school is in session; however, students may store their bicycles in their residence hall rooms during breaks in the school year.

**DRUGS**

Residence Life staff members are not expected to know how to detect and identify all illicit drugs. Nevertheless, when the presence of drugs is suspected, a reasonable effort must be made to determine if illegal substances are being possessed, consumed, or distributed. Student staff members who suspect the presence of drugs in the residence halls should contact WMPD immediately. Failure to confront or enforce Drug Policy may result in liability issues and termination.

Residence Life staff members should never confiscate evidence nor should they retain evidence in their possession. To avoid being accused of unlawful possession, staff must have WMPD confiscate and retain evidence in their possession.

**OFF-STREET VEHICULAR TRAFFIC POLICY**

Loading and unloading spaces are designated for student check-in and check-out. To help the university promote the beauty of the campus and to address the marked deterioration in the condition of the university’s brick sidewalks, the policies below are implemented.

1. Driving cars, trucks, and vans is prohibited on brick sidewalks and University grounds. Exceptions to this policy will be limited in nature and must be pre-approved through the Facilities Management.
2. Penalties for violations are $60.00.
3. Departments, vendors, and contractors are held financially responsible for any damage to University grounds resulting from vehicular use.
**PET POLICY**

Pets are prohibited in the residence hall, with the exception of fish in tanks no larger than 20 gallons and officially authorized assistance animals. Student staff members must document violations of this policy. Assistance animals are permitted for guests and residents in special circumstances. The approval process is coordinated through Student Accessibility Services.

**POSTING POLICY**

University policy permits posting on bulletin boards and cork strips only. Posting may not occur on doors, walls, floors, ceilings or windows. Bulletin boards may be labeled for staff use or general posting purposes. Residence Life staff should make every effort to remove outdated materials from bulletin boards. **Residence Life staff are expected to address, confront, remove and document materials posted in violation of policy.** All Residence Life staff are expected to abide by the posting policy when posting materials anywhere in the residence halls.

**SMOKING**

This policy applies to William & Mary:

- all university facilities (as defined below)
- all vehicles and vessels owned, leased or rented by the university
- all other property owned, leased or controlled by the university, such as the campus grounds, sidewalks, malls, etc., as provided herein
- all members of the campus community as well as visitors, contractors, and other university agents, as provided herein.

Smoking is defined as the carrying or holding of any lighted pipe, cigar, cigarette, or smoking equipment of any kind or the lighting or inhaling or exhaling of smoke from a pipe, cigar, or cigarette of any kind including vaping products.

University facilities are:

- all buildings owned, rented, or leased by the university including residence halls, leased housing, and student activity buildings;
- all structures owned, rented, or leased by the university such as parking garages, amphitheater, stadiums, tents, and trailers; and
- temporary contractor/subcontractor facilities, tents, and structures located on university property.

**Policy**

A. Smoking Prohibitions

1. Smoking Indoors and in Stadiums and Other Open-Air Facilities. Smoking is prohibited in all parts of all university facilities.

2. Smoking Outdoors
   a. Smoking is prohibited within 25 feet of all entries and exits from university facilities.
b. Smoking is prohibited within 25 feet of outdoor air intakes and operable windows and in any other outside area adjacent to a university facility whose configuration and/or other physical conditions allow smoke either to enter and affect the internal environment or to unduly affect the environment of those entering or exiting the facility. This includes all partially enclosed areas such as covered walkways, breezeways, walkways between sections of buildings, and bus-stop shelters, and exterior stairways, balconies and landings.

c. Smoking is prohibited in outdoor areas during a university event or activity scheduled in the area, such as in bleachers or row seating at Commencement or athletic events.

d. University offices may designate outdoor areas as smoking areas, with the approval of the Environment, Health and Safety Office.

3. Smoking in Vehicles. Smoking is prohibited inside all vehicles that are owned, leased or rented by the university.

B. Other Prohibitions

1. All tobacco products will be disposed of appropriately; smoking receptacles must be used for all lighted tobacco residue.

2. The sale or promotional distribution of tobacco products on campus is prohibited.

Violations

A. Non-compliance should be reported to the facility’s building coordinator. For instances where there is no designated building coordinator, non-compliance should be reported to a manager.

B. Violation by employees or students is cause for disciplinary action under applicable personnel or student conduct policies.

Solicitation

Door-to-door sales and solicitation, including campaigning and distribution of literature in university buildings, are prohibited. Residence Life staff should refer to the Use of Campus Facilities policies for further explanation.

Storage

Residence Life will not store university furnishings outside the resident’s room. A student’s personal property may not be stored in any area outside the resident’s room including common areas such as lounges and corridors. W&M does not provide storage of personal items over the summer or after students have checked out their room.
**PROCEDURES**

**BOMB THREAT**
In the event of a bomb threat, Residence Life staff members should call WMPD immediately and be prepared to provide the following information:
1. time call was received
2. alleged location of bomb
3. description of caller's voice and background sounds
4. time that bomb is supposed to explode
WMPD will determine if the building must be evacuated.

**CLASS ABSENCES**
A resident who needs to miss classes because of illness or an emergency should contact the Dean of Students, 757-221-2510, in the Campus Center, room 109.

**COUNSELING CENTER**
The Counseling Center is open Monday through Friday, 8am – 5pm (closed for lunch between 12pm and 1pm) for appointments or walk-in services. Appointments with counselors in the Counseling Center must be scheduled by the individual student by calling 757-221-3620 or by visiting in person. Residence Life staff cannot schedule appointments on behalf of their residents. The Counseling Center’s confidentiality policy prohibits sharing information about a client unless the client provides a written release. A student who may want to contact a Counselor after hours should call 757-221-3620 to be connect with a ProtoCall counselor. Student staff should contact their AD or professional staff on duty when a student requires immediate follow-up.

**DEATH OF A STUDENT**
Student staff members are required to contact a Residence Life professional staff member according to the following priority list:
1. Area Director
2. Professional staff on-call, 757--

**EMERGENCY PREPAREDNESS**
William & Mary is committed to providing a safe and secure environment for its students, faculty, employees and visitors to learn, teach, work and enjoy our beautiful campus and all it offers. In pursuit of that goal the university takes a comprehensive approach to protecting the W&M community and preparing for any emergency. Although a university campus is among the safest places you can be, we work every day to make our campus safer.

The ability to deal with any incident depends on good communication. William & Mary is committed to informing the community of an emergency, disaster or potential disaster immediately upon determining the nature of the emergency. Using the university’s emergency notification systems, the Emergency Management Team will immediately notify the campus community of a
confirmed emergency or dangerous situation that presents an immediate threat to the health or safety of the community.

SAFETY APPS
William & Mary have made two free safety mobile apps available to students, faculty and staff to help the community better prepare for an emergency.

In Case of Crisis
The In Case of Crisis app allows you to download the W&M Emergency Response Guide to your smartphone and other mobile devices. This provides information about what to do during an emergency such as an earthquake, illegal activity, fire, severe weather or after a sexual assault. The app is designed to help keep you safe and well on the W&M campus by making emergency information and contacts mobile and accessible. The app can be installed by searching the App Store or Google Play, search for In Case of Crisis – Education.

Rave Guardian
The Rave Guardian app allows you to check in with family, friends, campus safety or others you trust to help you stay safe both on and off campus. You can set a safety timer to notify people you trust to check in on you if you are alone or in an unfamiliar place, invite family, friends or others to be your guardian and communicate with them within the app as needed and call safety officials directly for help if you are in trouble, and send text tips - including photos - if you see something suspicious. The app can be downloaded from the App Store or Google Play.

FIREPLACE USAGE
To use a university fireplace, individuals must be trained according to university safety standards. Training classes are to be coordinated through the Area Director who will work with Environment, Health & Safety to schedule. Fireplace tools will be made available and fireplaces verified usable after training is conducted.

FIRE WATCH
In the event of an extended power or fire alarm system outage you may be called upon to help with a Fire Watch in your area. The term “Fire Watch” describes a dedicated person or persons whose sole responsibility is to look for fires and other hazards within a building. Your Area Director (or designee) will initiate a fire watch at the direction of the Associate Vice President for Student Affairs/Director of Residence Life. In the event that you perform fire watch duties you will follow these procedures:

Fire Watch Personnel Checklist
A Fire Watch is an inspection conducted by Residence Life staff and/or students to provide fire and smoke detection and emergency warning to occupants when a building’s fire alarm or sprinkler system is non-operational.

Fire Watch personnel serve as a “human smoke detector” and notify 911 at the first sign of smoke/fire. Note the Fire Watch personnel procedures below and contact the Area
Director/Assistant Director responsible for coordinating the Fire Watch with questions regarding these procedures. Contact 911 immediately if there is an emergency.

Traditional Halls

- **Sign in at the duty office** by noting your name, date, and time on the Fire Watch log sheet at the beginning of your shift.
- **Update** the Fire Watch log sheet once each hour.
- **Obtain** Fire Watch notice and an air horn from the AD/ADFSH at the duty office.
- **Ensure** Fire Watch notices are posted on bulletin boards in lobbies, elevators, and hallways if you are the first Fire Watch. Fire Watchers ensure Fire Watch notices remain adequately posted.
- **Use** air horns to notify residents if smoke or fire has been detected.
- **Conduct** a continuous patrol of the entire building, including corridors, kitchens, laundry rooms, lobbies, lounges, stairwells, recreation rooms, basement, accessible storage rooms/closets, and any other common areas.
- **Remain alert** to signs of smoke or fire. (You may take a maximum of a 5-minute break each hour within the building or area of assignment.)

At first sign of smoke and/or fire, you must:

- **Pull** the nearest fire alarm pull station.
- **Exit** the building, contacting 911 as soon as possible.
- **Sound** the air horn while exiting to notify as many residents as possible en route.
- **Walk** the exterior of the building sounding the air horn until the fire department arrives.

Suites/ Apartments

- **Sign-in** at the duty office by noting your name, date, and time on the Fire Watch log sheet at the beginning of your shift. This sheet must be updated each hour.
- **Obtain** Fire Watch notices and air horn from the AD/ADFSH at the duty office.
- **Ensure** Fire Watch notices are posted on exterior doors if you are the first Fire Watch. Fire Watchers ensure Fire Watch notices remain posted.
- **Use** air horns to notify residents if smoke or fire has been detected.
- **Conduct** an inspection of the building exterior and go up and down interior stairwells once per hour. Remain alert to indications of smoke or fire. Between hourly inspections you may return to the lounge area in your building.

At first sign of smoke and/or fire, you must:

- **Pull** the nearest fire alarm pull station.
- **Exit** the building, calling 911 as soon as possible from the nearest safe phone.
- **Sound** air horn while exiting to notify as many residents as possible en route.
- **Walk** the exterior of the building sounding the air horn until fire department arrives.

Serving as a “Human Smoke Detector:”

- **Remain** attentive.
- **Listen** for in-room smoke detectors sounding.
PROCEDURES

- **Look** for observable signs of smoke and/or fire.
- **Enter** all stairwells – open doors and look into each stairwell.
- **Enter** all common areas including corridors, kitchens, laundry rooms, lobbies, lounges, stairwells, recreation rooms, basement, accessible storage areas/closets, and any other common areas.
- **Do** not put yourself in jeopardy – if you suspect smoke/fire, exit building and contact 911 as quickly as possible.
- **Take** immediate corrective action if you see fire hazards or obstructions to egress while on patrol.
- **Aid** others in evacuating the building, if you can do so without endangering yourself or others.

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**HALL T-SHIRT PURCHASES**

The decision for a hall to purchase t-shirts requires approval from your supervisor. The purchasing guidelines were developed to ensure that the funds residents are entrusting to the community are used effectively.

- No later than April 1 approval for purchasing hall shirts is to occur to ensure delivery prior to the end of the spring semester. Be prepared to discuss:
  - Design
  - Number of residents participating and their monetary contribution
  - Method to collect payment
  - Price quote, two preferred, from vendor(s)
  - Plan for pick-up of t-shirts and distribution
- The hall will vote to approve the purchase and design. The form below is to be used to confirm resident agreement and participation in the purchase.
- Hall funds may only be used to supplement the purchase for residents who have paid hall dues.
- Local vendors are strongly preferred.
- Payment from residents is to be collected prior to placing an order. Credit cards nor post-dated checks may be accepted. In order to avoid conflict with your student staff role, money should be collected by a hall representative or resident and receipts are to be issued.

<table>
<thead>
<tr>
<th>Name</th>
<th>Approve Purchase</th>
<th>Shirt Size</th>
<th>Paid</th>
<th>Received</th>
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HEALTH CENTER
Students may make appointments with the Health Center physicians and nurse practitioners by calling the appointment line at 757-221-2998.

Any student who has a medical illness requiring a needle use may obtain empty “sharps” receptacles from the Health Center. Students will then return the full receptacle to the Health Center who will then dispose of them according to OSHA regulations. There is no charge for this service.

HURRICANE AND TROPICAL STORM EMERGENCY PROCEDURES (10/15)
Be sure to read the emails from William & Mary Police or the Chair of the Emergency Management Team and check the university website: http://www.wm.edu/about/administration/emergency/index.php and follow the instructions provided.

The following guidelines have been developed to ensure your safety should a hurricane or tropical storm hit the university. We ask that you read and comply with these guidelines.

- Please take time to review your personal emergency evacuation plans so that in the event of an evacuation you will know where you plan to go. If evacuation is necessary you will be informed by university personnel when the residence halls will close and will not be permitted to re-enter the halls until officially informed by the university. Failure to comply may result in a student conduct violation. Ensure your emergency contact information in banner is updated for automatic alerts.
- If over the days before the storm you see debris (like branches) or loose items around the buildings (like screens), please pick them up and place them in an appropriate, secure place or alert staff to the problem. Loose objects can become dangerous in high winds. Please be sure to slide the dumpster doors closed after you have dumped your garbage or recycling to avoid trash blowing about the grounds. Be aware of objects left on porches, patios and balconies. Where possible, bring these items indoors or make arrangements to secure them. Bikes may be locked to bike racks. If evacuation is required bikes may be left in individual student rooms but not in common areas.
- Close and secure all windows and shades and remove items from your window sills.
- Those who live in basements or top floors of buildings may experience flooding and/or leaks. Remove personal items from the floor including computers, clothing, wires, carpets, books, electronic equipment, anything of personal value, etc. Cover items that remain in your room with plastic including computers, clothing, wires, carpets, books, electronic equipment, anything of personal value, etc.
- In preparation for evacuation, gather any necessary medication you may need. Place this in a waterproof container and keep it with you. Have a bag packed with clothing, toiletries, mobile phone and laptop chargers, and other essentials including a blanket and pillow if you anticipate being in a place where you will need these.
- Those with personal vehicles who plan to leave Williamsburg should have cash and should ensure their vehicle has a full tank of gas.
- Set refrigerators to the coldest setting and if we do not evacuate but do lose power avoid opening them except when it is an emergency. If you have perishables in the hall refrigerator please do not discard these perishables in the kitchen trash but remove them to the dumpsters.
• Custodial staff may not be able to get to the halls for a few days. Please do your best to keep common areas and bathrooms clean and free of debris.

• If we do not evacuate and we lose power, check the university website on your mobile phone, laptop or other battery operated internet accessible device for updates or check residence hall bulletin boards for postings. All Residence Life duty offices are equipped with hand held radios that connect to the William & Mary Police who can be accessed by staff in the event of an emergency.

• Collect flashlights, portable radios, and batteries. If there is a loss of power, DO NOT USE CANDLES OR GAS POWERED APPLIANCES. If the fire alarm sounds evacuate your building immediately and, if possible, contact WMPD.

• In the event of a power outage of a long duration the ID access system will not work. Residence Life staff will provide instructions regarding access.

• During and in the aftermath of the storm, report broken glass, water leaks, and power outages by either submitting an online service request or calling 757-221-2270, the 24-hour Facilities Management Work Control number. Please also inform a Residence Life staff member.

• If you or someone is injured or has a medical emergency call WMPD immediately at 757-221-4596.

KEYS
The Residence Life staff is responsible for the safety and security of residents and property. It is imperative that student staff members maintain keys to interior and exterior room/apartment doors according to policy and adhere to the procedures established for key control. No individual room key should ever be removed from the key box without being properly documented. Failure to do so may result in job action. When issuing replacement keys to residents from the duty office, positive identification must be obtained before a key can be issued to a resident. Typically this means confirming the identity of the resident by inspecting their ID card or having them recite their student ID number to compare with the student ID number on the roster or in StarRez. Student staff must also confirm and double check the resident’s room number. Residents must complete the temporary key/ID checkout procedure anytime they obtain a key (even for a temporary lock out). See StarRez Guide on page xxx. Keys must be returned within 7 days or the lock will be changed and the resident who completed the temporary key/ID checkout procedure will be billed $55 for each door requiring a core change. Payment for replacement keys must be made to the Cashier’s Office in Blow Memorial Hall. DO NOT take payment to the hall/apartment duty office.

Emergency Core Changes
An emergency core change may be requested at the duty office or Residence Life by a student if their original key is lost or stolen and changing the lock cannot wait until the next scheduled core change day. The resident requesting the emergency core change will be charged $55 ($75 for an apartment) for each door requiring a core change.
**LOCK OUTS**

Residence Life staff is responsible for assisting residents who are locked out of their room/apartment. Student staff is expected to follow the procedures outlined in the key section above to maintain proper key security. On occasion, the extra key from the key box will have already been issued to the resident. Between 7:30am – 5pm, Monday – Friday, the resident may obtain a key from Residence Life. After hours, student staff members are to contact the Area Director or professional staff member on call to access a key from Residence Life if there is no key available in the key box. Student staff is expected to assist the resident until the resident has access to their room.

If an individual room key is not returned by the stated deadline the core change request will be requested by Residence Life so that the core may be changed. This process is critical to insuring the security of the residences.

**MEALS FOR SICK STUDENTS**

Box meals from Dining Services may be secured for sick students. Anyone designated by the ill/injured student may secure meals on their behalf.

**MEDICAL EMERGENCIES IN THE RESIDENCE HALLS**

For medical emergencies that do not meet the criteria for the MEEP/PEP, Residence Life staff members are to respond as follows. In the case of an illness or injury, Residence Life staff members are to determine the nature and extent of the illness or injury and secure medical attention accordingly:

- For liability reasons, Residence Life staff members are NEVER to transport students to or from medical facilities.
- For general illness the student should visit the Student Health Center during regular office hours. Appointments can be scheduled at 757-221-2998.
  - Monday, Thursday, Friday: 8am–5pm
  - Tuesday: 8am–7pm
  - Wednesday: 10am–5pm
- For general illness when the Student Health Center is not open, refer the student to:
  - First Medical, 312 Second Street, 757-229-4141
  - Med Express, 120 Monticello Avenue, 757-564-3627
  - Sentara Urgent Care, 4374 New Town Avenue, 757-259-1900
  - Riverside Urgent Care, 5213 John Tyler Highway, 757-220-8300
- For serious illness or injury, the Residence Life staff member is to refer the student to the emergency room at either local hospital listed below or the medical centers listed above:
  - Riverside Doctors Hospital, 1500 Commonwealth Avenue, Williamsburg
  - Sentara Williamsburg Regional Medical Center, 100 Sentara Circle, Williamsburg
- Where there is a clear and present danger the Residence Life staff member should call 911 and have Emergency Medical Services dispatched. The staff member should identify him/herself and let the dispatcher know the nature and extent of the emergency, and where the student is located. Student staff members are to contact their Area Director or Assistant Director for Fraternity &
Sorority Housing as soon as possible. If he/she is not available the student staff member should contact the Professional Staff member on duty as soon as possible.

- Under no circumstances should parents or guardians be contacted by Residence Life staff.
- Student staff members are expected to complete an incident or care report in Advocate as soon as possible.
- In medical situations where alcohol consumption is evidenced by slurred or incoherent speech, stumbling, poor physical coordination, vomiting, or the student is unconscious; the Residence Life staff member is to call 911. Student staff members are to contact their Area Director as soon as possible. Regardless of transport or arrest the student staff member must also document the incident in Advocate.
- In the case of an incident where human blood is shed, the staff member will contact Building Services for appropriate cleaning by calling Facilities Management at 757-221-2270. The Area Director or other professional staff member will contact the student(s) involved and relay the following statement: “I understand there was blood. If you feel you were exposed to anyone else’s blood, a standard precaution is that you be seen by a physician. Staff in the Student Health Center may provide further assistance.”
  - If a student staff member is involved where blood was shed, the staff member may be eligible for benefits under the Virginia Workers’ Compensation Act for an injury and/or illness which is incurred in the course of official work-related duties. An Employee’s First Report of Accident/Injury Form http://www.wm.edu/offices/hr/documents/forms/employeefirstaccident.pdf and a Panel of Physicians Selection Form http://www.wm.edu/offices/hr/documents/forms/wcphysicianselect.pdf is to be completed by the student staff member and his/her professional staff supervisor within 24 hours and submitted to Human Resources.

**MEDICAL TRANSPORT**

For liability reasons, student staff shall **NEVER** transport students with medical issues to medical facilities. In emergency situations, student staff members must call 911 immediately.

**MISSING STUDENTS**

If a student is reported missing, staff or students must contact their Area Director. If the AD is not available the staff member must contact Residence Life during working hours or the Professional Staff Member on Duty after hours. The professional staff member will contact WMPD to report the missing student. The student staff member should check with the roommate(s) and friends of the missing person to find information that might prove helpful in locating the student. Residence Life staff should not call the student’s parents or guardian. The situation must also be documented in Advocate as soon as possible.

**PRANK CALLS**

Prank calls should be promptly reported to WMPD. The phone system can be very helpful in tracking the source of such calls. Contact WMPD for directions on what to track if calls become chronic.
ROOM CHANGES/WITHDRAWALS
When a roommate conflict occurs, the RA/GRA should be the first contact to help the residents resolve their differences or reach an agreeable compromise. The Area Directors and Assistant Directors serve as a valuable resource by suggesting various approaches to roommate conflict mediation and resolution. If the RA/GRA feels uncomfortable or unprepared to handle the conflict, the resident(s) should be quickly and sensitively referred to the Head Resident, Hall Director, Complex Director, Area Director, or Assistant Director.

1. If a student is involved in an unauthorized room change, he or she will be required to move back into the originally assigned space and will be subject to a monetary charge and student conduct referral for violating the Housing Contract. Room changes are approved only by Area Directors, Assistant Directors, or the Associate Director for Administration.

2. One week after the first day of classes each semester, those residents who want to change rooms must visit the Residence Life office to complete a Room Change Request form or AD for a person-for-person in area or an inter-apartment change. Room changes are approved on a first-come, first-served basis and are based on need and the availability of space. Because an acceptable room switch may not be immediately possible, a resident who adds his or her name to the room switch list may still need to resolve conflicts that exist with the current roommate. Residents experiencing conflict should be offered assistance as soon as possible so that the conflict does not interfere with their ability to focus on their academic pursuits. Student staff should know the limits of their abilities to assist residents and must become comfortable in referring and encouraging residents to meet with professional staff in the appropriate university or community office.

3. If a Residence Life staff member is aware of an ongoing conflict between roommates, the Area Directors or Assistant Director should be consulted and informed about the situation.

4. If a Residence Life staff member is aware of a resident who has vacated the assigned room and has not received notification of a change, the staff member should report this to the Area Director or Assistant Director to see if an official room change is in progress.

5. If a Residence Life staff member becomes aware of a student withdrawing from or leaving school, the Area Director or Assistant Director should be notified immediately. Sometimes the student staff member is the first W&M staff member to have knowledge of the student’s intent to leave. Students should be informed that they must officially withdraw through the Dean of Students office, 109 Campus Center.

6. Residence Life staff must be aware of housing policies, room assignment issues, and important housing-related deadlines. The best resources for these items are the Residence Life Housing Contract and Resource Guide: http://www.wm.edu/offices/residencelife/contract/2017-2018%20/index.php and the Residence Life website: http://www.wm.edu/offices/residencelife

Student staff should direct their questions to their Area Director or Assistant Director.

ROOMMATE CONCERNS AND CONFLICT RESOLUTION
A conflict between two or more in the case of a triple or quad, individuals sharing a room or apartment may be caused by a variety of reasons including differing lifestyles, values, or personal
habits. In dealing with roommate conflicts, Residence Life staff should be aware of the following suggestions:

- Remember, residents who are experiencing conflict in their living situation may request a room change at any time without seeking to resolve the concerns with the roommate. If a room change request cannot be accommodated in the timeline the resident expects, staff can serve as a valuable resource to resolve concerns or conflicts.
- Residents will often seek help and assistance with a sense of urgency and will insist on an immediate solution. Staff should not be overwhelmed by this sense of urgency but should respond to the person's feelings and help the resident gain a realistic perspective of the situation. Remember staff members are dealing with an individual and not just a specific problem that can be easily solved. Be prepared to listen carefully to the concerns expressed by the resident.
- The conflict may have begun as a minor irritation but by the time a resident seeks assistance, the situation may have escalated into a more serious problem. This heightens the sense of urgency noted above.
- Sometimes, the specific roommate problem may not be the resident's real concern. It is important that staff take the time to listen to the resident and not offer quick solutions. Dealing with the other stated concerns may help to alleviate the immediacy of the roommate problem.
- Remember not to take sides but to be objective and maintain an open, nonjudgmental perspective.
- Deal with the immediate issues first and demonstrate an understanding of the person's feelings by helping the resident label those feelings (anger, frustration, despair). Practice good listening and attending skills.
- While maintaining an objective perspective, help lead the resident to a more realistic view of the situation.
- Attempt to identify the issues that have created or complicated the problem.
- Ask the resident how he or she has dealt with the situation thus far and determine what solutions have been attempted and what the results have been.
- After listening carefully and sensitively to the resident, again ask specifically what the resident determines the main problem to be.
- Ask the resident what he or she would ideally like to see happen and what he or should would like to do.
- Suggest that the roommates talk about the problem, if they have not already done so. This may be done with or without the staff member present. Communication is the key to understanding and resolving any conflict. When staff members are involved, they should deal with feelings, perceptions, motivations, and specific behaviors.
- Do not evaluate a situation based on a conversation with only one of the involved parties. To obtain a more informed perspective of the situation, gain the perspective of all of the residents.
- Based on individual judgment and experiences, offer alternative ways of dealing with the problem.
- Prevention is the best solution. Know residents well enough to notice changes in personalities, lifestyles, and values.
- Never hesitate to consult with the Area Director or other professional staff. These staff members can serve as a valuable resource for problem resolution.
- If, after exploring the above suggestions, a room change seems to be the best solution, the resident should be referred to the Area Director or to the Associate Director for Administration.
**SHARED ROOM EXPECTATIONS**
 Residents who discuss potential concerns and negotiating expectations regarding their shared room space can often mitigate conflicts before issues develop into problems. A shared room expectations document will prompt residents to think about many common issues that develop when living with someone else. This is a useful tool for roommates to develop a clear understanding that balances each resident’s needs and wants. Once completed each roommate should keep a copy.

**ROOM ENTRY AND SEARCHES**

**Authorized personnel may enter a student room:**

1. For the purpose of assuring fire protection, life safety, sanitation or scheduled maintenance and use of the University’s furnishings, fixtures and facilities. Any such inspections or entry, except in the case of emergencies, shall be announced in advance by posting of a notice in the residence hall or via email notification. The resident’s absence will not prevent the carrying out of such maintenance or safety inspections.

2. When an occupant has requested repairs or extermination by filing a Service Request, authorized maintenance personnel may enter in the residents absence for the sole purpose of making the repairs or exterminating as requested.

3. In order to secure the buildings, Residence Life staff will enter and check all resident rooms during the semester break. Visible violations of University policy will result in University student conduct action.

4. If a roommate moves out of a room, a member of the Residence Life staff may enter the room following the completion of the move to inspect for damages and to ensure space is available for a new occupant.

5. To verify that all vacancies are prepared for new occupants for the spring semester. Student conduct action and/or cleaning charges may be imposed on a resident if his or her room is not ready for a new occupant.

6. If noise (unattended loud music, alarm clock, etc.) coming from a room where the occupants are not present is causing a disruption to the community.

7. To unlock a suite bathroom door if it is reasonable to assume that the suite mates will be gone overnight and/or being locked out of the bathroom creates a major inconvenience or presents a safety hazard to locked out residents.

Under no circumstances should a Residence Life staff member use a key to admit anyone other than an officially assigned occupant into a room. Failure to exercise care in these matters can leave the staff member open to charges of unconstitutional invasion of privacy, violation of contract, trespass and even theft. Student rooms are NEVER to be opened or entered without explicit permission from the resident(s) of the specific room. In emergency situations, student staff should consult the Area Director or professional staff on-call, through the duty telephone 757-, BEFORE ever opening or entering a room. This includes WMPD unless a clear emergency exists. When possible, another staff member should accompany Residence Life staff members any time they enter a student room to inspect, search, or respond to an emergency. Additionally, a WMPD officer should be nearby (in the hallway or outside the door) to assist during searches or emergencies.
Theft and Report of Loss
Thefts or loss of university or personal property must be reported to WMPD immediately no matter what the theft is or when it occurred. Sometimes residents will object to a theft being reported but the report must be made. The theft or loss must also be documented in Advocate. Residents should be advised to keep their room doors locked at all times, even if leaving their rooms for only a few minutes, and especially while sleeping.

NOTES, NOTES, NOTES....
CODE OF CONDUCT

The purposes of the Student Code of Conduct are:
1. To maintain a safe and appropriate living/learning community;
2. To protect the rights of individual students;
3. To balance the standards and needs of the community with the rights and responsibilities of the individual; and
4. To help students develop into fully mature adults who understand the obligations of living in a community and who respect the rights of others.

Though the Student Code of Conduct is administered by the Center for Community Values & Restorative Practices, it is difficult to overstate your importance in ensuring that the conduct system is effective, fair, and reflective of the shared values of the William & Mary community. Specifically, Residence Life student staff work to address actions that are inconsistent with the community’s standards, to document the facts and circumstances of individual incidents with accurate and impartial reports, and to provide emotional support and resources to students who are going through the conduct process.

Addressing Behavior

In order to uphold the standards of the community and secure the safety of all residents and their guests, staff members should intervene in all situations in which suspected violations of University or Residence Life policies (by residents or their guests) are at issue. In addition, staff members also help uphold the community standards established by the residence hall living units through their Community Agreements and Community Council governance. As these interactions can be challenging and occasionally stressful for the parties involved, it is important that student staff remain as calm, professional, and nonjudgmental as possible.

When addressing behavior that may violate policy, student staff should identify themselves, both by name and staff position, to the residents and guests involved. As safety is always the primary concern, student staff should quickly assess any situation to determine if there is an imminent threat (e.g. medical emergency, actual/potential violence, etc.) and contact WMPD if necessary. If there is no active safety threat, student staff should then identify the violations that appear to be at issue and the immediate steps that are necessary to correct the alleged behavior.

Once the behavior itself has been addressed, student staff should make an effort to gather as much information as possible related to the alleged violation. Specifically, student staff should obtain the names and ID numbers (if applicable) of all individuals present, and if possible, verify that information by checking the W&M IDs of any student(s) involved. If some individuals are hesitant to identify themselves, student staff should, in a polite and nonthreatening manner, remind students that the Student Code of Conduct requires students to produce their ID cards when asked to do so by staff engaged in performing their duties.

After identifying the individuals involved in an incident, student staff should note any details that may be relevant to the alleged violation, as they will prove helpful in submitting a written report later. Calmly attempt to obtain information from those involved by asking simple and direct questions regarding the behavior in questions. However, if a student chooses not to provide additional information (or, for example, chooses not to allow a student staff member access to his/her room), the student staff member should not use undue pressure to coerce an individual into
In such cases, simply inform the student that you will need to note in the report that they declined and note in the report that the request and it was denied.

Often, individual(s) involved in a given incident exhibit anxiety, and some may attempt to argue with the student staff member(s) involved. In such cases, it is helpful to remind the residents/guests involved that your role is limited to addressing and documenting particular incidents and behaviors. Student staff members do not issue findings regarding policy violations, nor do they issue sanctions; simply put, it’s worth noting that residents are not “in trouble” simply because a behavior is addressed and issues documented. On the contrary, all reports generated by these kinds of interactions will be reviewed by an Area Director, Assistant Director of Residence Life, and/or the Community Values & Restorative Practices Office, and students have the right to share their perspective on a report before a final determination is made. Accordingly, student staff should avoid speculating on possible outcomes and refer any questions about the process and/or potential consequences of a student’s behavior to a professional staff member.

Once a violation has been documented and referred to the appropriate University office, the record is only shared with those who have an educational need to access the information until the resolution of the matter. Student staff usually will not be informed of the particular outcome of a student’s conduct case. Parents of the respondent may be notified if the student has a valid parental release or if the matter is a serious alcohol or other substance-related case and the student is under 21.

Documenting Incidents
Incident reports are used to document all notable occurrences, violations of policy, damages, injuries, conflicts, emergencies, etc. These reports are read by a variety of University personnel and often form the basis for any follow up conversations or conduct proceedings with the individuals involved. Accordingly, student staff should work diligently to ensure that submitted reports are as impartial, accurate and complete as possible.

Student staff should:
- Begin an incident report narrative with the moment the staff member became aware of a situation (e.g., "I received a call at 1:15am" or "While doing rounds at 1:30am, I smelled smoke"), end with the staff member’s final involvement (e.g. "I told the residents that I would document the situation and left the room.").), and give a thorough account of the details in between.
- Write the report as soon as possible following the incident. If an incident proves particularly stressful or upsetting, it is appropriate to take a little time to allow emotions to subside before submitting a report. Nevertheless, it’s typically a good idea to write while the details are still fresh in one’s memory.
- Reserve the use of 1st person only for the primary author of the report.
- Write clearly, identifying each individual at least once in the narrative (typically near the beginning) by first and last name. (e.g. “RA Will Sims and I asked Resident Matt Stevens if he’d been playing beer pong.”) Once an individual has been identified in the report, subsequent references can be by first name, provided there is sufficient context to distinguish between the various parties named in the report. (e.g. “Matt claimed that he did not hear me knocking on the door.”)
- Be cautious when using pronouns, as the report should be as clear as possible about who was doing what (e.g. “He said he didn’t hear me knocking”—it may not be clear who the “he” is to which you are referring). Specificity is always a good thing in an incident report!
• Quote statements as accurately as you are able and paraphrase as clearly and accurately as possible, making sure to attribute quotations and paraphrased comments to particular individuals.

• As incident reports are considered part of a student’s educational record, the individuals involved will, at some point, have the right to review a report’s contents. Accordingly, it’s important that student staff use incident reports to submit factual information only, not opinions. For example, while it’s appropriate for a staff member to note that Matt continually interrupted me when I was talking and repeatedly called me stupid,” it is not appropriate to report that “Matt acted like a complete jerk. I can’t believe someone like that got into William & Mary!” Document the precise behavior while avoiding including our personal value judgement about that behavior.

• Similarly, student staff should refrain from drawing conclusions or passing judgment in the narrative of the incident. While the opinion of an eyewitness may prove relevant to a case’s resolution, that sort of editorial information is best conveyed in a separate email to the staff member’s supervisor and/or the Community Values & Restorative Practices office.

• By remaining objective and professional, student staff will allow conduct officers to focus subsequent conversations on the alleged behavior of the individuals involved, rather than that of the staff member addressing the incident.

• Include the police officer's name and the case number if William & Mary Police are involved. Staff members can request this information from the police officer responding to the situation.

You should feel comfortable contacting your Area Director or a staff member in the Community Values and Restorative Practices office 757-221-2509, cvrp@wm.edu, if you have questions about writing incident reports.

ADVOCATE

STUDENT STAFF LOGIN
1. Enter the following address in a browser: www.wm.edu/conductdatabase/student.

2. The database will redirect you to a W&M authentication page like the one pictured below. If you wish to bookmark the page for future use, you must do so from THIS screen, not from inside the database itself.

3. Enter your WMusierid (without @email.wm.edu) and case-sensitive password as directed.
4. If your credentials are accepted, you may be presented with multiple login options. If you are student staff member seeking to file a report (Incident or Care), select “Resident Assistant.”

**HOW-TO CREATE AN INCIDENT REPORT**

1. For possible violations of the Honor Code or Student Code of Conduct, click the “Create Incident Report” button on the home page. To report other student concerns, click the “Create CARE Report” button.

2. Set a **date** by clicking the “calendar” icon and choosing the appropriate date. Set the time of the incident by using the Time dropdown menus. **NOTE:** Time in NOT required—if time is not applicable, simply leave the time fields blank.

3. Use the **Location of Incident** dropdown menu to select the location where the incident occurred. To ensure proper report routing, please select the MOST specific location (e.g., not just “Residence Hall” or “Alpha Epsilon Pi”, but “Barrett Hall” or “House 11”). The screen will refresh and provide a new dropdown menu of rooms in that building.

4. Choose the appropriate options from under **Incident Report Information.**
5. For incidents involving WM students, enter either the student’s name or 930# (if known) in the “Keyword” box. The fields will populate with available choices. You may enter names in the following formats:
   a. Smith—this will give you the choice of all students with the name “Smith” (whether first or last name)...obviously, this would give you many choices, perhaps too many.
   b. Peter Smith—this will give you only students with first name “Peter” and last name “Smith”
   c. 9301234567—this will only pull the student with this 930# since this is a unique identifier (this is the preferred manner to enter students).

NOTE: Please do not enter your name or those of other responding student staff members into the “WM students involved” field, as you are not the subject of the report. The system will automatically know who filed the report, and other responders can be noted in the “Student Witness” field.

6. Other Involved Individuals: use this field to indicate non-WM students involved (ex: WMPD Officer Smith, Visitor Anna Richards)

Once you have entered the search term and hit “Go,” the available choices will populate in appropriate student from among the choices provided.

Do not enter yourself or any other staff members responding in this field! You can enter them under “WM Witnesses” instead.

Others involved can be staff members, non-students, or unknown offenders. For unknowns, use the generic term “Unknown Offender(s)”
7. Enter your incident narrative here. The system has a spell check feature which you can use prior to submitting the report. Write a thorough and professional summary of the incident.

8. Note that the system will time itself out after 55 minutes. You may click “Save as Draft” if the incident report has been started but will be completed at later time so that you will not lose your work. You may access draft reports from your home page by clicking on the “Edit Draft Reports” button. Please do not use the “Save” button as it causes the report to be submitted and may result in multiple entries.

9. Submit the form and return to your home page by clicking the [Submit] button. Once the “Submit” button is clicked, the incident will be final (it cannot be edited by you).

Supporting a Student Going Through the Process

Though William & Mary seeks to adopt a developmental and educational posture with respect to reported policy violations, many students who are documented find themselves deeply worried, even frightened, by a pending conduct process. While you should refrain from discussing the details of a specific case with a resident, it is important to remember that, in all but the most severe of matters, the individual involved will likely remain a member of the William & Mary community after the matter has concluded. Accordingly, you should work to provide the same level of care, support, and resources to those who’ve been documented that they would to any other member of their community who was dealing with a challenging situation.

The following summary overview of the conduct process is provided so student staff can be reasonably informed as they work to support their communities. That said, this is not an exhaustive account, and student staff and residents should refer to the current Student Handbook for more detailed information and actual procedures www.wm.edu/studenthandbook. Please feel free to contact the Community Values & Restorative Practices office at (757) 221-2509 with questions or concerns, or visit the website at http://www.wm.edu/commvalues.
Information Session: Upon receipt of a report, the Community Values and Restorative Practices office will review it to determine the potential level of seriousness and whether there appears to be a sufficient factual basis to merit further review. If further review is merited, the report is assigned to a case administrator, most frequently the Area Director for the area in which the incident occurred or an Assistant Director for Residence Life. Cases involving nonresidential conduct, alleged recidivism, or significant risk to health and safety typically are referred to the Community Values and Restorative Practices office.

Community Values & Restorative Practices office sends the student notice of the date, time, and location of the information session via the Advocate system. The case administrator then meets for an information session during which the case administrator shares the report received and provides information about the conduct process and options for resolution. Those options are as follows:

Administrative Resolution: If the student chooses to resolve the matter via an Administrative Resolution, the student will discuss the incident with the case administrator to determine if the student and case administrator can come to agreement as to the facts of the matter. The Administrative Resolution is not a venue to challenge the facts of the report; rather, by choosing the Administrative Resolution, the student is indicating that the student believes that they can reach an agreement with the case administrator as to the facts of a case. If a student disagrees substantially with the report, the student can choose a formal hearing at which witnesses can be questions and the matter can be investigated further. If the case administrator is able to reach agreement with the student, the case administrator develops a formal summary of those facts, and based on that summary, issue a finding of “Responsible” or “Not responsible” for each policy violation at issue. If a student is found Responsible, the case administrator will issue the University’s response to the violation, which typically includes both a “status” sanction (e.g., warning, disciplinary probation, etc.) and an active educational and/or developmental remedy (e.g., alcohol education, community service, etc.)

Administrative Hearing: A student can also choose to resolve the matter via an administrative hearing with the case administrator. An administrative hearing is a formal proceeding structured to allow for due process and fairness to all parties involved. After hearing from the respondent (i.e., charged student) and relevant witnesses, the case administrator will determine if a preponderance of the evidence exists to find the student responsible for a violation of policy. If the student is found responsible for violating a policy, then the case administrator will issue appropriate sanctions. If the student is found not responsible, the matter is considered resolved.

Committee Hearing: A student can also choose to resolve the matter via a Committee Hearing before members of the Student Conduct Council.

The Student Conduct Council is a pool from which to draw members for the Student Panel and Hearing Board. It consists of students, faculty and administrators who are specifically trained.

The Student Panel hears less serious cases (those likely to result in sanctions lower than "Deferred Suspension"). The Student Panel is comprised of three students from the Conduct Council. The proceeding is a formal hearing in which the student may present his/her narrative and any other related information.
The Hearing Board hears “more serious” cases (those likely to result in sanctions of Deferred Suspension or higher). The Hearing Board is comprised of three students, one faculty member, and one administrator from the Conduct Council. The proceeding is a formal hearing in which the student may present his/her narrative and any other related information.

Your role in a hearing: if you author an incident report, or if you are a witness to a matter reported by someone else, you may be called as a witness if the student elects for a formal hearing. You can expect not to be grilled in a hearing and to be treated with respect, and you are expected to do the same toward the student. You will have the chance to share relevant information and answer questions of the panel or hearing officer, and you should provide your answers in a professional manner, even if the student is displaying antipathy toward you. We advise that you simply stick to the facts of the matter and to observable criteria and avoid any personal opinions.

FAQS: GOOD GRIFFIN (FORMER NAME MEDICAL AMNESTY POLICY)

What is the Good Griffin policy?
Student health and safety is the primary concern of the University. As such, in cases of significant intoxication as a result of alcohol or other substances, the University encourages individuals to seek medical assistance for themselves or others. The term “Good Griffin” refers to the practice of the Community Values & Restoratives Practices Office not to issue conduct charges against students for violations of the College’s Alcoholic Beverages or Drugs policies if the student or another person is seeking assistance for the intoxicated student.

What does “actively assisting” mean?
- For a student to be “actively assisting/ed” William & Mary Police (757-221-4596 or 911) or another qualified individual must be proactively sought to assess** the student’s condition such as a Resident Advisor (RA) or other Residence Life professional and monitor the intoxicated student’s condition.

**This is written for the Student Handbook – Res. Life Student and Professional Staff are never qualified to “assess” a medical condition and must always call 911 for qualified personnel to make decisions about a person’s medical condition.)

What isn’t covered under Good Griffin?
- Students waiting until the police or other authorities arrive before seeking assistance, as this is “illustrative of” actively seeking assistance”
- Action by police or other law enforcement personnel
- Violations of the Student Code of Conduct other than the alcohol/drugs policy
- Possession with the intent to distribute drugs

Who is eligible for amnesty?
In situations in which help is sought, the student receiving help, the “caller” and other witnesses will receive amnesty from formal disciplinary charges.

What happens after a student is determined to qualify for Good Griffin?
The university believes it is important that appropriate personnel meet with the student to process the factors that led to the student’s intoxication and engage the student in education designed to assist them in avoiding such situations in the future (to stay safe). Such as:

- The intoxicated student, and possibly those who were attending to/assisting the student, will be required to meet with a staff member who may issue educational requirements that may include, but are not limited to, alcohol and/or drug education, counseling, and/or a substance abuse assessment. The student does not receive a punitive sanction in Good Griffin cases.
- Serious or repeated incidents will prompt a higher degree of concern/response.
- Failure to complete the educational assignments or treatment recommendations normally will result in conduct action.
- The university does not share the record of Good Griffin incidents outside of the university community. Note that parents are considered part of the university community and will receive a copy of the resolution if the student consents or if the student is under 21.
AIR CONDITIONERS

Process After April 15, 2018
Students who have a disability and need air conditioning as an accommodation should register with Student Accessibility Services. If air conditioning is approved as an accommodation, you may be assigned to an air conditioned residence hall and/or the university will provide you with a window unit free of charge.

Prior to April 15, 2018
The following guidelines apply to W&M students who have received approval prior to April 15, 2018 to have a window unit.
(1) Students must provide their own air conditioning unit, which must either be installed or inspected by staff from Facilities Management. Requests to schedule installation/removal of air conditioning units must be submitted in writing.
(2) Only one air conditioner is allowed per student room. Room units must be wired for 110-120 volts and should not exceed 6,000 BTUs.
(3) Failure to remove unapproved units may result in a referral to Student Conduct.
(4) Air conditioners are not permitted in the first floor of student rooms in Sorority Houses due to the presence of security screens.
(5) Window size restrictions: Approximate heights of windows in Botetourt Complex are 17 inches, Randolph Complex window height is 20 inches and Green & Gold Village windows are non-standard sizes.
(6) Window units are not permitted in One Tribe Place and Tribe Square.

BILLING REPORT FORM
Use this form when reporting damage, extra cleaning, or trash removal and submit to your Area Director.

---

Billing Report Form
Office of Residence Life

Date: ___________________________ Reported by & Position: ___________________________

Location:

☐ Trash Removal
Number of bags/boxes removed: ___________________________

☐ Extra Cleaning
Descriptions: ____________________________________________

☐ Damage/Unrestful
Description: ____________________________________________

Report filed with W&M Police Yes ☐ No ☐

Office use only
Work Order #: ___________________________ Date Entered: ___________________________
Amount to be Billed: ___________________________ Date Billed: ___________________________
Assigned: ☐ Unassigned: ☐ Judicial Action Pending: ☐
Responsible Party: ___________________________
BUILDING SERVICES
The Facilities Management Building Services staff works from 7am - 4pm, Monday - Friday during the academic year and 6am – 4pm, during the summer. Building services workers are assigned to specific buildings. Residence Life student staff should get to know the building services staff working their building(s). Student staff and building services workers are expected to work together to address concerns. Residents should understand the scope of work that the building services staff are expected to perform and should not expect or ask them to do other tasks.

Building services staff are not responsible for the removal of personal trash (ex. trash bags, pizza boxes, food containers, etc.). Residents will be charged a fee for the removal of such items.

For Student Use (located in an unlocked building services closet in each building)
- Clean up system, gloves, toilet paper (located in the duty offices)
- Mop, bucket and wringer, paper towels, toilet paper, broom, dust pan, and a disinfectant

Building Services Staff On-Call
If an emergency requiring Building Services occurs at night or during the weekend, Facilities Management Work Control (757-221-2270) should be contacted and asked to contact the on-call building services staff member on duty. You should consult with your Area Director or Professional staff on call.

Bodily Fluids
Notify an Area Director so the appropriate contacts can be made. Building Services should be contacted for blood and/or human fluids and feces clean-up in a common area (call FM Work Control after normal working hours to have the on-call building services staff person notified). Student staff should use the clean up system to absorb liquids and block passage to the area until assistance arrives. If a bathroom stall can be shut down leaving others available to students, please do so. Building Services should not be called into apartments or student rooms for cleaning of vomit, glass, etc. It is the residents’ responsibility to clean up after themselves in these situations.

Flooding, Sewage Backup and Fire Extinguisher Discharges
Notify an Area Director or professional staff member on duty to determine if emergency assistance is required. If instructed call Work Control (757-221-2270). In the event of sewage backup and debris, or heavy fire extinguisher discharge, please restrict access to the area. Facilities Management or an outside agency will be called in to handle these situations.
Building Services staff are not trained or expected to do that level of cleaning, although they may be the first to respond. If necessary, Building Services staff may call upon outside contractors for support. The Building Services staff will come into an area to inspect after the other agencies have cleaned to see that the area is properly disinfected and safe for re-entry.

**Cable, Internet, and Telephone Services**

Information Technology is responsible for telephone, cable, and internet services. Residents should report problems with any of these services to the Information Technology Office at 1-HELP (757-221-4357). Technology Support Services is staffed Monday – Friday, 8am–5 pm. Problems may also be submitted by email to support@wm.edu. When the Technology Support Services is unstaffed, student staff may contact WMPD to report widespread, not individual outages. A widespread outage affects an entire building or area.

Telecommunications services apply to telephone lines, voicemail, and long distance. Information Technology (IT) will not support repair of student-owned telephones in the residence halls. Report problems with telephones to Residence Life by emailing living@wm.edu or calling 757-221-3180.

Hall telephones are for student use in common areas of the residence halls. These phones may be used for local calls or long distance calls (with a long distance calling card only).

**Card Readers**

For all exterior door issues, whether mechanical or ID reader in nature, call Work Control at 757-221-2270. The Locksmith on call will be dispatched. If the door is not being repaired or the problems persist, call your Area Director or the Professional Staff member on call.

**Common Area Condition Inventories and Reports**

Student staff must be aware of all university-owned furniture, equipment, etc. that is assigned to their common areas, lobbies, lounges, etc. Common area equipment and furnishings will be recorded by the staff member and then regularly surveyed as directed by the supervisor. Common area inventories must be detailed and thorough. Changes must be accurately documented as soon as possible. Student staff should work to resolve or correct problems related to common area furnishings and equipment (missing furniture, marks on walls etc.). All Residence Life staff should take pride in and assume ownership for the furnishings, fixtures, and facilities in their assigned area.

**Damages Policy and Procedures**

Assigned damages (those damages for which the responsible parties are identified) are billed to the responsible person(s). Through the practice of self-determination, Community Councils will determine who to bill for unassigned damages (those damages for which the responsible parties are not identified). Damages should be reported on the appropriate forms as instructed by an Area Director.
EXTERMINATION SERVICES
An extermination service is contracted by the university. In addition to ongoing preventative treatments, residents can make requests on-line at: www.wm.edu/offices/facilities/workorders/index.php. It is preferred that residents make individual appointments to meet the exterminator in their room, staff members (or CD/HD/HR/HAs/RAs) may coordinate requests for extermination services with Work Control at 757-221-2270. When extermination service is scheduled, the reporting resident or staff member (AD, HD, CD, HR, RA or HA) will need to indicate the type of insect or pest and the location where the insects or pests have been sited. The exterminator is on campus generally on Tuesdays and Fridays.

FACILITIES MANAGEMENT
Facilities Management provides maintenance and repair, utilities, grounds management, building services, trash and recycling, construction, renovation and other services. Within Facilities Management, the Environment, Health & Safety Department provides for the safety and well-being of university staff and students.
WORK CONTROL AND SERVICE REQUESTS
The Facilities Management Work Control is the point of contact for all facilities inquiries, including cleaning, maintenance, grounds, health & safety concerns and projects. The Work Control Desk is the initial point of contact for all work submitted to Facilities Management. Residence Life staff serve as the primary liaison with Work Control. Although residents submit service requests directly to Work Control, staff may process service requests and report any cleaning, maintenance, or grounds issues to Work Control. Located in the Facilities Management Building on Grigsby Drive, the desk is staffed 24 hours daily.

The Work Control Desk, upon receipt of a Service Request, will enter the request into the service request system. Specific information that should be submitted in the request includes:

- Requestor’s name, complete email address and telephone number
- Building (indicate which building the problem is in)
- Room Number and room description (lounge, bathroom, bedroom, etc.)
- Detailed description of problem or work being requested

When a service request is received a response will be returned with the action to be taken and/or a service request number. The service request is prioritized by Work Control as either urgent, emergency, or routine. Routine requests will be acted upon completion of emergency requests as time permits and should normally be expected to be accomplished within five working days.

In response to email requests, workor@wm.edu, the Work Control Desk will provide information regarding the status of service requests and will also monitor requests concerning services such as:

- Building services
- Extermination/pest control
- Maintenance
- Grounds
- Recycling
- Fire protection system performance
- Complaints or compliments regarding these services

INITIATION OF A SERVICE REQUEST
The preferred way of submitting a routine facilities service request is via the online service request form located at http://www.wm.edu/offices/facilities/workorders/index.php. After logging into the
system, select create request in the right hand side. Enter the details on the screen viewed below and submit the form.

**FACILITIES EMERGENCIES**

Facilities emergencies are problems that should be called into the Work Control Desk, 757-221-2270, 24 hours a day. A maintenance emergency is generally defined as a deficiency or problem that could cause damage to the building and furnishings, (including resident property) or to residents if not corrected immediately. Significant life safety and security issues should be dealt with promptly. The following guidelines are designed to be helpful in determining when an incident is an emergency. Urgent or emergency requests are normally issued by radio as soon as possible and are those that will affect the security or safety of the campus, or will significantly affect classrooms.

**EMERGENCY AND NON-EMERGENCY SERVICE REQUESTS**

<table>
<thead>
<tr>
<th>Emergency-Fire Safety</th>
<th>Non-Emergency-Fire Safety</th>
</tr>
</thead>
<tbody>
<tr>
<td>When in doubt about any fire safety equipment – call Work Control or William &amp; Mary Police</td>
<td>Un-mounted fire extinguisher</td>
</tr>
<tr>
<td>Visible smoke or fire</td>
<td>Discharged fire extinguisher</td>
</tr>
<tr>
<td>Smell of smoke or burning</td>
<td>Physical damage to detector</td>
</tr>
<tr>
<td>Buzzing smoke detector</td>
<td></td>
</tr>
<tr>
<td>Buzzing fire alarm panel (normally located near an exterior door to the building)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Emergency-Electrical</th>
<th>Non-Emergency-Electrical</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power outages</td>
<td>Light out in student room</td>
</tr>
<tr>
<td>Sparking/smoking outlet or fixture</td>
<td>Single light out in hallway</td>
</tr>
<tr>
<td>Lights out in stairwell or bathroom that severely restrict visibility</td>
<td></td>
</tr>
</tbody>
</table>
### Facilities

<table>
<thead>
<tr>
<th>Emergency-Plumbing</th>
<th>Non-Emergency-Plumbing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any faulty electrical appliance – if smoking or sparking</td>
<td>Clogged toilet-not overflowing</td>
</tr>
<tr>
<td></td>
<td>Dripping faucet or showerhead</td>
</tr>
<tr>
<td></td>
<td>Slow drain</td>
</tr>
<tr>
<td></td>
<td>Slow filling or flushing toilet</td>
</tr>
<tr>
<td><strong>Non-Emergency-Plumbing</strong></td>
<td></td>
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<td></td>
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<table>
<thead>
<tr>
<th>Emergency-Heat &amp; Air Conditioning</th>
<th>Non-Emergency Heat &amp; Air Conditioning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building (multiple rooms) a/c is out</td>
<td>Individual room a/c is out</td>
</tr>
<tr>
<td>(approximately April 15 - October 15)</td>
<td>Partial heat</td>
</tr>
<tr>
<td>No heat (in cold weather)</td>
<td></td>
</tr>
<tr>
<td><strong>Non-Emergency Heat &amp; Air Conditioning</strong></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Emergency-EH&amp;S concerns</th>
<th>Non-Emergency EH&amp;S concerns</th>
</tr>
</thead>
<tbody>
<tr>
<td>Detectable haze/cloud or odors (i.e. fumes, vapors) indoor coupled with physical discomfort</td>
<td>Visible signs of mold/mildew on interior surfaces</td>
</tr>
<tr>
<td></td>
<td>Dead feral animal found in non-sleeping areas of the building</td>
</tr>
<tr>
<td></td>
<td>Nuisance odors, dusts, fumes, etc.</td>
</tr>
<tr>
<td></td>
<td>Insect infestation</td>
</tr>
<tr>
<td></td>
<td>Unusual build-up of trash/garbage</td>
</tr>
<tr>
<td><strong>Non-Emergency EH&amp;S concerns</strong></td>
<td></td>
</tr>
<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Emergency-Locks and Doors</th>
<th>Non-Emergency-Locks and Doors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inability to lock room or exterior building doors</td>
<td>Door is hard to close</td>
</tr>
<tr>
<td>Inability to open room or building doors</td>
<td>Lock sticks but is operable</td>
</tr>
<tr>
<td>Broken door closure on building entrance</td>
<td></td>
</tr>
<tr>
<td>Malfunctioning ID access system</td>
<td></td>
</tr>
<tr>
<td><strong>Non-Emergency-Locks and Doors</strong></td>
<td></td>
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<tr>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Emergency-Broken Windows &amp; Glass Doors</th>
<th>Non-Emergency-Broken Windows &amp; Glass Doors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shattered or missing glass on door or window on main or basement level</td>
<td>Cracked glass</td>
</tr>
<tr>
<td>Jagged glass</td>
<td>Missing screen</td>
</tr>
<tr>
<td><strong>Non-Emergency-Broken Windows &amp; Glass Doors</strong></td>
<td></td>
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<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Emergency-Bodily Fluids</th>
<th>Non-Emergency – Bodily Fluids</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blood or vomit in a location that cannot be completely contained or there are high volumes of traffic</td>
<td>Blood or vomit in a location that can be contained, such as a bathroom stall</td>
</tr>
<tr>
<td>Sewage</td>
<td></td>
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</tbody>
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**Procedures for Facilities Management Staff in Residence Halls**

The following policy has been developed to protect students and staff from inadvertent, potentially embarrassing events, and provides guidelines for appropriate behavior in Residence Life facilities; however, it is not a substitute for common sense as all possible variations of circumstances that a staff member may encounter cannot be defined by any one document.

1. Normal working hours within the residence halls shall be from 9am to 5:30pm Monday through Fridays, except for holidays. Emergencies or urgent call-ins are exceptions. All building master keys will be issued via the master key boxes (with proper credentials) and
shall only be used during the official course of business. ID cards shall only be used to access buildings for official purposes.

2. No staff member shall enter a student’s room without a valid service request (through service request system or on an emergency call-in) submitted by the student, a member of Residence Life staff, or William & Mary Police.

3. Staff members entering a student’s room or bathroom in response to a service request shall knock and announce themselves prior to keying in or opening the door. If there is no response and the staff member does not sense a person within that room, the employee may enter the room, leaving the door open.

4. Upon entering the room, if the staff member encounters a student who is not appropriately dressed in street clothes, the staff member shall immediately leave the room without regard to any invitation from the student to stay and shall immediately report the occurrence to their supervisor.

5. If a student enters an empty room where the staff member is working and begins to disrobe or use bathing or restroom facilities, the staff member shall immediately leave without regard to any invitation from the student to stay and shall immediately report the occurrence to their supervisor.

6. When in a student’s room, the staff member shall not, as much as is practicable, disturb personal items. If there are major obstructions to accomplishing the task, the staff member shall report the issue to their supervisor or Work Control and leave the room.

7. As an exception to the above, if the problem is one that, if allowed to continue, would cause additional damage to the facility, the staff member shall take action as necessary to move personal items to gain access to the site. The staff member shall notify their supervisor as soon as possible and outline the action taken.

8. When employees are called in after hours, they shall seek a member of the Residence Life staff or a student to accompany them to and into a student’s room, regardless of whether the room is occupied. In the event of a fire or flooding emergency, the staff member shall take whatever action is required to mitigate the problem and report such action to their supervisor or William & Mary Police.

9. If an employee encounters a student who acts in an inappropriate manner that the staff member finds in any way improper, the employee shall leave that area immediately and report the incident to their supervisor and William & Mary Police (after hours). If not life threatening, the staff member shall report the incident to their supervisor as soon as possible.

10. It is inappropriate for a staff member to receive gifts, other than honoraria from groups or students. The staff member should graciously acknowledge the thought but decline accepting any gift, especially money or alcoholic beverages.

11. Staff members shall not unlock doors for anyone without proper identification being provided.

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**Fire Safety**

Fire safety in the residence halls is an important responsibility shared by all members of the residential community. Residence Life staff should educate residents to comply with fire safety policies and procedures. Residents should be advised of the following:
1. Tampering with fire safety equipment (detectors, extinguishers, pull stations, fire horns, ceiling tiles, etc.) jeopardizes the safety of others and will result in student conduct action that can include expulsion from the residence halls.

2. At the sound of an alarm, all residents and guests must evacuate the building and may not re-enter until directed to do so by staff members or other authorities (WMPD, Fire Department). Failure to comply with these policies will result in student conduct action.

3. Residents should know building exits and the designated outside meeting location.

4. Residents should know locations of extinguishers and fire alarm pull stations and how to operate them.

5. Hallways and stairways must be kept free to ensure easy access from the building. Bicycles, furniture, ironing boards, boxes, boards, trash, recycling, etc. must be kept out of hallways and stairways.

6. Open flames, including candles, incense, lighter fluid, fireworks, firearms, and explosives are prohibited in the residence halls.

7. Some examples of items not permitted in the residence halls due to fire safety reasons are listed here; however, this list is not necessarily all-inclusive: non-fused extension cords, outside antennas, bread machines, broilers, candles, incense, ceiling fans, chain locks, crock pots, dead-bolt locks, explosives, firearms, fireworks, gasoline and other combustible liquids, hot pots that are not thermostatically controlled, hoverboards, immersion coils, oil lamps, open flames, rice cookers, space heaters, toaster ovens, torcheire-style (pole) halogen lamps, waterbeds, and weapons. Live cut Christmas trees, as mandated by the State fire code, are not permitted in the residence halls.

8. Prohibited items in student rooms: The following kitchen appliances are prohibited in student rooms, but may be used in residence hall kitchens: hot plates, toaster ovens, toasters, broilers, George Forman gills, electric skillets/woks and other portable electric cooking devices.

9. Residents should use care when cooking in residence hall or apartment kitchens and should never leave cooking food unattended.

10. Grounded relocatable power taps or “surge protector strips” with heavy duty cords and a “reset” switch will be the only allowable receptacle extensions from wall outlets. Each power tap will be connected directly into a wall receptacle and they shall not be plugged into one another.

11. Non-fused extension cords and flexible cords are prohibited in residence hall rooms.

12. No power cord, of any type, shall be extended through walls, ceilings or floors, or under doors or floor coverings, nor shall any cord be subject to environmental damage or physical impact.

13. Any cord that has physical damage or splicing must immediately be removed from service and removed from residence halls.

14. The following are prohibited in residence hall rooms: multi-plug adapters (the type that are affixed directly to the wall outlet), cube adapters, un-fused plug strips or items such as air fresheners that include an outlet on them.

15. Residents should report defective wiring, outlets, plugs or other fire safety hazards through the Service Request system at http://www.wm.edu/offices/facilities/workorders/index.php or 757-221-2270.

16. Residents should learn how to check their room smoke detector and report problems through the Service Request system.

17. Residents should follow Loft Construction guidelines when building a loft.

18. Motorized vehicles and gasoline are prohibited in the residence halls.

19. State law requires that the University not be liable for damage or loss due to fire. Residents are encouraged to obtain insurance on their personal belongings.
20. According to Virginia State Fire code, no more than 10% of a residence hall room’s wall surface area may be covered by potentially flammable objects. This includes but is not limited to posters, framed pictures, photos, flags, tapestries or any other decorative objects that are mounted on the wall. Residents in residence hall rooms that approach or surpass this 10% level may be required to remove items as necessary to comply with state fire safety requirements. In addition, wall hangings cannot contact electrical outlets or come closer than 12 inches to the heating unit. Ceiling decorations that cover or impede light fixtures and fire safety equipment are prohibited.

**In the Event of a Fire Alarm**

If the alarm sounds (due to a fire, a false alarm, a system malfunction, or a drill) Residence Life staff are expected to do the following:

1. **UNDER NO CIRCUMSTANCES SHOULD PERSONAL SAFETY BE JEOPARDIZED.** All occupants should exit the building as quickly as possible.
2. All residence hall alarms alert in the WMPD station. If possible, a Residence Life staff member should go to another building to use the telephone or use a cell phone to call WMPD to verify that the alarm has sounded there.
3. As Residence Life staff exit the building, they should alert all those encountered to evacuate the building as quickly as possible. WMPD and Williamsburg Fire Department personnel will arrive and they will be responsible for sweeping the building to ensure that everyone has evacuated.
4. All residents and staff should proceed to the designated meeting location.
5. No one will be permitted to re-enter the building until authorized by WMPD or Fire Department personnel.
6. A Residence Life Fire Alarm Report form must be completed and submitted to the Area Director.

**Other Miscellaneous Fire Safety Procedures**

1. Smoke/heat detectors occasionally malfunction and a service request should be submitted immediately when this occurs so that Facilities Management staff can address the problem. **Never deactivate a smoke detector or remove it from the ceiling.**
2. If staff or residents see fire or smoke and the building alarm does not activate, the closest fire alarm should be pulled and WMPD called immediately. All occupants should then evacuate the building.
3. Staff and residents should know the location of all exit signs, pull stations, and fire extinguishers in their building(s). Residence Life staff should inspect them weekly and report their status on the Common Area Report form and submit a service request any damaged equipment. Any fire extinguisher that needs recharging should have a service request submitted.
4. Fire drills will be scheduled throughout each semester. Area Directors will provide directions regarding drills. Area Directors will facilitate an information session with residents following a scheduled fire drill. If the Area Director is not available a head staff member will facilitate the session after consultation with the Campus Fire Safety Officer.
5. Area Directors will provide specific instructions about evacuation of residents with disabilities.
**FURNITURE**

University furnishings are not to be removed from student rooms, lounges, etc. When furniture items are left in hallways or common areas where they do not belong, student staff should address this immediately by contacting the residents responsible for the furniture. If the furniture has not been moved within 24 hours, student staff should submit a service request for removal. Charges will be assessed and residents billed when appropriate, based on the judgment of the Area Directors.

**LAUNDRY MACHINES**

Problems with laundry equipment in all locations except Ludwell should be reported to Caldwell Gregory at 1-800-927-WASH or by email to service@CaldwellandGregory.com. Individuals who lose money in laundry machines may obtain a refund at the Tribe Card office in the Campus Center. At Ludwell, laundry room equipment issues should be reported directly to Ludwell maintenance at 757-229-3422. Individuals who lose money in laundry machines at Ludwell may obtain a refund by calling Automatic Leasing Service at 1-800-558-2342.

**MURALS**

Mural painting is permitted only in special interest housing. Requests to paint murals must be submitted in writing to the Director of Housing Operations with a sketch, proposed colors and approximate size of the proposed mural. Approval or denial is communicated in writing. If approved, the individuals taking responsibility for the painting must complete a Common Area Painting Agreement form and obtain the signature of the Area Director. Residence Life will then provide the paint (to ensure that the paint meets all state building code requirements; residents may not provide their own paint). Other supplies and materials must be provided by the residents. Murals may not be painted in student rooms.

**RECYCLING AND SUSTAINABILITY**

Each student room is provided with a recycling container for personal use. Recycling Service workers are assigned to collect recycling from the common area kitchens and other designated locations as noted below.

<table>
<thead>
<tr>
<th>Building</th>
<th>Locations</th>
<th>Building</th>
<th>Locations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barrett</td>
<td>Kitchens</td>
<td>Lemon</td>
<td>Kitchens</td>
</tr>
<tr>
<td>Brown</td>
<td>Downstairs kitchen and front sun porch</td>
<td>Ludwell</td>
<td>504 lounge</td>
</tr>
<tr>
<td>Bryan</td>
<td>Kitchens</td>
<td>Madison</td>
<td>Kitchen and in the basement lounge</td>
</tr>
<tr>
<td>Camm</td>
<td>Kitchens</td>
<td>Monroe</td>
<td>Kitchens and attic lounge</td>
</tr>
<tr>
<td>Chandler</td>
<td>Kitchens</td>
<td>Nicholson</td>
<td>kitchen and in the upper lounge</td>
</tr>
<tr>
<td>Dawson</td>
<td>Kitchen and in the basement lounge</td>
<td>One Tribe Place</td>
<td>Floor lounges only</td>
</tr>
<tr>
<td>Location</td>
<td>Facilities</td>
<td>Location</td>
<td>Facilities</td>
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<tr>
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</tr>
<tr>
<td>Dinwiddie</td>
<td>Kitchen</td>
<td>Old Dominion</td>
<td>Kitchens and attic lounge</td>
</tr>
<tr>
<td>Dupont</td>
<td>Kitchens</td>
<td>Page</td>
<td>Kitchens</td>
</tr>
<tr>
<td>Fauquier</td>
<td>Kitchen and in the upper lounge</td>
<td>Pleasants</td>
<td>Kitchens</td>
</tr>
<tr>
<td>Fraternity Houses</td>
<td>Kitchen</td>
<td>Preston</td>
<td>Kitchens</td>
</tr>
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<td>Giles</td>
<td>Kitchens</td>
<td>Reves</td>
<td>Kitchens</td>
</tr>
<tr>
<td>Gooch</td>
<td>Kitchen and in the upper lounge</td>
<td>Richmond Hall</td>
<td>Main lobby/kitchen</td>
</tr>
<tr>
<td>Grad</td>
<td>Laundry room and 800 lounge</td>
<td>Sorority Houses</td>
<td>Kitchen</td>
</tr>
<tr>
<td>G&amp;G Village: A-M</td>
<td>Kitchens and basement lounges</td>
<td>Spotswood</td>
<td>Kitchen and in the upper lounge</td>
</tr>
<tr>
<td>Hardy</td>
<td>Kitchens</td>
<td>Stith</td>
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<tr>
<td>Harrison</td>
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<td>Lounges</td>
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<tr>
<td>Landrum</td>
<td>Kitchens</td>
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</tr>
</tbody>
</table>

**ROOM READINESS REPORT**

An inspection and inventory will occur prior to check-in to determine room readiness for occupancy. Residents will be given the opportunity to amend or add to this report for the two weeks after check-in to indicate damaged or missing items that may have been missed so that they will not be billed for such items at check-out.

When a resident checks out of a room, an inspection is completed to note any damages or maintenance deficiencies to be addressed. Final charges are assigned only by an Area Director.

**TRASH**

All trash and garbage (including pizza boxes) must be taken to the dumpster by residents. Recyclables must be taken to designated recycling collection points. Residents are not permitted to leave personal trash in the hallways or to deposit room trash in common area wastebaskets. Residents may not leave bags/trash/recycling in hallways even for short periods of time as this is a fire safety hazard. Residents will be charged for removal of personal trash and recyclables and may be subject to student conduct action if the problems persist. The billing report form, printed earlier in this section, is used to report charges for trash removal.

Common area bills will be submitted to the Area Director for removal of personal trash ($10/bag), pizza boxes ($3.00/box), etc. This charge can be assessed to an individual, hall of building. The Community Council should investigate to determine responsibility or pay the charge from their funds. This is not a negotiable charge.

If a mess is left in a common area that is above and beyond normal cleaning, the group/floor will be charged $25/hour/worker for the cleanup. If this occurs during the evening or weekend, the charge is
$50/hour/worker (the approximate charge we pay for them to be called in to campus). Collection or payment of these charges is the responsibility of the Community Council.

VENDING
Vending machines that are not working properly should be reported to the Tribe Card office at 757-221-2105. Individuals who lose money in vending machines on campus may obtain a refund at the Tribe Card office in the Campus Center.

The Residence Life Student Staff Manual does not serve as a contractual agreement between the department and staff members. Residence Life reserves the right to make changes or revisions to policies or procedures that may be in the Residence Life Student Staff Manual.
**STARRez GUIDE**

This guide is to help refer back to questions you may have when using StarRez, it is to be used as a reference. Information about room check in with the iPad, Room Check in via Web, Entry Look Up, Undo Check In/Out, Keys, and Terminology.

**CHECK IN**

You are able to check students in using the StarRez app or by using StarRez Web. The preferred choice is using the iPad app or what is known as “Fast Check-In”.

**Fast Check-In…What is It?**

To access fast check-in you will need to log in to the StarRez app via your phone or iPad and have the StarRez app downloaded. Once logged in you will need follow the fooling steps:

**Step 1** – To access the Fast Check-In/Check-Out, click on the star in the top left hand corner.

**Step 2** – Click on “Fast Check In/Out”.

You can check in/out entries by using a swipe card reader attached to the iOS device.
Step 3 – To conduct a Fast Check In click on the “Check In” icon.

Step 4 – (Only for Check-out) To conduct a Fast Check Out click on the “Check Out” icon.

Q: Will the same check-in/out settings configured in the client be reflected in the Mobile Directory (i.e. if the entry is checking in/out outside of the defined dates in the client, will the user be prompted with the same prompt)?

A: Yes.

If a student does not have a student I.D. card, but has another form of photo identification you can use the directory to search the student and check them in that way. Below are the steps:
**Step 1** – switch to the directory.

**Step 2** – The Directory defaults to the “Search” function. This function allows you to enter any part of an entry’s name and search your database.

**Step 3** – Once you find the students name select the entry.

**Step 4** – Check them in: Entry name appears in two locations.

- **Photo stored within the client/database**
- **Gender**
- **Entry Status**
- **Current**
- **Active**
- **Booking**
- **Click to check entry in/out of their room**
- **Click to add an entry note to the entry. These notes will appear within the client.**
- **Click to add entry to your Bookmarks (has no implications on the client/database)**
STAREZ WEB CHECK-IN
Check-in someone from StarRez web.

Step 1 – Under “Main” find the person you need to check-in. Check the box next to their name.

Step 2 – Click on “Actions”

Step 3 – Search and click “Check In” and then click OK
**Step 4** – Click ignore “Check in Date Not Today” and issue key to indicate the student has their room key. For some apartments there will be 2 keys – front door and bedroom.

All done – the student will change from Reserved to In Room under entry status.

---

**ENTRY LOOK UP**

How do you look up a student?

**UNDERSTANDING ENTRY**

In most cases, an entry is a student, administrator or incoming student that will interact with or be documented in StarRez. An entry can also be known as “account.” Entries are organized and managed in StarRez Web in the entry directory. In StarRez Web, the entry directory is a tab on the main tile and labeled “Entry.”
ENTRY RECORDS
Each entry record includes personal information, bookings, applications data, contact information and much more.

Click the entry to view detailed information:

Entry records are created in StarRez by a Demographic Import, the import is interfaced with Banner and updated nightly.

ENTRY STATUS
Entry statuses are used to classify and track an entry through its lifecycle. Entry status is dependent on whether or not the entry has a booking and the state of the booking.

Note: For a new student who does not have a housing assignment you would see this status as “Application”
**ENTRY DIRECTORY BASICS**

In StarRez Web, entries are managed in the entry directory. It will be the starting point of most of what you do in StarRez. If you need to send a group of students an email, create bookings, or perform other people based actions, the entry directory is where you will begin. The entry directory is located on the entries tab in the main module.

![StarRez University](image)

Each entry record includes multiple detail screens that contain information about the entry including details, contact information, account transitions, and bookings.

---

**FAST CHECK OUT**

To access Fast Check Out you would follow the same steps from Fast Check In:

- To conduct a Fast Check Out click on the “Check Out” icon.
**Undo Check In/Check Out**

If you accidentally check someone in or out you are able to undo this within a day.

To use the undo check in and undo check out feature. This feature can be used to undo a check in or check out on a booking that was checked in or out prematurely.

1. Go to Main>Entries
2. Open an Entry that has been check in or out.
3. Click Entry Actions
4. Go to Booking>Undo Check In

1. Click OK to proceed with the Undo Check In
6. The booking will now be set back to the previous Entry Status

**KEY MANAGEMENT**

This section will show you how log temp keys out and also how to manage keys.

**CHECKING OUT A TEMP KEY**

**Step 1** – Under the entry you would select Room Occupancy, then locate the active room to issue the temporary key.
Step 2 – click on the room space then click on Keys.

Step 3 – select the three dots for the key you need to check out. Then click issue key.

Step 4 – Enter the appropriate dates. The first date should be the date you are checking it out and the second date will be 7 days after the initial key has been checked out throughout semester. Then set the time to 17:00 hours. Then click OK.

The key is now checked out and the student will automatically get a reminder each evening that they have a temporary key out.
To check the key back in review step 3 and select return key from the menu and then click OK.
STARREZ TERMINOLOGY
Terminology and definitions that are used in StarRez.

CLASSIFICATIONS DEFINED

<table>
<thead>
<tr>
<th>Classifications</th>
<th>Identified by</th>
<th>Looking For</th>
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<tr>
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<td>International Honours</td>
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<td></td>
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</tr>
<tr>
<td></td>
<td>Student type</td>
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</tr>
</tbody>
</table>

ENTRY STATUS DEFINITIONS

Entry status is the key indicator of an entry’s position within the booking lifecycle. The entry status and the booking status will match.

Application: Default status of new entries that have not received a booking.

Held: (optional) Unconfirmed booking

Tentative: (optional) May be used as the initial status for a new booking.

Reserved: The booking is confirmed but not checked in

In Room: The booking is checked in

History: An In Room booking has been checked-out

Cancelled: The entry was never checked in. Only Held, Tentative and Reserved bookings can be cancelled.
DATES & ROOM TYPES

All Rooms by Date Report: Report Parameters

The All Rooms by Date report can be filtered by:

Date:
- **Single Date**: Report includes all rooms for this date and their current booking status.
- **Month Range**: Report includes all rooms for this date range and their current booking status.
- **Use Contract Dates**: Report filters results with relation to contract start and end date.

Room Type & Location:
- **Room Type**: Limits results to specified room types like “Single” or “Apartment.”
- **Location**: Limits results to specified room locations like “Miller Hall” or “Carey Hall.”

**Booking Status**: Limits results to specified booking status like “In Room” or “History” with the options to group the output report by booking status and to include/exclude non bed room spaces.

OTHER DEFINITIONS

**Entry Directory**: The Entry Directory allows users to view all bookings (past, present, future) associated with an entry.

**Occupancy Graph**: Provides a visual overview of the booking status of rooms during a given time frame. It also provides additional information about room availability that is not tied to a booking including room closures.

**Contract Dates**: The billing dates. Entries are charged according to the contract dates, not the check in/check out dates.

**Booking Reasons**: Allows users to track and report on bookings based on customer defined start/end reasons such as new booking (start), room change (start/end), or financial hardship (end).

**Occupancy Dates vs. Contract Dates**: The Main Booking Information screen includes multiple date fields. Of key importance are the Dates fields, which affect occupancy, and Contract Dates fields, which affect billing. See the comparison table below for more information.

**Booking Type**: Choose the type of booking from the drop-down.

**Room Type/Location**: Select only the type of room or the type of room and the location.

**Cancel**: Held, Tentative, and Reserved Bookings can be cancelled. The booking record is preserved, but the status is changed to “Cancelled.”

**Delete**: Completely removes the booking record from the system as if it never existed. This should be used rarely, e.g. to immediately remove a mistake.

**Term**: defines the application dates and is mostly based on the academic year fall and spring or summer.
**FIRST YEAR EXPERIENCE – ESSENTIAL FIRST YEAR INITIATIVES**

**What are Essential First Year Initiatives?**
This series of required programs has been developed in order to provide a follow up to sessions that new students attended during New Student Orientation. The goal of these programs is to reinforce and explore more deeply the issues, concepts, and community expectations that were introduced during Orientation. These sessions define a standard of behavior, support and resources for William & Mary community members.

**RA Responsibilities**
- Sign up for each program through StarRez by Noon on Friday, August 24, 2018.
- Provide students with the day, time, and location of EFYI programs in advance:
  - We recommend using the “My Community’s EFYIs signs” provided by the Office of First Year Experience. Post the sign in a common location such as on your door or RA posting/bulletin board.
  - All sessions will be in Morton Hall and will start between 5:00pm and 9:15pm.
  - Plan for all sessions lasting one hour.
- Talk with community about mandatory program attendance:
  - Students arriving more than 10 minutes late will result in attendance not being taken.
  - Students leaving early will have their attendance revoked for the session.
  - Escort hall to programs. **RAs are expected to remain at the whole program and participate.** Model appropriate behavior during program (e.g. no knitting, texting, etc.).
- Attendance tracking:
  - All attendance (including RAs) are required to sign in at each program.
  - Attendance will be taken/tracked through:
    - TribeLink Event Pass (Best and preferred method)
    - Student Tribe Card (Requires laptop, card swipe device and Excel document)
    - We recommend using the travel/walking time to Morton to bring up TribeLink Event Passes on personal devices in order to expedite the attendance tracking process.
- Partner with program presenter and FYE staff to address resident behavior during programs.
- If there are any issues that arise with an Essential FYI, please email Jess at jlraymond@wm.edu and Terry Fassanella or Lauren Garrett at fye@wm.edu.

**Additional Resident Responsibilities**
- **Attendance for new freshman students is required.**
- If a member of your community is not able to attend one of the in-person sessions, they are responsible for selecting an alternate session within TribeLink. Please see below for information regarding the alternate sessions.

**Program Presenter Responsibilities**
- Send reminder information with RA at least 2 days before the program.
- Start and end program on time.
- Be trained and knowledgeable about topic.
- Effectively deliver program.
- Partner with RA for resident behavior during program.
• Follow up with RA, Jess Raymond and/or Terry Fassenella after the program with any concerns or comments.

Other
• **All programs are mandatory.**
• You will receive a reminder email for each of the 3 in-person sessions attend with your hall. PLEASE read each of them. They have unique information on learning outcomes, and how to help you as a student leader understand what the session is about and lead your hall through the experience.
• Do your best to make sure each resident understands the process of the EFYIs and why they are important.
• If you have athletes on your floor please be considerate of their schedule, and help them schedule their alternate sessions as soon as possible if needed.

Alternate Sessions
• If a student is unable to make it to their hall session (only accepted excuses are severe illness, class, athletic practices or games) they will need to sign up through TribeLink for one of the alternate sessions. Each program will have at least 3 alternate session choices.
• Please do your best to explain to your residents they SHOULD attend with their communities, and if unable MUST immediately sign up for an alternate session and attend.
• Alternate session will be capped at 30 students (unless otherwise noted), so it is advantageous to make sure your students are proactive.

Make Up Assignments
• In the case that a student has both somehow missed their hall session, and all alternate session opportunities, they will receive an email from First Year Experience and be enrolled in a Blackboard course. This will happen individually for each of the programs they miss.
• Help your residents to understand that a hold will be placed on their student account, preventing their access to the course registration system, until the complete they complete the corresponding make-up assignment to a satisfactory level.

DATES/EVENTS To Be Mindful Of When Signing Up Your Floor
• Monday, September 3: Labor Day, but classes are in session

SCHEDULING YOUR HALL’S EFYI SESSIONS

DEADLINE:
Resident Assistants have until **Friday, August 24, 2018 by Noon** to register for each program.
Step 1. Go to www.wm.edu/campusliving
Login using your WM Username and password and press “Sign-In”

Step 2. On the side green bar, select “Application and Program Selection Page”

Step 3. Select “Essential First Year Initiatives”

Step 4. Read the instructions on the Welcome Page and then click “Save and Continue” in the bottom left hand corner
Step 5: On the next page, Essential FYI Series Role, click on the dropdown box and select “Resident Assistant”

![Dropdown Image]

Step 6: The next slide is both information about you as a Resident Assistant and your community. Some of the information will auto-populate from your student information in Banner. Please enter any missing information and verify the information pre-populated.

![Information Entry Form]

Step 7: Finally, you will select your community’s time slots for each of the following sessions:
- Community Values
- Tribe Unity
- Healthy Relationships

Each timeslot is one hour long. Click on the session you want and click “Save and Continue”. Please note the campus building in which the session is held on will be listed on the calendar view on the sessions; however, your exact room location will not be given to you until your confirmation email after submitting this form.
Step 8: Inform all students in your community that these sessions are required, and of your community’s attendance times. Print and fill out the “My Community’s EFYIs Sign” to hang in your hall.

**When advertising, remember that you need to have your residents at the session 10 minutes prior in order to swipe their Tribe Cards for attendance purposes. **

Step 9: If residents cannot attend the sessions you have chosen for your community, they will need to select an alternate session to attend via TribeLink. All first-year students will receive multiples emails to their W&M email address about this alternate session process, so direct them to those messages for explicit instructions.

If you or your residents have questions or encounter difficulties, please email us at fye@wm.edu.
COMMUNITY AGREEMENTS AND COMMUNITY MEETINGS
The community agreement builds upon the principles of self-determination and is the foundation for building an inclusive community by which residents are respected and understand the shared expectations and standards that guide the community. The effective facilitation of the community agreement is essential to creating this environment. Freshman communities will construct their agreement over the course of the three first community meetings during orientation and the first week of classes, while upper level areas will create the agreement during their initial community meeting during the 1st week of classes. Infused in each of the community meeting agendas are self-determination/community agreement topics that are to be covered.

FRESHMAN - FIRST COMMUNITY MEETING

- Icebreaker
  - Use an icebreaker or two to introduce floor members and help them learn something about each other. Suggestions: M&M game, Motion Name Game
- RA Role vs. OA Role
  - RA Role
    - Maintain community standards
    - Community development initiator
    - Resource person
    - Policy enforcement
    - Administrative responsibilities
    - Mediator/conflict resolution
    - Campus Security Authority and Responsible Employee
  - OAs available at the beginning of the year to help get adjusted and to get the year off really good start. Great resources throughout the year too.
- Duty Office
  - Location in the building or complex
  - RA Duty Hours: does rounds of buildings to insure safety and security of the area
    - In the duty office from 6pm-10pm Sunday –Thursday, 6pm-11:30pm Friday and Saturday.
    - In their room until 7am the next morning
  - Available supplies and equipment: specific to the area. Discuss what is to check out if they join Hall Council
  - How to check things out
    - Certain items require an ID while others may require an ID and deposit. Items may be specific to the area.
  - Lock outs/lost keys
    - Discuss what they should do if they get locked out or lose their key
    - Checking out keys in the duty office, Residence Life, and the lock out line
    - Core change and cost
  - Building/Complex specifics
- RA Expectations of the hall
  - Prepare a list of expectations to share.
COMMUNITY MEETINGS AND COMMUNITY AGREEMENTS

- Being able to confront each other respectfully, keeping to the quiet hours you agree to, understand that you are a student too and may not be available at all times, etc.

- Community expectations of RA
  - Brainstorm session and write down the results. (Keep these handy and refer to them often.)

- Area Director, Hall Director or Head Resident
  - Who they are
  - What they do
  - Where their offices and apartments are located

- Introduce Self Determination, the Community Agreement, Shared Living Space document, and Suitemate Agreements. Utilize information page 50 of the manual.
  - Introduce self-determination
    - Show the self-determination video. This provides residents with an overview of the policy.
    - http://www.wm.edu/offices/residencelife/oncampus/governance/selfdetermination/index.php
    - Explain the guidelines, principles, and assumptions
  - Introduce the Community Agreement and the process the hall will go through to develop
    - Living document
    - Discuss their role in developing the standards and expectations of the community
    - Discuss their role in resolving problems associated with the community standards
    - Community Agreement worksheet
    - Negotiables vs. non-negotiables
  - Discuss shared living space expectations
    - Fill out the surveys and questionnaires

- Introduce Policy
  - You can be documented and referred to Student Conduct for violations of university policies, state and federal laws. Reference the Student Handbook as a resource. Outline the few larger policies listed below:
    - Prepare for next meeting by reading the Student Handbook (online)
    - Come prepared to discuss the policies as well as the standards you would like to see implemented for the hall.

- Alcohol Policy
  - Must be 21 years of age to consume alcohol
  - Prohibited in freshmen rooms unless one of the assigned residents is of legal drinking age. Community development initiatives with alcohol are prohibited in freshman halls.
  - No events with alcohol in common areas unless it is registered through Student Leadership Development. (upper-level areas only)
  - Empty alcohol containers may constitute evidence of prior consumption or possession
  - Good Griffin policy: Provides assistance for someone who may have been drinking and may be in need of medical assistance; residents should never be afraid to come back to the building or get RA if they need help

- Drugs
  - Prohibited
COMMUNITY MEETINGS AND COMMUNITY AGREEMENTS

- Sexual Misconduct Policy
  - Please report, if not to RA then to someone else
  - Student staff are Campus Security Authorities and must report to the Title IX Coordinator
  - These staff will determine what resources and support W&M can offer to the victim.
  - They will also consider requests for confidentiality/anonymity

- Personal Safety
  - Emergency Preparedness
    - Emergency Management Team
    - Apps – In Case of Crisis and Rave Guardian
  - Do not walk alone
  - Steer Clear and Escort
  - Keep room doors locked when out or asleep

- Community Safety/Security
  - Buildings on 24-hour ID access (restricted to residents only midnight-7am)
  - Door Propping
    - Propping doors is a violation of Housing Contract; resident could face student conduct action
    - For safety and the safety of others doors should not be propped
    - Residents should un-prop any doors found open
    - Lock outs and Lock Out Line

- Fire drills
  - What to do when the alarm sounds
  - Where to go when the alarm sounds
  - Wait for all clear from WMPD before returning to building
  - Seriousness of tampering with fire safety equipment; could be expelled from housing

- ID cards
  - Carry at all times
  - ID access to buildings
  - If lost or stolen report immediately to Tribe Card Services (ID Office) during normal business hours or to WMPD after 5pm or on weekends

☐ Close with questions & review the Alma Mater.
☐ Accompany residents and OAs to Serenade the President (arrive no earlier than 9pm but no later than 9:10pm, the knock will occur at 9:15pm in Wren Yard)
☐ Arrive at Kaplan arena between 4:00pm but no later than 4:15pm

FRESHMAN - SECOND COMMUNITY MEETING

☐ Icebreaker: Maybe share their experiences during orientation
☐ Questions from last meeting
☐ Community Agreement Worksheets
  - Each resident should receive a community agreement worksheet at this meeting or prior.
    - It is up to you to determine the best approach. The worksheet is designed to begin to have residents think about their community and some of the common issues a community
may need to address, however should not be considered a complete list. Asking residents their pet peeves when living with others may assist with generating important discussion points.

- Determine if residents will complete the worksheet at the meeting or if they will get them to you by a predetermined date in order for you to review the worksheets prior to your 3rd community meeting when the agreement will be developed.
- Collect the community agreement worksheet prior to the next meeting. Complete a worksheet for yourself as you are a member of the community.

- **Community Council**
  - Discuss the purpose and structure of the Community Council and leadership opportunities they may have to be involved. Your Head Staff member will provide you information about whether or not the Council has an executive board or hall representatives.
  - Discuss how Community Council dues are used
  - Discuss how the Community Council oversees self-determination, community agreements, and damage billing for the area.

- **Building Services Staff**
  - Mention the name of the Building Services staff assigned to the building.
  - Roles and responsibilities
  - Mutual respect

- **Policies cont’d**
  - **Public Posting Policy**
    - Can post only on bulletin boards -- not on doors, door trim, floor, windows, walls, ceilings, or mirrors. No tape or other adhesives. There are no exceptions.
  - **Trash and Recycling**
    - Residents are responsible for taking their trash to the dumpsters (specify location)
    - Use recycling container provided in room or designated areas in building
    - Can be charged for trash removal and will be subject to student conduct action. (This includes pizza boxes, food containers, and personal trash left in common areas.)
    - Personal trash is not to be discarded in the bathroom or common area receptacles; these are for general use only.
  - **Pets/Animals**
    - Can have FISH but only fish in a tank no larger than a 20-gallons
    - Animals for scientific research are also prohibited
    - Service animals are permitted
  - **Bikes**
    - Must register with WMPD
    - Lock in bike racks
    - For fire safety reasons bikes cannot be kept in common areas, stairwells, or student rooms, and may not be locked to railings at handicapped entrances
  - **Candles/Open Flames**
    - All candles or oil lamps are prohibited
    - Burning of incense is also prohibited
  - **Prohibited Items**
    - Extension cords, multi-plug adapters, plug in air fresheners
    - Appliances that are not allowed in student rooms: bread machines, ceiling fans, crock pots, space heaters, anything with any open heating element
COMMUNITY MEETINGS AND COMMUNITY AGREEMENTS

- Approved appliances: refrigerators no larger than 4.3 cubic feet, microwave ovens, hot air popcorn poppers
- Also prohibited: outside antennas, chain locks, dead-bolt locks, extension cords, explosives, firearms, fireworks, gasoline and other combustible liquids, torcheire-style (pole) halogen lamps, waterbeds, weapons
  - Smoking
    - All residence halls are smoke-free – smoking is not allowed anywhere in the building or within 25’ of the building; policy applies to guests, too.
  - Guests/Visitors
    - Residents who wish to have a guest in the room (no matter what the duration of the visit) must have the approval of their roommate(s)
    - Residents are responsible for their guests and will be held accountable for any damages/violations committed by guests
  - Furniture
    - Cannot be removed.
    - If a resident has a loft, the bed frame and all other furniture must be kept in room; bed frames or other furniture items cannot be stored
    - A violation of policy to take lounge furniture for a student room
    - If room furniture is damaged or broken, please work order and report to RA
    - Residents are to work order broken or damaged furniture in their rooms
  - Extermination
    - How to request for individual room vs. for whole hall
  - Laundry Facilities
  - Air Conditioners (window units)
    - Approved by Student Accessibility Services
    - Installed or inspected by the university (no charge)
    - Unapproved AC's may result in student conduct action
    - Central air conditioning will be turned off on or about October 15 of each year; guidelines used to determine the exact date of shut-down: three consecutive days of daily temperatures no higher than 68 degrees and/or nighttime temperatures no higher than 50 degrees and a downward or stable trend forecast for seven days. Central air conditioning will be turned off by November 1st regardless of weather. Air conditioning will be turned on in the spring on or about April 15, guidelines used to determine the exact date of start-up: three consecutive days of daily high temperatures higher than 70 degrees and/or nighttime temperatures no lower than 60 degrees. Central conditioning will be turned on no later than April 20 regardless of weather.
  - Service Requests
    - Residents must submit their own service request by using the online form on the Facilities Management website. This gives FM staff permission to enter the room
  - Hall Sports
    - Not allowed (give examples- ball throwing, soccer, dribbling balls, Frisbee…)
    - May result in student conduct action and may include charges for damages resulting from the sports activity
  - Medical Emergencies
    - Call 911 or call a cab if not urgent
    - Student staff members are not permitted to transport sick students to the ER or medical appointments
COMMUNITY MEETINGS AND COMMUNITY AGREEMENTS

- Kitchen use
  - NEVER leave cooking food unattended
  - Residents should clean up after themselves
  - Community agreements should address kitchen use and cleanliness
- Bathroom use
  - Respect for others who may be using the space after you
  - Keep the bathroom clean by removing hair from drains, toothpaste in sinks, etc.
    Community agreements should address these items.
- Lounge use
  - Community agreements should be used to address lounge use and cleanliness
- Damages
  - Responsible for all damage within confines of room
  - Common area damage - how charges are assessed
- Technology Services and Phones
  - Technology Support Center (Jones Hall)
  - 757-221-4357 (1-HELP) or support@wm.edu

All students to be familiar with the Student Handbook, the Use of Campus Facilities policies, and the Residence Life Contract and Resource Guide because they can be held responsible for the information found in both.

COMMUNITY AGREEMENTS AND SELF DETERMINATION

Now that policies are known and your expectations have been outlined, community expectations can be developed. Distribute worksheet and guidelines.

- Generate a list of community standards or norms
- Discuss the topics on the Community Agreement worksheets and any additional topics important to the residents
- Ask for additional comments
- Discuss shared leadership and responsibility for decisions and implementation of the agreement
- Collect Community Agreement worksheets
- Give them a timeline of the following:
  - When email summary of the community agreement will be sent
  - Timeline to read and to be prepared to discuss it at the next meeting.

FRESHMAN - THIRD COMMUNITY MEETING

Prior to the 3rd meeting, review the community agreement worksheets from residents. This will provide a sense of the range of responses and will help you prepare to facilitate building the community agreement, particularly for topics that might have less consensus or will help you represent quieter voices in the community.

- Icebreaker
- Community Development Initiatives Discussion
  - What types of things do the residents like to do? Build upon this to offer initiatives
  - What days and times are people available?
☐ Are there reoccurring events that people would like to have occur? i.e. dinners, birthday celebrations, etc.

☐ Develop the Community Agreement. Points to emphasize:
☐ Before beginning remind the community of guidelines, principles and assumption about self-determination.
☐ Each resident is to take an active role in developing and maintaining the standards in their respective living area.
☐ The community agreement is a living document that should be amended at any time throughout the year.
☐ The process of deciding the community standards is to be decided through group consensus, not majority rule.
☐ Each community member is encouraged to share their values around the topic being discussed.
☐ Take as much time as needed for the discussion; setting standards for the community should not be rushed. Emphasize that all thoughts are valued.
☐ Determine how community members will hold themselves and each other accountable for the standards they set.
☐ Utilize the community agreement worksheet for initial topics and include others important to the community.
☐ Remind residents that these decisions will help build a strong, positive community.
☐ Remain unbiased when leading the discussion.
☐ Bring a laptop and/or good notes in order for the community agreement to be typed, signed, distributed, and posted. Include a copy for Residence Life and Community Council.

☐ Pass out their individual copy of the Community Agreement for reference and items discussed at the previous meeting
☐ Determine if they can reach consensus about all the topics
☐ Close discussion with the signing the Community Agreement.
☐ Revisit the agreement in 2 weeks to determine if there is a need to amend

Remember, residents are possibly apprehensive about being in a new community and want to belong. Therefore, they may not be as willing to share about a topic if they perceive that the broader community may have a different perspective. For more debatable topics, think about other ways to have the community share their thoughts. Perhaps have them share their thoughts on an index card, put them into a hat, everyone selects a different one and provides the pros and cons of the option.

**Accountability example:** If quiet hours are set for 6-8 hours daily; Sun-Thurs. 11pm-7am; Fri. & Sat. 1am–9am. If a resident violates the community agreement the hall may ask the person to meet with the Area Director. A possible sanction could be that the resident apologizes to the community or develops a bulletin board with the RA.

**AVOID** making comments such as: “This is how we did it last year or “Why don’t we go with 24 hours courtesy hours for now and we can change it later if needed”.

**REVISITING THE COMMUNITY AGREEMENT**
The initial community agreement is the beginning of incorporating self-determination throughout the year. Revisiting established community standards throughout the year is important. There are some
obvious times when the community agreement should be reexamined, for example, new residents join the community, at the beginning of the new semester, or disagreements emerge among community members.

- Community Council representation elections, if applicable. This may need to be delayed to a meeting in the future.
  - Explain the leadership role
    - Going to Community Council meetings
    - Collecting damages
    - Serving on committees
    - Representing the hall’s interest in various manners at different forums
  - Determine how many representatives you have interested and what the structure is for your Council.
  - Determine who is interested and have them discuss why they would be a good candidate.
  - Vote (open or closed)
- Inform those elected when the first Community Council meeting is and remind residents to vote in the upcoming elections. Remind residents that anyone can attend Community Council meetings.
- Have residents sign the community agreement
UPPER LEVEL COMMUNITIES
Upper level communities will utilize the same elements as in the freshman communities; however the process will occur during their first community meeting of the semester. Residents should be encouraged to share their perspectives about topics important in their community. Due to the consolidated timeframe, facilitators are encouraged to distribute the Community Agreement Worksheet prior to the first community meeting. Residents could submit them prior to the meeting for review.

Meeting Date and Time:

UPPER-LEVEL COMMUNITY MEETING

- Icebreaker
  - Use an icebreaker or two to introduce floor members and help them learn something about each other. Suggestions: M&M game, Motion Name Game

- RA Role
  - RA Role
    - Maintain community standards
    - Community developmenter
    - Resource person
    - Policy enforcement
    - Administrative responsibilities
    - Mediator/conflict resolution
    - Campus Security Authority and Responsible Employee

- Duty Office
  - Location in the building or complex
  - RA Duty Hours: does rounds of buildings to insure safety and security of the area
    - In the duty office from 6pm-10pm Sunday –Thursday, 6pm-11:30pm Friday and Saturday.
    - In their room until 7am the next morning
  - Available supplies and equipment: specific to the area. Discuss what is to check out if they join the Community Council
  - How to check things out
    - Certain items require an ID while others may require an ID and deposit. Items may be specific to the area.
  - Lock outs/lost keys
    - Discuss what they should do if they get locked out or lose their key
    - Checking out keys in the duty office, Residence Life, and the lock out line
    - Core change and cost
  - Building/Complex specifics

- RA Expectations of the community
  - Prepare a list of expectations to share.
COMMUNITY MEETINGS AND COMMUNITY AGREEMENTS

- (Being able to confront each other respectfully, keeping to the quiet hours you agree to, understand that I am a student too and may not be available at all times, etc.)
- Community expectations of RA
  - Brainstorm session and write down the results. (Keep these handy and refer to them often.)
- Share living space expectations
- Area Director, Hall Director or Head Resident
  - Who they are
  - What they do
  - Where their offices and apartments are located
- Community Council
  - Discuss the purpose and structure of Community Council and leadership opportunities they may have to be involved. Your Head Staff member will provide you information about whether or not the Council has an executive board or hall representatives.
  - Discuss how Community Council dues are used
  - Discuss how Community Council oversees self-determination, community agreements, and damage billing for the area
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- Have residents sign the community agreement
- Building Services Staff
  - Mention the name of the Building Services staff assigned to the building.
  - Roles and responsibilities
  - Mutual respect

- Policies
  - Alcohol Policy
    - Must be 21 years of age to consume alcohol
    - Prohibited in freshmen rooms unless one of the assigned residents is of legal drinking age. Events with alcohol are prohibited in freshman halls.
    - No events with alcohol in common areas unless it is registered through Student Leadership Development. (upper-level areas only)
    - Empty alcohol containers may constitute evidence of prior consumption or possession
Good Griffin policy: Provides assistance for someone who may have been drinking and may be in need of medical assistance; residents should never be afraid to come home or to get RA if they need help.

Drugs
- Prohibited

Sexual Misconduct Policy
- Please report, if not to RA then to someone else
- Student staff are Campus Security Authorities and must report to the Title IX Coordinator/Dean of Students
- These staff will determine what resources and support W&M can offer to the victim. They will also consider requests for confidentiality/anonymity.

Personal Safety
- Emergency Preparedness
  - Emergency Management Team
  - Apps – In Case of Crisis and Rave Guardian
- Do not walk alone
- Steer Clear and Escort
- Keep room doors locked when out or asleep

Community Safety/Security
- Buildings on 24-hour ID access (restricted to residents only midnight-7am.)
- Door Propping
  - Propping doors is a violation of Housing Contract; resident could face student conduct action
  - For safety and the safety of others doors should not be propped
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- What to do when the alarm sounds
- Where to go when the alarm sounds
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- Can post only on bulletin boards -- not on doors, door trim, floor, windows, walls, ceilings, or mirrors. No tape or other adhesives. There are no exceptions.

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- Residents are responsible for taking their trash to the dumpsters (specify location)
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- Must register with WMPD
COMMUNITY MEETINGS AND COMMUNITY AGREEMENTS

- Lock in bike racks
- For fire safety reasons bikes cannot be kept in common areas, stairwells, or student rooms, and may not be locked to railings at handicapped entrances

  - Candles/Open Flames
    - All candles or oil lamps are prohibited
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    - Extension cords, multi-plug adapters, plug in air fresheners
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  - A violation of policy to take lounge furniture for a student room
  - If room furniture is damaged or broken, please submit a service request and report to RA
  - Residents are to submit a service request for broken or damaged furniture in their rooms

- Extermination
  - How to request for individual room vs. for whole hall

- Laundry Facilities

- Air Conditioners (window units)
  - Approved by Student Accessibility Services after April 15, 2018; student who received prior approval are grandfathered
  - Installed or inspected by the university (no charge)
  - Unapproved AC's may result in student conduct action
  - Central air conditioning will be turned off on or about October 15 of each year;
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Community Meetings and Community Agreements

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  - Student staff is not permitted to transport sick students to the ER or medical appointments.

- **Kitchen use**
  - NEVER leave cooking food unattended
  - Residents should clean up after themselves
  - Community agreements may address kitchen use and cleanliness

- **Bathroom use**
  - Respect for others who may be using the space after you
  - Keep the bathroom clean by removing hair from drains, toothpaste in sinks, etc.
  - Community agreements should address these items.

- **Lounge use**
  - Community agreements should be used to address lounge use and cleanliness

- **Damages**
  - Responsible for all damage within confines of room
  - Common area damage - how charges are assessed

- **Technology Services and Phones**
  - Technology Support Center (Jones Hall)
  - 757-221-4357 (1-HELP) or support@wm.edu

It is important for all students to be familiar with the Student Handbook, the Use of Campus Facilities policies, and the Residence Life Contract and Resource Guide because residents are held responsible for the information found in both.

__________________________________________________________

**OTHER ITEMS TO DISCUSS:**

__________________________________________________________

__________________________________________________________

__________________________________________________________

__________________________________________________________

__________________________________________________________

__________________________________________________________
COMMUNITY MEETINGS AND COMMUNITY AGREEMENTS

COMMUNITY AGREEMENT WORKSHEET
A community agreement outlines the standards that your hall has determined will meet the community’s needs and will facilitate an atmosphere that reflects these needs. Please complete the worksheet prior to the hall meeting allocated to create your community agreement. The community agreement is a “living” document that should be revisited throughout the year as the communities needs change. Please use the back for additional comments.

<table>
<thead>
<tr>
<th>Quiet Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Based on your study habits, how many quiet hours a day do you anticipate needing to study?</td>
</tr>
<tr>
<td>Based on your sleep patterns, how many quiet hours a day do you anticipate needing to sleep?</td>
</tr>
<tr>
<td>Will this differ based on a weekday or weekend?</td>
</tr>
<tr>
<td>How many total quiet hours a day would you like to have on your hall? What hours?</td>
</tr>
<tr>
<td>What noise is acceptable in the hallways or hall baths (hair dryers, music, phone conversations)?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Guest Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Should same sex guest be escorted through the halls? Opposite sex?</td>
</tr>
<tr>
<td>Should same sex or opposite sex guests be allowed to use the restrooms?</td>
</tr>
<tr>
<td>Should same sex or opposite sex guests be allowed to use the showers?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bathroom (common area bathrooms only)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal items and dishes are not to be left in the bathroom, if they are what should be the response?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Laundry Room (In halls that share laundry facilities, the Hall Council will assist with final decision making)</th>
</tr>
</thead>
<tbody>
<tr>
<td>What should happen to items left in the laundry room? In what timeline?</td>
</tr>
<tr>
<td>If clothes are left in the washer/dryer and others want to use the machine, what is acceptable?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Kitchens</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents are responsible for cleaning dirty dishes as they prohibit the building services staff from being able to properly clean the kitchen. What should occur if dirty dishes are left in the kitchen?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Trash</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal trash, recycling, pizza boxes, etc. are not permitted to be left in common areas or common trash bins. If they are left what should occur? What about hallways?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Safety &amp; Security</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is our response if people knock on the door or windows to gain access to the building?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lounges (In halls that share lounges the Hall Council will assist with final decision making)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Should there be set hours for lounge use? If so, what hours and for what purpose (study, TV, social)?</td>
</tr>
<tr>
<td>If personal items are left in the lounge, what should occur?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hall Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>What do you like to do?</td>
</tr>
<tr>
<td>What would you like to do with other members of the community?</td>
</tr>
<tr>
<td>What skills or talents to do have that you would want to share with others in the community?</td>
</tr>
</tbody>
</table>
SAMPLE COMMUNITY AGREEMENT

The community agreement below is a sample. Staff should use their creativity to create an agreement that complements their community. The topics and issues important to each community will vary and should be included in the individual agreement.

Community Name

We, the residents of [community name] for the [insert year] academic year, recognize that the community agreement is a living document and that it may be amended at any time throughout the school year, after a new hall consensus is reached. In order to create and maintain a positive living and learning environment for each member of our hall community, we hereby promise to live in accordance with the standards set forth by our respective Roommate Agreements, the Residence Life Housing Contract, the William & Mary Honor Code, university, local, state, and Federal law, in addition to the following resolutions:

Quiet Hours

- Quite hours are defined as designated times where the noise level in common areas (such as the lounge and kitchen) as well as resident rooms is low enough that residents in their rooms cannot hear it, including TVs, etc.
- The designated quiet hours that have been agreed upon are:
  - Weeknights (Sunday through Thursday): [insert times]
  - Weekend nights (Friday and Saturday): [insert times]
- If approached to be quieter, even during non-designated quiet hours, the person will comply.
- It is also the responsibility of residents to be proactive and let neighbors know when noise from neighboring rooms is disruptive. If loud noise persists, other residents have the right and responsibility to ask the said resident to decrease the noise level. If the noise does not cease, residents have the right to get the RA for assistance.

Lounge

- [Study and Social Lounges]: The study lounge is open for quiet conversation related to academic topics. The social lounge is open for general conversation.
- The lounge will not have designated hours of usage however hall quiet hours pertain to the lounge, with the exception of a preplanned initiative.
- The lounge may be used as either a study or social area, but be mindful of who was there first especially if they were studying.
- While everyone is expected to help keep the lounge clean those found to consistently leave messes will be in violation of the community agreement and may asked to talk with a staff member.
- Theft is obviously against the honor code, however, personal items left in the lounge are NOT secure.
Suite Bathrooms
- Due to the architectural style of the hall, each individual suite will determine the rules and regulations of their bathroom. This includes: cleaning duties among suitemates—when, how often, guest policy (overnight guests, same and opposite gendered guests etc.), what items are shared.
- All service requests considering the bathrooms will be submitted by the suitemates.

Bathrooms
- Guests should use the appropriate gender bathroom, which are marked with a sign. If there is hair in the shower stalls, pull it out. This will minimize clogged drains. (To avoid this try not to brush one’s hair in the shower)
- Sinks: Rinse out toothpaste and do not leave the countertops soaking wet. Do not leave food in the sink.
- Personal items are not to be left in the hall bathroom. Any item left there shall have a 24-hour grace period followed by placement of the item in custody of whomever found said item. After a period of 4 days, the resident who has custody of said item will discard of it. Immediately after finding any items in the bathroom, a community service announcement will be sent out via email, Facebook, text, etc. to notify the owner of the found item. If there is a continued problem with abandoned items, a hall meeting will be called to address the issue.

Kitchen
- We have agreed to respect residents and building property while cooking in the kitchen.
- The stove should be wiped and cleaned after usage.
- Dishes:
  - Are to be cleaned within the first hour they are used or taken to the resident’s room as a reminder to clean them at a later date.
  - Personal dishes are to be labeled if the resident does not want others to use them and are be stored in their room.
- Food should be kept out of the drain, no exceptions.
- Food in the refrigerator is to be labeled. If it is rotting, spilled or in an unnatural condition, the resident who finds it will throw it away.

Trash
- Personal trash, recycling, pizza boxes, etc. are not permitted in common areas (lounges, bathrooms, kitchens, hallways) or left in common trash bins; throw away in the dumpsters outside. Trash left in common areas is subject to billing.

Personal Safety
- Residents agree to not prop doors under any circumstance. If someone suspicious is either in or outside the hall, residents are expected to verify a student ID and/or report the person in question to student staff or WMPD.
- We have all agreed to use our judgment when allowing guests into the building.
- All unrecognized persons knocking on exterior doors or windows should be asked to identify themselves, preferably with an ID (either William & Mary or Driver’s License) and the resident they are the guest of.
COMMUNITY MEETINGS AND COMMUNITY AGREEMENTS

- We have agreed not to let anyone in through the windows.

**Guests**
- All guests are welcome on the hall and do not need to be escorted by a resident.

**Laundry Room**
- Unclaimed laundry left in the washer/dryer will be moved to empty bin. If all the bins are full then place the person’s laundry on the side table so it does not become dirty.

**Stairwells/Balconies**
- Residents may use their cell phone out on the balconies and in the stairwells. If a resident is being too loud on the balcony or in the stairwell, they may be asked to quiet down or to move back in front of their apartment.
- Smoking is not allowed in the apartments or in the stairwells.
- Any belongings left on the balconies or in the stairwells will be moved to a lost and found box which will be located in the RA’s apartment. If a resident knows whose belonging it is, they can contact the owner and return it.
- Personal items and trash found on the balconies are to be given a 24 hour grace period before they are thrown out by whoever finds it. If an item is near an apartment, knock on the door and ask the residents if the item(s) belong to them.

**Respect**
- Living in a residence hall environment requires mutual respect and understanding for each member of the community. Residents are responsible to each other to create a welcoming environment and share concerns with other residents.

**Repercussions of Violating the Community Agreement:**
By signing below, we acknowledge that we have developed the above terms through open conversation and mutual agreement and that we agree to live by these standards on our hall at all times. We also understand that each resident of the hall has equal authority to enforce these policies independently and/or to contact the Resident Assistant for support in any situation. If the behavior continues after the RAs intervention, a meeting between the Area Director and the student may occur. This community agreement will operate as a “living” document which can be modified at any time in order to best serve the dynamic needs of the hall community and to foster our growth together as members of One Tribe, One Family.
PROFESSIONAL STAFF ON DUTY

Student staff members who need assistance should first contact their Area Director or Assistant Director for Fraternity & Sorority Housing. If the Area Director or Assistant Director for Fraternity & Sorority Housing is unavailable, contact Residence Life, 757-221-4314, during working hours or the professional staff member on duty after hours.

TO CONTACT THE PROFESSIONAL STAFF ON DUTY:

- Call
- If there is no response leave a voice message, and call WMPD 757-221-4596
- Follow up later with the person on duty

CRITERIA FOR CONTACTING THE PROFESSIONAL STAFF ON DUTY

- To inform a professional staff member about building emergency or student crisis
- To receive direction about a conflict or confrontation
- A situation that cannot wait until the next day

STUDENT STAFF CALL WMPD (757-221-4596) OR 911

- For an immediate response if necessary (i.e. fire, intruder in building, serious accident)