

University of Arkansas

Division of Student Affairs Student Handbook

University Housing

Mission

"University Housing is committed to providing a quality living and learning environment that both challenges and supports the personal, social, and academic development of our residents and their diverse communities."

University Housing has responsibility for resident student welfare, residence hall and apartment staffing, educational and social programs, student advisement, residence hall and apartment maintenance and repair, housekeeping, and University Housing contract issues. Our central office is located on the ninth floor of Hotz Hall. We can be reached by telephone at 479-575-3951 or via e-mail at housing@uark.edu (<mailto:housing@uark.edu>).

The Statement of Community Principles and Respect

University Housing strives to create an environment where all members of our community work together to celebrate the diversity among us. Our goal is to use our various cultural experiences and collaborate on ways to solve problems and challenges in order to continually improve the quality of our residence life community.

The University Housing community is interconnected and attempts to create a place where open-mindedness, respect, and compassion for all are central to what we do.

Our goal is to eradicate all instances of bigotry and injustice in word, deed, action, and policy, as they infringe on the basic rights of all. We will not tolerate harassment, jokes, statements, or other behavior, which does not respect the equality and dignity of others.

We see diversity as a strength that promotes and advances learning on all levels. Our diversity enables us to view things from new perspectives.

University Housing Core Values

We will act with **INTEGRITY** to develop trusting relationships-among ourselves and with our constituents.

Our **FOCUS ON STUDENTS** will drive our decision-making process.

We will continually improve the quality of our **SERVICE** to both our internal and external clients.

DECISIONS will be made as close as possible to the point of contact with our students and other clients.

All Staff can **CONTRIBUTE** to achieving our mission.

CROSSING ORGANIZATIONAL BOUNDARIES in pursuit of excellence will be valued.

Keeping **STAKE HOLDERS** informed of our issues on decisions is paramount.

WISDOM is most evident when people know when to seek help.

We will seek to **UNDERSTAND OTHERS'** points of view as prerequisite for developing win/win opportunities in all our interactions.

Staff

Residential living units exist to provide an opportunity for students to extend their learning experiences beyond the classroom, library, and laboratory. The University Housing staff strives to create a living environment in which each student is offered an opportunity to develop as an individual in an atmosphere that encourages emotional and intellectual growth.

The University Housing Residential Education staff consists of Resident Assistants (RA), typically undergraduate students who live and work on the residential floors; professional Coordinators for Residence Education (CREs), who live in the residence halls and are responsible for supervising RAs and the hall secretaries, advising Hall Government and managing daily residence life operations; hall secretaries who assist in the administrative operations in the hall and provide customer service; and Assistant Directors and Associate Directors (AD) who supervise CREs and oversee various Residential Education functions across campus.

In addition to the hall staff you will meet Facilities staff members: Housekeepers and Skilled Trades maintenance workers who maintain the living environment in the building. Our Information Technology employs ResNet Technicians, students who assist residents by identifying problems with computers on the campus network (including personal computers), and troubleshooting solutions when appropriate.

The Housing Office is on the ninth floor of Hotz Hall. There are five Housing units on ninth floor Hotz; the first office you will see when you enter the floor from the elevator is that of the Executive Director for Housing. Other offices include: Administrative Services, responsible for room assignments, Housing and Dining Contracts, and departmental research; Business Affairs, responsible for appropriate stewardship of Housing resources including accounting, purchasing, and staff development/human resources management; the information Technology unit consisting of an Assistant Director, Computer Support specialists Application Designers and the Coordinator for Marketing; lastly the Residential Education leadership and support offices are on the ninth floor.

The Residential Facilities office is located on the fourth floor of Hotz, housing the supervisory staff for the Housekeepers and Maintenance staff, and Housing offices overseeing Facilities Operations, Safety and Security and Interior Design.

Counselors-In-Residence

The Counselors-In-Residence (CIR) are doctoral graduate students who are trained to listen and assist you in making life decisions. The CIR staff is available for assistance with problem solving and decision-making. This is a service provided by University Housing to all residence hall students free of charge. You can contact your RA or CRE for more information about the Counselor-In-Residence program.

Resident Assistants

Resident Assistants (RAs) live in the residence halls. . They are upper-class and graduate students selected on the basis of skills, interests, and abilities which enable them to assist and advise you in obtaining the most from your experience at the University of Arkansas. Resident Assistants receive in-service and on-going training designed to further develop their skills and knowledge base. Since RAs have the opportunity to work closely with you and other students over an extended period of time, they are in the unique position of being able to assist you. They work to create a positive environment in four ways: (1) by fostering a sense of community; (2) by encouraging academic success; (3) by providing you with help and assistance; and (4) by working with you and other University Housing staff to ensure the best possible operation of the residential living unit

Student Government

Each hall has its own government. Like any other concentration of people within limited boundaries, the residence hall functions best when positions of leadership, organization, and representation are established. Two types of hall government exist on campus: Traditional hall senates that elect a president, vice-president, secretary/treasurer, other executive officers; and Student Interest and Activity Boards (SIABs), which are organized into student directorships. All residence halls elect or designate from two to seven (depending on the population of the hall) Residents' Interhall Congress representatives. The hall government sponsors and coordinates various activities for the community, such as community service activities, recognition dinners, intramural sports, etc.

Residents' Interhall Congress

<http://ric.uark.edu> (<http://ric.uark.edu>)

Residents' Interhall Congress is the student government organization representing all on campus students. Like their slogan says, they are "The voice of the on campus student", but that doesn't limit them to a mere legislative body. RIC also serves as the liaison for students within the housing community. From representing student interest regarding on campus issues, to providing programs for residents such as the RIC Cookout, Razorback Idol, and Casino Night, RIC's goal is to work for student interests. We work closely with the individual hall governments to improve residents' quality of life and to assist them in reaching their own hall-specific goals.

If you are interested in getting involved in RIC to make a difference for your hall, there are lots of opportunities for you. Serving as an RIC senator, hall executive, or hall senator really are just a few. As an on campus resident, you are already a member of RIC.

Campus Dining Services

<http://www.dineoncampus.com/razorbacks/> (<http://www.dineoncampus.com/razorbacks/>)

The residence dining halls and retail food options are operated by Chartwells Dining Services. Each all you care to eat dining center has its own managing chef, so menus will vary by location. Students are encouraged to eat in all dining halls. These locations are Brough Commons, Northwest Quad, and Pomfret. You simply present your University ID to the cashier each time you desire entrance into one of the residence dining centers. The number of meals per week or per block will vary according to the plan you have. You are not allowed to share your meal privileges with any other student or guest. You may use the flex dollars portion of your meal plan to purchase meals for others in the dining centers.

Meal Plans are for Resident and Commuter Students

A variety of on-campus and off-campus meal plans are available to meet your specific needs. If you are living on campus a meal plan is a requirement. Commuter students can opt in to any of the same plans offered for residents, but have two additional, smaller plans available to them. For more information about meal plans, contact Campus Dining at (479) 575-3232.

Flex Dollars

Flex Dollars are allocated per semester and help customize your meal plan to fit your unique eating habits and class schedule. These dollars can be used to purchase food and beverages in all campus dining locations. Please note, Wal-Mart, Subway and Arsagas do NOT accept Flex dollars. Flex dollars are limited to the amount included with each meal plan and may be supplemented by adding two blocks of \$50 additional Flex or Razorbucks. To add Flex, visit Housing in Hotz Hall. To start or add Razorbucks, go online to razorbucks.uark.edu.

Meal Trade Combos

You have an opportunity to trade one of the meals on your plan any night of the week in designated retail locations. In the Union Food Court you can trade a meal for a combo from 5 p.m. – 11 p.m. Monday-Thursday, and 5 p.m. to 9 p.m. on Friday. Meal trades are also available at the Hill Grill in Maple Hill complex from 6 p.m. - 11 p.m. Sunday through Thursday and at Quiznos and Papa John's locations at Brough from 5:30 p.m. - 8:30 p.m. Friday and Saturday.