
Community Center Manual

2013 - 2014



Housing & Residence Life

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Welcome

Greetings Community Center Staff!

Community Centers (CC) play a critical role in fulfilling Housing & Residence Life's (HRL) mission to provide top quality customer service to the residents on campus. YOU are vital in creating a welcoming environment while maintaining the security of our residence halls.

With this thought in mind, the following manual has been constructed to serve as a resource for you throughout this year after August training.

All Community Center Staff are expected to read and be familiar with the information contained in this staff manual each academic year. This will help ensure that you are knowledgeable of the information that is pertinent in performing your role.

I hope you had a great time and were adequately prepared during training. Please know that the Community Center Committee, your colleagues, and supervisors are all here as support throughout the year, so be sure to reach out to them!

On behalf of the Community Center Committee, we wish you all an outstanding year ahead!

Sincerely,

Chris Ferraro
Residence Life Coordinator
Chair, Community Center Committee

Mission Statement

The Department of Housing & Residence Life is committed to maximizing the potential of each individual resident. We will work to develop residential environments that foster academic and personal growth in diverse living communities.

We shall:

1. Provide learning environments and related academic educational programs that support the educational goals of students and the University;
2. Provide growth and development opportunities to gain knowledge and life skills essential to be contributing members of society.
3. Provide reasonably priced housing that is clean, attractive, well maintained, appropriately furnished and that promotes residents' safety.
4. Provide a cooperative relationship with other university departments, service that is responsive to students' needs, questions, and concerns.

HRL Staff

Central Office Staff

ASSISTANT VICE PRESIDENT FOR STUDENT AFFAIRS — Jerry Dieringer

Develops, coordinates, and administers the total program of Residential Living to include supervision of staff, budget, repairs and renovations, facilities planning, facilities usage, admissions, procedure, programs, and coordination with other departments.

DIRECTOR OF RESIDENCE LIFE — Ron Butler

Oversees the Residence Life functions of the department, supervises the Assistant Directors of Residence Life and oversees the coordination of its various elements. Acts for the Assistant Vice President in his absence.

ASSISTANT DIRECTOR OF HOUSING — Charlie Briddell

Facilities planning, repair, renovations, and budget.

ASSISTANT DIRECTOR OF BUSINESS AND ADMINISTRATIVE SERVICES — Barbara Neal

New and returning student assignment process, manage day-to-day operations of Department of HRL office.

HOUSING FACILITIES MANAGER — Gary Neuwirth

Assists the Assistant Director of Housing.

HOUSING FACILITIES ASSISTANT — Lionel Turner

Assists the Assistant Director of Housing.

FINANCE ASSOCIATE — Gail Schley

Responsible for procurement for department and processes budget requests, cancellations, and damage billing.

ADMINISTRATIVE ASSISTANT II — Judy Gerst

Responsible for office mail distribution, ordering supplies, student payroll, and assists with early check-in. Primary point of contact for Director and Associate Director, office schedules, and phone numbers.

ADMINISTRATIVE ASSISTANT I — TiErra Johnson

Responsible for processing new student housing applications and contracts and is the primary receptionist for the Director of HRL.

COORDINATOR, HOUSING IT — Derek Long

Responsible for IT support for HRL

IT SUPPORT SPECIALIST — Iffy Obot

Assists the Coordinator, Housing IT

Residence Life Staff

ASSISTANT DIRECTOR OF RESIDENCE LIFE — Lisa Simmons-Barth (Glen Complex), Donald Walker (West Village), Jayson Schablik (Towsontown Area)

Supervises a group of residence halls, supervises Residence Life Coordinators, chairs departmental committees, works with the R.A. program, professional development and training, departmental programming, and performs many administrative functions.

RESIDENCE LIFE COORDINATORS

Operate respective residence hall areas, supervise the Resident Assistants (RA), initiate damage billing, advise hall governments, student conduct, programs, room assignments, summer and special group housing, conduct mediations and supervise the CC.

ASSISTANT COORDINATORS

Assist the Residence Life Coordinators in the operation of the residence halls. Assistant Coordinators supervise the CC and advise Building Council.

GRADUATE ASSISTANTS

Assists the Director, Associate Director, Area Assistant Directors, and Central Office in one of the following areas: programming, professional selection and development, RA program, or in conjunction with the International Student and Scholar Offices

Community Center Staff Expectations

To be signed by every Community Center Staff member each year and kept on file.

Expectations of Community Center Staff

The Community Center Staff are important in the successful functioning of our residence halls. Please read the following expectations carefully.

- ❖ **Community Development**- Community Centers play a crucial role in developing each community by providing a welcoming environment for residents and visitors. Community Center staff should establish a positive rapport with residents in order to provide an inclusive atmosphere.
- ❖ **Punctuality**- Please report to the desk area 5 minutes earlier than your scheduled shift. This is to allow for timely opening of the offices as well as a transfer of any important information from the previous shift. If the person scheduled for the shift after yours fails to arrive, **call your Residence Life Coordinator OR Assistant Coordinator (RLC/AC) OR Community Center Manager** and wait for a replacement to arrive. You should never close the desk during normal operating hours. If you must miss a shift or a portion of a shift, you must give your supervisor written notification at least 24 hours in advance. It will be your responsibility to find a substitute. Unexcused absences will result in job action.
- ❖ **Professionalism**- You are a representative of the HRL and should conduct yourself professionally. Be courteous and helpful, treating all of those with whom you interact with respect. If you have an issue with a person treating you poorly, please continue to be courteous and report the information to the Community Center Manager or your RLC/AC. The Community Centers are a resource for students and must be as approachable as possible. Should you not know the answer to a question, please make an effort to get the correct information. Never make an answer up. It is ok to say, "I don't know but I can find out for you." The desk phones are to be used for business purposes only and not for personal use. Please refrain from the use of your personal cell phone as well. Your guests should not prevent you from assisting students and are not allowed behind the desk. Proper attire and a positive attitude are necessary at all times. Slippers, cut-offs, t-shirts with inappropriate advertisements, gestures or pictures (alcohol, marijuana or derogatory statements) are not permitted.
- ❖ **Confidentiality**- Much of the information you receive at the desk is confidential and should not be shared including student information. Should you come across sensitive information such as incident reports or anything of this nature, respect the privacy of the individuals involved and refrain from passing this information along to anyone other than your supervisor. Anyone found abusing the access they have to this type of information will be terminated from the position.
- ❖ **Organization/Administrative Duties**- The success of the Community Centers depends upon organization and professionalism. The telephone should be answered appropriately EVERY time it rings. Basic responsibilities include customer service, emergency procedures, safety/security, guest registration, key management, and other administrative duties. It is important that you adhere to the procedures for checking student ID's upon entering the building. Your supervisor may assign you additional responsibilities as necessary.
- ❖ **Homework**- Your primary purpose at the Community Center is to assist residents and ensure the safe operation of the building. You will frequently receive projects from your supervisor and you are

expected to complete these as assigned. Homework is permitted only after there are no other job related obligations and the CC desk area is neat and organized. If you are assigned a project, homework is to occur after the project has been completed.

- ❖ **Keys-** The desk keys are to be used for official purposes only. These keys are not to be loaned or given to anyone at any time. Loss of keys will result in replacement costs and possible disciplinary action. In the event that you were to lose or forget your own room keys you must adhere to the departmental procedures for key sign out.
- ❖ **Departmental Representation-** As an employee of the Department of HRL you are to role model appropriate behaviors at all times. Violations of University or HRL policies and the code of student conduct may jeopardize your position within the department. Please consult your supervisor if you have questions regarding these expectations.
- ❖ **Flexibility-** Your supervisor understands that emergencies arise and that not all situations happen at convenient times. We will work with you as best we can to accommodate these occurrences. Understand, however, that the running of the Community Center is our priority and abuses of the independent nature of the position will not be accepted. In addition, you may be asked to assist in building closing, work during school closings, or other activities when additional help is needed. Communicate any successes, concerns, or problems with your supervisor.

Community Center Staff Expectations Agreement Form

(To be kept in the employee's file)

I, _____, have read the above expectations and fully understand their meaning. I have read, and will use, the information contained in this Community Center Manual to effectively do my job. I also understand that failure to uphold these expectations and meet the requirements of my position, may result in disciplinary action, up to and including termination of my employment. I also understand that current and future employment as a CC staff member is contingent on my maintaining on campus residency in University Housing, Paca House, Tubman House, or Millennium Hall.

Key Code Issued: _____

Nametag Issued: Yes No

Signature_____

Date _____

Signature of RLC/AC_____

Date _____

Return

Key Code Returned: _____

Nametag Returned: Yes No

Signature_____

Date _____

Signature of RLC/AC_____

Date _____

Community Center Staff Position Descriptions

Community Center Assistant Job Description

- Develop community in respective residence hall through being a welcoming presence, providing customer service, and ensuring safety
- Provide quality customer service to residents, guests, and university staff by functioning as a knowledge base for questions and concerns
- Serve as CCA on shift and find coverage as needed (Hourly pay for 20 hours maximum per week)
- Maintain the security of the residence halls by verifying resident identification cards
- Register residence hall guests and issue guest passes
- Ensure confidentiality of resident information at all times
- Issue spare keys as well as resources such as games and cleaning equipment to residents
- Assist in checking residents in and out during fall arrival, spring departure, and break periods, which may require moving in early to campus
- Attend monthly CC staff meeting
- Role model positive behavior and abide by university and housing policies at all times
- Other duties as assigned

Qualifications to Maintain Position:

- Must have a minimum 2.0 Cumulative GPA
- Must be a resident student living in either University Housing, Paca/Tubman House or Millennium Hall (while employed)
- Must not be on judicial probation
- Satisfactory job performance
- May not be a RA for 2013 – 2014 academic year
- This position not eligible for work study

Community Center Manager Job Description

- Return early in August and January to serve on shift and prepare CC Desk for opening
- Propose a training session for CC trainings
- Aid in the hiring, supervision, and evaluation of CC Assistants
- Make and keep all schedules for CC
- Assist in the facilitation of monthly CC staff meetings
- These expectations are in addition to all those of a CC Assistant
- Other duties as assigned

Qualifications to Maintain Position:

- Must have a minimum 2.5 GPA.
- Must be a resident student living in either University Housing, Paca/Tubman House or Millennium Hall (while employed) unless grandfathered in
- Must not be on judicial probation
- Satisfactory job performance
- May not be a RA for 2013 – 2014 academic year
- This position not eligible for work study
- Must be in second semester as a CC Assistant at time of applying

Keys and Forms

Spare and Lost Room Keys

Every room has a spare key located within the key box, in numerical order. It is VERY important that the box remain closed and locked when it is not in use. It is unacceptable to leave your key in the lock.

1. Any resident who needs to sign-out a spare room key will need to provide a TU OneCard or other photo ID. Retrieve their emergency card and ask them random questions about their student information if they do not have their TU OneCard or valid ID. Remind the resident that there is a \$50 charge for the 5th lockout and all after.
2. If the spare key that they sign out does not work, please look-up the key code on the list inside the key box. If the spare key is simply on the wrong hook, look for the correct key. If the correct spare key cannot be found, the resident will need to be given access by an RA using the master key. If the spare key does not work place the key in a key envelope and document on the envelope the students name, room number, and issue with the key. The envelope should then be forwarded to your RLC/AC.
3. If spare key is correct, working spare is available for the student to sign-out, retrieve their Emergency Card; turn it over to the back for their individualized Spare Key Sign-Out Log. Already listed on the top are the students original keys issued for their room assignment. Document the specified information across the next blank row. BORROWED KEYS ARE DUE BACK WITHIN ONE HOUR.
 - a) Once a student has signed out a spare key for the third time they are to be given a reminder of the Key Sign Out and Charge Policy. You should be prepared to answer any questions pertaining to the policy.
 - b) Once the student has signed out a spare key for the fifth time the Emergency Card should be forwarded to the RLC/AC for follow up and billing. There is a \$50 charge for the 5th lockout and all after.
4. Communal bathroom keys are available for residents who are locked out of the suite/communal bathroom(s). They should be signed out according to the aforementioned key sign-out process.
5. If a resident reports that they have lost their key, sign them out a (temporary) spare key and place the student's Emergency Card in the RLC/AC's box. Notify the RLC/AC stating that the resident has lost their key. Include the resident's full name, TU ID # building/room # and key(s) lost with the code(s).
6. If a resident comes to get a new room key, look for the packet of new keys in the bottom of the key box. There will be a form with instructions attached to the envelope and you should follow the instructions. NEVER sign out a spare key when the resident states that they need a new key! The resident MUST have a TU OneCard to get their new key.
7. If a room key is missing from the key box, there should be a key tab placed on that hook and an Individual Temporary Key Sign-Out Log filed for that key. If you find a key missing from the box and no

Individual Temporary Key Sign-Out Log in the day slots, please notify the RLC/AC that the key is missing without documentation.

Emergency Cards and Resident Information

Perhaps the most confidential information kept in the CC is on Emergency Cards, building roster and Room Condition Reports. It is our job to use the information when needed and to keep it confidential at all times.

1. If a resident does not have their TU OneCard upon entering:

- Ask for the resident's first and last name
- Pull their emergency card from the box (DO NOT SHOW IT TO THEM!)
- Ask their date of birth and ID #
- Ask them their emergency contact person's information
- If they get all of this information correct, you can sign them out a key/swipecard or let them into the building. If not, they may not enter the building.

2. NEVER give out a resident's contact information to anyone. This means parents, staff, other students, etc. (The only exception is made for HRL professional staff who properly identify themselves.)

If a student would like information regarding another student, please direct them to the web:

<http://inside.towson.edu/directorySearch/index.cfm>.

Logs

The following logs are kept at all CCs:

- Sticker Log – Used when issuing a replacement sticker to a resident
- Item log – Used when signing equipment in and out
- Spare Key Log – Used to track all spare key sign outs
- Vendor Log – Used to track all outside vendors that enter the building (i.e. vending, laundry)

Additional logs may be at your CC desk at the discretion of your supervisor.

Timesheets

Your timesheet is online and due bi-weekly as determined by your supervisor.

Enter your hours (using 24 Hour time) and to approve your timesheet by checking the box at the bottom.

If you work for someone please include a note in the notes field about why you have extra hours and which ones they are.

You cannot work more than 20 hours/week (40 hours/pay period) while classes are in session.

General Safety and Security

Guest Policy and Registration

A primary responsibility of the CC staff is to provide security by registering the guests of residents.

1. Resident students are responsible for their guests for the duration of their visit. All guests must be registered with and accompanied by the resident student at all times. All guest passes expire 24 hours after being issued.
2. ALL residents must show a valid TU OneCard to sign in a guest.
3. All guests who are 16 years old and older MUST show a valid PHOTO ID to sign-in. These guests are to be issued a pass through the on-line guest registration system. The pass must be carried by the guest at all times and presented with their ID upon re-entering the building with their host.
4. Guests under 16 years of age are not required to show an ID. Underage guests should be signed in on a paper guest pass with their age noted in the comments section. The pass must be carried by the guest at all times.
5. If a paper guest pass must be completed it is VERY important that you verify the information written on the guest pass matches the information of the guest and host. The date, time, name and room number are the most important features of the guest slip. This information must be legible!
6. Having a guest is a privilege, not a right. If for any reason you feel uncomfortable registering a guest, please call the RA or Primary on call for assistance.

Parents

Remember that parents are required to follow policies and procedures for entry into the halls. Parents are not exempt from any University or Housing policy.

1. During move-in, you will be directed by your RLC/AC when parents may enter without signing in. Only at the direction of the RLC/AC should this be permitted.
2. Residents may exceed the 5 guest limit when the guests are family who do not plan to stay more than 24 hours. Guests must still sign-in as usual and provide a photo ID.
3. Parents are required to follow all guest registration policies and procedures.
4. If a parent attempts to enter the building using their student's TU OneCard, they should be stopped. Explain that the TU OneCard is a security measure and that they need to abide by our policy. They should be accompanied by their student at all times. Also, the TU OneCard belongs to the student and not the parent. The same is true of the student's room key. Should this happen and the parent will not cooperate; call your RLC/AC to assist. If it is after hours, call the RLC/AC on duty.

Building Stickers

The building stickers are the best way that we have defined to note which building a resident lives in. These stickers are verified each time a resident enters the building to ensure they reside there. Each building is assigned a distinct sticker color that changes every year.

All residents should have the proper sticker on the front of their TU OneCard. There are no exceptions and it is against HRL policy for the resident to remove the sticker!

If a student is moving out of your building, either to another hall or off campus, the CC staff should ask for the student's OneCard and remove the current building sticker as part of the checkout process.

Replacing a Sticker

1. Use the back of the resident's Emergency Card; document the specified information on the next blank row under "Individual Sticker Sign-Out Tracking Log. Students are eligible for a total of 6 Sticker Sign-Outs with RLC/AC notification after the 3rd and 6th sticker request. On the 3rd and 6th sticker request, place the Emergency Card in the RLC/AC's mailbox.
2. When issuing a new sticker, please ask the resident for their room number and look them up in the building roster. If you find that the resident does not live in your hall, please notify your RLC/AC. Please note the resident's name and tell them that they will not be permitted to enter.
3. Stickers should be covered with clear tape to prevent them from peeling off.
4. Complete the sticker log inputting the required information.
5. If the stickers run out on a weekend day, please ask the resident to come back on Monday to get a new sticker. Notify the RLC/AC via email that you are out of stickers.

Customer Service

Answering the Phone

It is important that everyone who calls the CC is treated with respect and given the resources that they need.

1. Always answer the phone by saying, "Thank you for calling the "Building Name" Community Center, this is "Your Name", how can I help you?"
2. Try to assist the person with their request. If you cannot help the person then direct them to other staff members or departments for assistance.
3. Never give out personal or confidential information such as cell phone numbers, room numbers, contact information, etc. Do not give out another building staff member's personal cell phone number.

4. If the caller wishes to speak to the RLC/AC, please give them the email and office phone information.
5. If the call is urgent and the RLC/AC is not available, you can give the caller the HRL main office number 410-704-2516 (M-F 8-5pm). Do not give out the RLC/AC Duty cell phone number! If the call is urgent and it is after business hours, take the name and phone number down. Then call the RLC/AC duty cell and relay the information.
6. Parents often call and ask to leave messages for their student at the desk. Please be sure to advise the parent that we will do our best to get the message to the student, but we cannot guarantee it. If the RA is on duty, ask them to try to contact the student. If it is an emergency, take their name and phone number and get the information to the RLC/AC to relay.

Carts, Vacuums & Other Items Sign-Out

All items behind the CC desk are required to be signed-out with a TU ID. Games, DVDs, and kitchen supplies are purchased by the Building Council. They are the property of Building Council and should be used with care. Vacuums and carts are available and are owned by the Department.

1. Residents will need to sign out the item they wish to borrow in the log provided. They will LEGIBLY write their name, room, time and date – you will initial and write the title of the item.
2. Residents MUST also leave their ID at the desk. You will place the ID in the designated location.
3. When the resident returns the item, you will check to see if the item is not damaged and returned in its entirety. Then, you can return the ID.
4. Carts should be monitored closely, especially during move-in and move-out. An ID is needed per cart or vacuum – no exceptions!
5. Everyone, even RA staff will need to complete the log. If an RA from another building wants to borrow a game or DVD, please do not keep their ID – but still have them fill out the log.

Being on Shift

Your primary responsibility is the check IDs, register guests, and act as a resource for residents and visitors.

1. Personal cell phones and devices with earphones of any kind are PROHIBITED in the CC at all times. There are no exceptions. (If you have an emergency call on your cell phone – ask for help so that you can take the call.)
2. CC Staff may listen to music at the discretion of their supervisor. Excessively loud or offensive material is prohibited.
3. Laptops are permitted as long as they allow the CC Staff to continue to do his/her job efficiently. Laptops should be placed next to the computer provided in the CC to ensure that the CC Staff can still see who is entering and leaving the building.

4. Watching movies or playing video games in the CC is prohibited.

Please remember that the building security is your primary responsibility. It is not possible for you to concentrate on building security and monitoring the lobby with your friends standing in front of you. Please understand that this is a job first. While we encourage the CC and RA staff to be friendly with one another, it is not acceptable to distract each other from doing the job at hand.

Therefore, only those persons employed as CC and RA staff may enter the CC at any time. Guests who stop to chat with staff who are working at the CC should be limited. No guest should be seated in the lobby area for a prolonged period of time. In addition, CC and RA staff who are not at work should be aware if their presence in the CC is bothersome to the staff who is currently working. Your supervisor and RLC/AC have the right to limit and alter permissions of guests.

Community Center Protocols

Daily Opening and Closing

The CC should NEVER be left unattended for any reason. The gate, door, key box, and student information need to be secure at all times. If you need to use the restroom, please ask an RA or another CC staff member to watch the desk for you. There is no excuse for leaving the CC unless there is a building or campus emergency!

1. When opening the CC at 6:30am, please call the RLC/AC's extension and leave a message indicating that you are at work and if the security guard was still there when you arrived. You can also share any other issues in that message.
2. Any CC staff scheduled to work starting at 6:30 am must obtain all paper/written guest slips from the security guard from the overnight hours. These written passes must then be entered into the online guest registration system (RMS).
3. When closing the CC for any reason – please close and lock the gate (if applicable), double check that the key box is closed and locked, and lock any CC doors. Also, please call the RA on duty or the RLC/AC on duty to report that you had to close. This should be done in an emergency only such as a fire drill or other building/campus emergency. Additional closing procedures vary building, please consult your supervisor.

Holiday Closings

When the building is closed, the CC is closed. When the building is open, the CC will be open.

Staff should plan to work their regular shifts until the building officially closes for the holiday break. The CC staff closing for a break will be relieved by RA staff who are working that morning. The CC staff member will be given an extension to remove their belongings and self from the building up to 2 hours after their shift ends. The staff member must submit an extension request from their RLC.

Staff should plan to return to work when the building reopens from a holiday break. The CC staff who will open the desk should return at least 30 minutes prior to their opening shift. No other staff member will be permitted to return early.

Any staff who is unable to work the opening or closing shifts for a holiday break should speak directly with their RLC/AC or CC Manager so that a switch can be worked out well in advance. If a staff member does not return in time to work their opening shift, they will forfeit their job.

Cleanliness

Everyone using the CC should make an effort to clean-up after themselves. No food should be left in refrigerators or on the desk for more than 24 hours. If you want to store your lunch for the following day in the refrigerator, put your name on it! Books and other personal items should not be left in the CC for more than 24 hours. Also, you should not take items left by another staff member. Each evening during the last shift, the CC staff member should vacuum and empty the trash before leaving for the night. An RA should be on duty at this time and they can help you check IDs while cleaning. If ever there is a need to clean during some down time in the morning, cleaning supplies will be available. The CC Manager or Assistant Coordinator is ultimately responsible for noting the cleanliness of the CC and may ask staff to clean if necessary.

Switching Shifts

You are responsible for your assigned shift(s). It is your responsibility to find another CC staff to cover your shift if you cannot. If you choose to pick-up other people's shifts, please be mindful of the 20 hours/week limit. All changes to the shift schedule must be approved by your RLC/AC or CC Manager (if applicable). Please follow the procedures as outlined by your supervisor to change a shift.

Failure to show up for a shift will result in disciplinary action and possible termination from employment.

Staff Conflicts

As a CC staff member you are an integral part of the HRL team. However, even a team can experience conflicts amongst its members. If you experience a situation with another team member every effort should be made to resolve the issue according to the training and resources provided by the department and/or your supervisor. If a resolution cannot be attained then you should contact your RLC/AC/CC Manager for mediation and resolution.

Emergency Procedures

An emergency should be handled by calling TUPD at 4-4444, followed by calling the Primary duty cell phone. Emergency situations include:

- Fire and /or Campus notification alarms
- Building Flood
- Power outages
- Injured Persons
- Sexual Assault
- Assault or Bodily Harm
- People trapped in an elevator
- Hate/Bias Incidences
- Vandalism

The RA staff, if present, should be engaged in this situation and they will take the lead. CC Staff should help the RA where necessary.

If the CC must be closed, be sure that the door and key box are locked and that the gate is closed and secured (if applicable).

Who to Call

If during the RLC/AC office hours: call your RLC/AC to help with any situation.

If your RLC/AC is not reachable and the situation is not an emergency: leave a voicemail.

If after RLC/AC office hours and it is important: consult the RA on duty.

If the RA on duty is not yet available or on rounds: call the Primary duty phone.

Emergencies: call TUPD 4-4444 and then Primary duty cell phone.

If the situation is simply a student question or it can wait until the RLC/AC office hours, please allow it to wait. You may give the student the RLC/AC office phone number or e-mail address.

DO NOT assume that you know the answer or “make up” a solution to a problem.

Emergency Assistance Log

The Emergency Assistance Log is a list of permanent and temporarily disabled persons living in the hall that would need assistance in the event of an emergency.

If you see a resident on crutches, using a cane, using a wheelchair, or otherwise injured – ask to add them to the Emergency Assistance Log in the CC. This list should be kept up to date and the resident should be told to notify the RLC/AC when their condition changes. This information is confidential.

Persons with long term disabilities living in the hall will be appear on the list and this information will be shared with all CC and RA staff. This information is confidential.

This list should be taken to emergency personnel in the event of an evacuation. This way they can help those who may not be able to exit the building on their own.

Fire Alarms and Evacuations

All alarms in the building are treated as an emergency and should be taken very seriously.

1. If you hear an alarm sound from the fire panel in the lobby, call your RLC/AC if it is M-F 8am-5pm or TUPD (410-704-4444) if it is during another time. Call the Primary on duty if it is after 5pm.
2. You may have to step outside of the desk to read the fire panel to report to TUPD.
3. During a building evacuation, you will only close the CC and leave if the alarm sounds on the first floor. Please wait for the alarm to sound on the first floor to evacuate unless given other instructions from a supervisor or emergency personnel.
4. In the event of an evacuation:
 - a) You should close and secure the CC completely and bring the disability list with you.
 - b) You should wait with RA staff or find an emergency person to give the list to.
 - c) Assist with telling the crowd to stay away from the building.
5. Always call the RLC/AC on duty cell phone when you call TUPD to report an issue with the fire panel or a building evacuation.
6. Side door alarms can be reset by the RLC/AC. If the side door alarms begin to sound but the rest of the building does not – call your RLC/AC M-F 8am-5pm or Primary on duty if after that time. If you cannot get the Primary on duty calling the cell phone, then call TUPD and explain that a side door panel is sounding.
7. It is not your job to tell the residents who are evacuating whether this is a drill or not. Please just ask them to leave the building. No person will be permitted to enter while the alarm is sounding. Please direct them to go outside to wait and remain a safe distance from the building.

Hate and Bias Related Incidents

As CC Staff, you may come to face certain incidents that happen to be linked, if not motivated by hate or bias (be it racial, gender, religious, etc.). It is important that you learn how to distinguish these incidents, as these may require your assistance, should the affected student(s) ask you for it.

1. When you have a report of a possible bias incident, the RA needs to be contacted immediately or the building RLC or the Primary On-Call prior to police being called.

2. The building RLC or the Primary On-Call staff should be fully briefed on the situation. Next the RLC/Primary On-Call staff needs to determine if this is a bias incident. Factors to consider:
 - a. What was written, said, observed, and who reported it?
 - b. Was this a targeted incident, i.e. written on a room door or written in a public place with a resident's name or targeting a particular resident?
 - c. Did we talk with the resident(s) affected and if so, what was their reaction?
 - d. How long was this visible or observed by others?
 - TU Police do not need to be called at this time.
 - e. Is there a possible additional crime involved (e.g., assault, destruction of property, harassment, threat, etc.)?
 - TU Police must be called as soon as this is suspected or determined
3. Based on the information presented, the RLC/Primary On-Call staff should determine the next course of action:
 - a. If no follow up is necessary or if an investigation is needed and can be handled by HRL staff. TU Police do not need to be called.
 - b. If it is determined a crime is suspected (e.g., destruction of property, threats, etc.) TU Police must be called.
4. Regardless if TU Police are called or not, an Incident Report should be written immediately following the situation.

NOTE: Students can contact TU Police directly and this may be how we are informed of a bias incident and/or hate crime. Hate/Bias incident reporting forms are to be available in all residence hall lobbies. Additional information from the Office of Diversity and Equal Opportunity and the university procedures for bias incidents and hate crimes can be found at: www.towson.edu/odeo/hate_bias

Mental Health Concerns

Our CCs are the first things that students and guests see when they enter a residence hall. Accordingly, all of our staff members are the primary contact that our students have with HRL and the University.

This role means that our staff members need to be ready and able to address many of the crises that may affect our students. Addressing and responding to mental health concerns are one of these areas. When a CC staff member or RA identifies a possible mental health issue, they should immediately consult with their supervisor or the HRL Primary on call. Seeking assistance from a professional staff member may help keep a mental health situation from escalating to a more severe emergency. If you ever have doubts about a student's wellbeing, contact a professional staff member or TUPD immediately.

Maintenance Requests

If a resident comes to you to express a concern regarding maintenance in their room or the building please follow these steps to submit a request to Facilities Management.

1. Go to the TU website and click on “Current Student” to the left. Then look for “Maintenance Request form” and click on that link.
2. You will be prompted to fill-in the form. Please be sure to enter your email and name, regardless of who the request is for.
3. Residents can be shown how to complete the request at the desk, or you can do it yourself. It is better to have the resident do the request because they will get a confirmation and they will know for next time. Please note and email your RLC/AC if the resident reports an act of vandalism.
4. EMERGENCY Maintenance can be reached via phone 24 hours per day by calling 4-2481. An emergency involving maintenance includes: flood, tub/faucet will not stop running, smoke alarm is going off and cannot be stopped, room door will not close or open, A/C or heat will not turn on/off, or severe pest issue. Emergency maintenance should not be contacted for simple repairs or things that can wait until morning.

Full Instructions on how to submit a Maintenance Request are in Appendix C.

Incident Reporting

You should complete an Incident Report, if you were the staff person responding, to notify the RLC/AC about any concerns, including policy violations observed in the course of your duties. Incident Reports can be written for: a CC or RA staff being late to work, a resident yelling at you, a glass window being broken, the elevator getting stuck, an evacuation, the security guard not arriving on time or not being there at opening, or other occurrences that your AC or RLC/AC should be notified.

You should open the blank document and enter as much information known regarding the incident. All Incident Reports need to be forwarded to the RLC/AC via email.

Incident Reports are confidential and should only be reviewed or discussed with your RLC/AC.

Miscellaneous

Resource Rooms

These spaces are referred to as auxiliary space within our residence halls. This means that specific people will be able to gain access to these rooms, only if their names fall on the access list or are authorized through the card access system. Office Assistants and Building Council members can also use the Resource Room as well as RAs and CC Managers. They should show their TU OneCard and sign the key out noting that they are either Building Council or OA.

When a person asks to sign-out the key to the resource room you must first check the Access List to see if they will be permitted to sign-out the key. They MUST show a TU OneCard to gain access, regardless of who they are.

The individual should sign-out the key and fill-in appropriate information.

When the key is returned, the individual should again fill-in the log.

Glen Tower C

The RA resource room is located on the first floor of TC behind the CC. Access to the room is through a key sign out process at the TC CC.

Newell Hall

The RA resource room is located in the Assistant Director's Office. Access to the room after business hours is through a key sign out process at the Newell CC.

Towson Run

The RA Resource Room in Towson Run is available via card access to all registered Student Staff members.

Glen Tower C and Newell Hall Tour Rooms

The HRL Office has provided rooms for use by Undergraduate Marketing that are set up as a generic student room. The key to these tour rooms are located at the Tower C or Newell desk. Throughout the year tours will be conducted by student ambassadors. Perspective students and their parents will be escorted to the tour room by the ambassadors. It is not necessary to have the Ambassadors sign out the key.

Appendix A – Resident Check-In Instructions

Login to RMS at any CC Desk

You will need the student's ID card or TU ID number to check this student into the system. *The Guest Registration system will not work until a student has been checked in for the first time.*

1

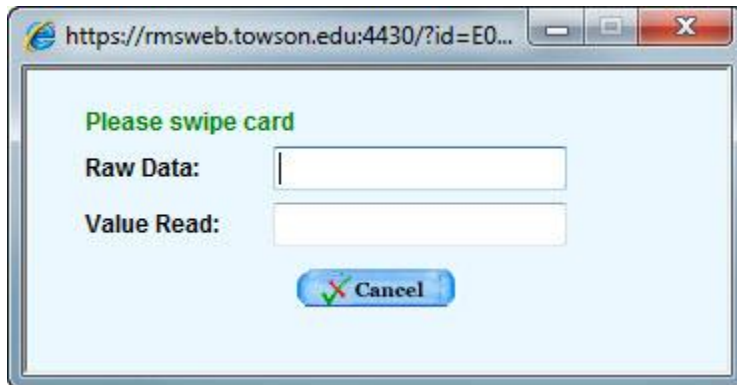
2

1. Click the small white square icon in the top left hand corner of the RMS screen.

Note: if the student does not have an ID card you may enter their TUID number by clicking the people tab at the top of the screen and manually typing their ID number into the University ID field.

This is shown as step 2 on the screen above. Go to the bottom of this page for the full instructions on how to check in without an ID card.

2. Clicking the square on the top left hand side of the screen will pop up a small window for the CC staff to swipe the students ID card.




https://rmsweb.towson.edu:4430/?id=E0...

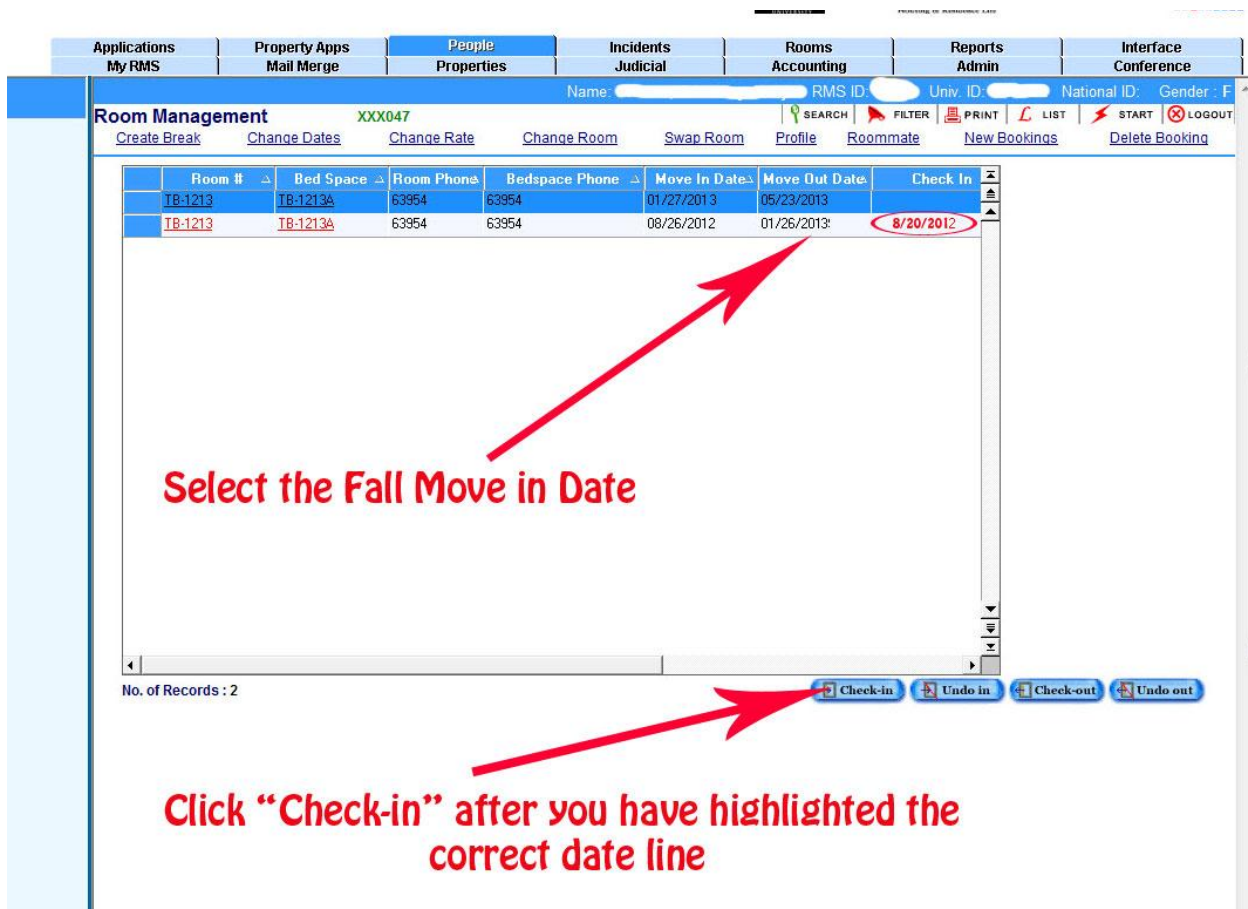
Please swipe card

Raw Data:

Value Read:

 Cancel

When you swipe the student's card, the RawData field should populate a large number. Hit Enter after this point to proceed to the next screen.



Applications My RMS | Property Apps Mail Merge | People Properties | Incidents Judicial | Rooms Accounting | Reports Admin | Interface Conference





Name: _____ RMS ID: _____ Univ. ID: _____ National ID: _____ Gender: F

Room Management XXX047

Create Break | Change Dates | Change Rate | Change Room | Swap Room | Profile | Roommate | New Bookings | Delete Booking

| Room # | Bed Space | Room Phone | Bedspace Phone | Move In Date | Move Out Date | Check In |
|---------|-----------|------------|----------------|--------------|---------------|-----------|
| TB-1213 | TB-1213A | 63954 | 63954 | 01/27/2013 | 05/23/2013 | 8/20/2012 |

No. of Records : 2

 Check-in  Undo in  Check-out  Undo out

Select the Fall Move in Date

Click "Check-in" after you have highlighted the correct date line

This screen should show you the current student's room and move in date. Make sure you select the Fall term. The correct term can be identified by the current date. When you have highlighted the correct term by clicking on correct date, click the button that says "Check-in" on the bottom of the page. This will populate a date in the "Check-in" field. *It is extremely important that you make sure the Check-in date is for the current term.* If this date is in the wrong term, a student will not be able to have guests visit them using the guest registration process.

Without an TU ID card Instructions:

The screenshot shows the RMS People search interface. A red arrow points to the 'Dataset RMSreal' link in the left sidebar. Another red arrow points to the 'People' tab in the top navigation bar. A red number '1' is placed next to the 'Names' section, and a red number '2' is placed next to the 'Advanced Selection' table.

Search People XXX001

Names

Type: Any

Last Name: [Text Field]

First Name: [Text Field]

AND..

Advanced Selection

| Table Name | Field Name | Operator | Value |
|------------|------------|------------|--------------|
| [Dropdown] | [Dropdown] | [Dropdown] | [Text Field] |
| [Dropdown] | [Dropdown] | [Dropdown] | [Text Field] |
| [Dropdown] | [Dropdown] | [Dropdown] | [Text Field] |
| [Dropdown] | [Dropdown] | [Dropdown] | [Text Field] |

Display Order

Sort On

Last Name [Dropdown]

First Name [Dropdown]

Asc Desc

[Continue]

Follow step 2 from the photo above by clicking on the People tab at the top of the Menu.

iet :RMSreal

| Applications | Property Apps | People | Incidents | Rooms | Reports | Interface |
|--------------|---------------|------------|-----------|------------|---------|------------|
| My RMS | Mail Merge | Properties | Judicial | Accounting | Admin | Conference |

Name: Long, Derek App No: 84026 RMS ID: 37571 Univ. ID: 0275764 National ID: XXX004

SEARCH FILTER PRINT EMAIL START LOGOUT

People List

| | RMS ID | Univ. ID | Last Name | First Name | Middle Name |
|-------|--------|----------|-----------|------------|-------------|
| A B D | 37571 | 0275764 | Long | Derek | |

No. of Records : 1

Update Person Type To: Select A Person Type [Continue](#)

This will take you to an information screen with four letter located at the top left side of the screen. Click the letter "A" to proceed to the check-in screen.

Room Management XXX047

Applications: My RMS | Property Apps: Mail Merge | People: Properties | Incidents: Judicial | Rooms: Accounting | Reports: Admin | Interface: Conference

Name: _____ RMS ID: _____ Univ. ID: _____ National ID: _____ Gender: F

SEARCH FILTER PRINT LIST START LOGOUT

Create Break Change Dates Change Rate Change Room Swap Room Profile Roommate New Bookings Delete Booking

| Room # | Bed Space | Room Phone | Bedspace Phone | Move In Date | Move Out Date | Check In |
|---------|-----------|------------|----------------|--------------|---------------|-----------|
| TB-1213 | TB-1213A | 63954 | 63954 | 01/27/2013 | 05/23/2013 | 8/20/2012 |

No. of Records : 2

Check-in Undo in Check-out Undo out

Select the Fall Move in Date

Click "Check-in" after you have highlighted the correct date line

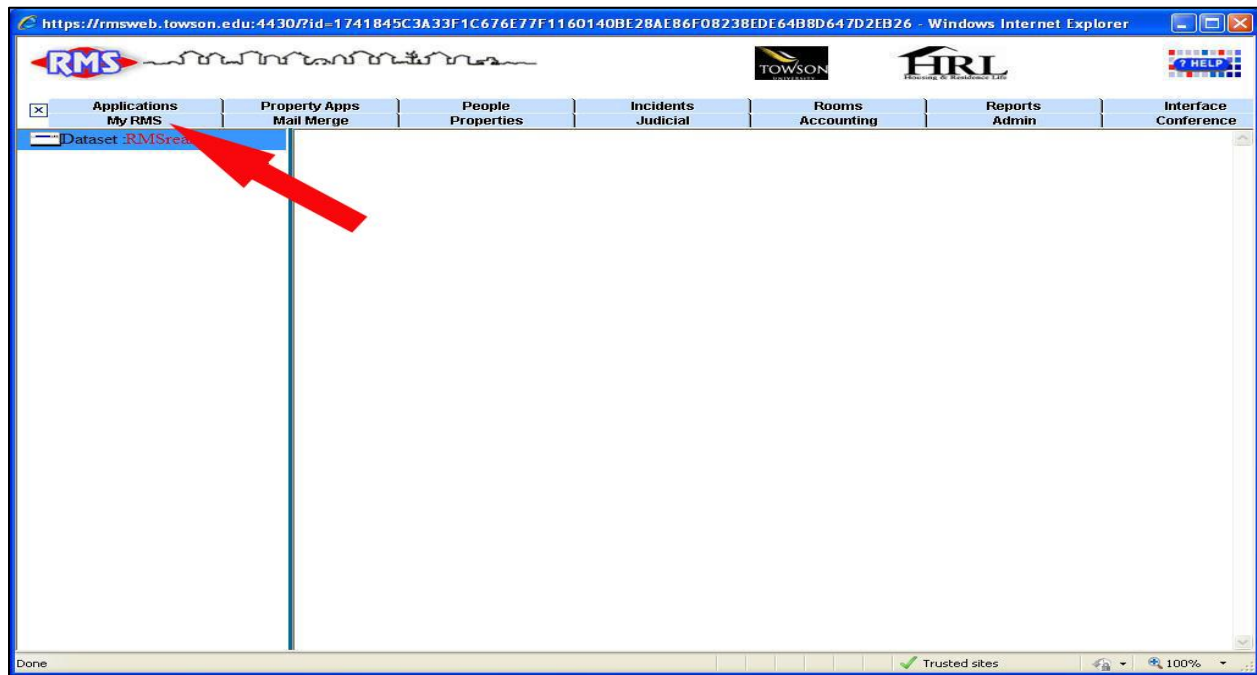
This screen should show you the current student's room and move in date. Make sure you select the Fall term. The correct term can be identified by the current date. When you have highlighted the correct term by clicking on correct date, click the button that says "Check-in" on the bottom of the page. This will populate a date in the "Check-in" field. *It is extremely important that you make sure the Check-in date is for the current term.* If this date is in the wrong term, a student will not be able to have guests visit them using the guest registration process.

Appendix B – Guest Registration Instructions

You will login to the Guest Registration system using your Net ID and Password.

The URL is: <https://rms-merc.towson.edu:4430>

After you have logged in, you should see 14 tabs at the top of the page. Only the My RMS tab will be accessible. Click the My RMS tab.

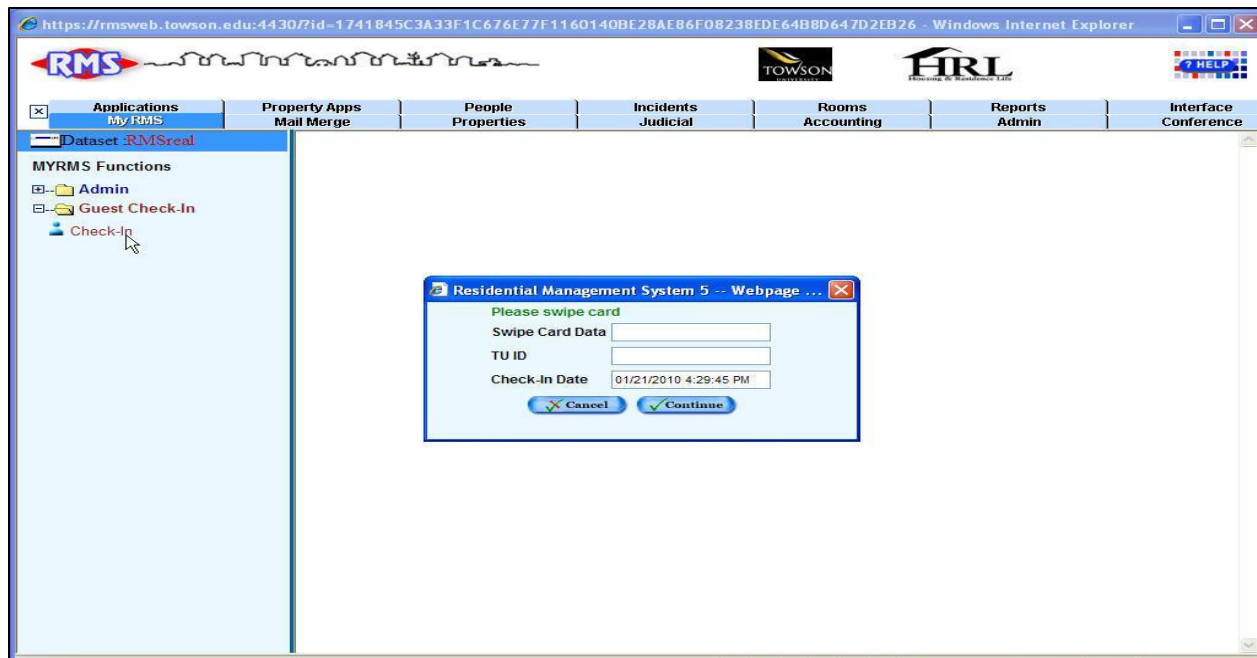


Select **Guest Check-In** from the menu choice.

The swipe card box will automatically pop up on the Guest Check-in screen. The pop-up is for swiping in the current resident's TU ID card only. The Host cannot check in a guest without a valid TU ID.

There are 3 available fields:

1. **Swipe Card Data** – When you swipe the TU ID Card it will populate this field with the data from the magnetic strip.
2. **TU ID** – You can manually enter a TU ID to pull up the Host Screen.
3. **Check-in Date** – The current date and time by default. *You cannot check a student in for a later date.*



Swipe the TU ID card of the hosting resident student. This should populate the “Swipe Card Data” field and continue to the next screen. If the field does not populate, try typing it into the TU ID field manually. Click “Continue” or hit Enter to proceed.

The Guest Check-In Screen contains information about the current resident.

1. Make sure the Host who has given their ID is the corresponding name on the screen.
2. Take note of the Building ID to make sure the host lives in this building

3. Max number and Current Number of guests shows how many guests they may have and how many are currently visiting at this time.
4. This table shows which guests are visiting the host currently and when they are going to be automatically checked out.
5. This button will allow you to check in a new guest. Do not check out guests unless instructed to do so. You will also have the option to print the guest pass after you have checked them in or you can re-print a pass for a guest who has lost their pass.

Click "Add "to enter a new guest. This will take you to the Add Guest screen.

https://rmsweb.towson.edu:4430/?id=1741845C3A33F1C676E77F1160140BE28AE86F08238EDE64B8D647D2EB26 - Windows Internet Explorer

RMS **TOWSON** **HRL** **HELP**

Applications: MyRMS, Property Apps: Mail Merge, People: Properties, Incidents: Judicial, Rooms: Accounting, Reports: Admin, Interface: Conference

Dataset: RMSreal

MYRMS Functions:

- Admin
- Guest Check-In
- Check-In

Add Guest MyRMS Towson LOGOUT

TU ID: [] Or... Alternate ID: [Enter Alternate ID]

First Name: [Judy] Last Name: [Gerst]

Gender: [M] Birth Date: [NaN/NaN/NaN]

Address Line 1: [Test land of Test 123]

Address Line 1b: [this is a test name]

City: [] State: [ID]

Country: [usa] Post Code: [21236]

Phone Number: [] Email Address: [dlong@towson.edu]

Guest Type: ☒ Student ☐ Non-Student

Check-In Date: [01/21/2010 4:33:46 PM]

[Cancel] [Continue]

Done Trusted sites 100%

A. If guest has a TU ID:

1. Swipe the guest's TU ID or input their ID number manually.
2. The guest's demographic information should automatically load.

B. If guest has a drivers license:

1. Cancel the TU ID box.
2. Input the guest's license number in the Alternate ID field.
3. Input the guest's first and last name, date of birth, gender, address, and phone number.
4. Indicate whether the guest is a TU student or non-student.

C. If guest has another school ID:

1. Cancel the TU ID box.
2. Input the guest's school ID number in the Alternate ID field.
3. Input the guest's first and last name, date of birth, gender, and phone number.
4. Input the guest's school name in the address field.
5. Indicate that the guest is a non-student.

D. If guest is under the age of 16

1. Have the guest fill out a paper pass.
2. Put the white/yellow copy of the paper pass in RLC/AC's mailbox.

Click "Continue" when you have entered the appropriate information about the guest. This should return you to the Guest Check-In screen.

https://rmsweb.towson.edu:4430/?id=1741845C3A33F1C676E77F1160140BE28AE86F08238EDE64B8D647D2EB26 - Windows Internet Explorer

RMS **TOWSON** **HRL**

Applications My RMS Property Apps Mail Merge People Properties Incidents Judicial Rooms Accounting Reports Admin Interface Conference

Dataset RMSreal

MYRMS Functions

- Admin
- Guest Check-In
- Check-In

Guest Check-In MyRMS Towson START LOGOUT

RMS ID University ID

Name: Derek Long

Building: Burkshire Room: BU-0609A

Move-In Date: 01/04/2010 Move-Out Date: 01/22/2010

Max. number of guests: 9

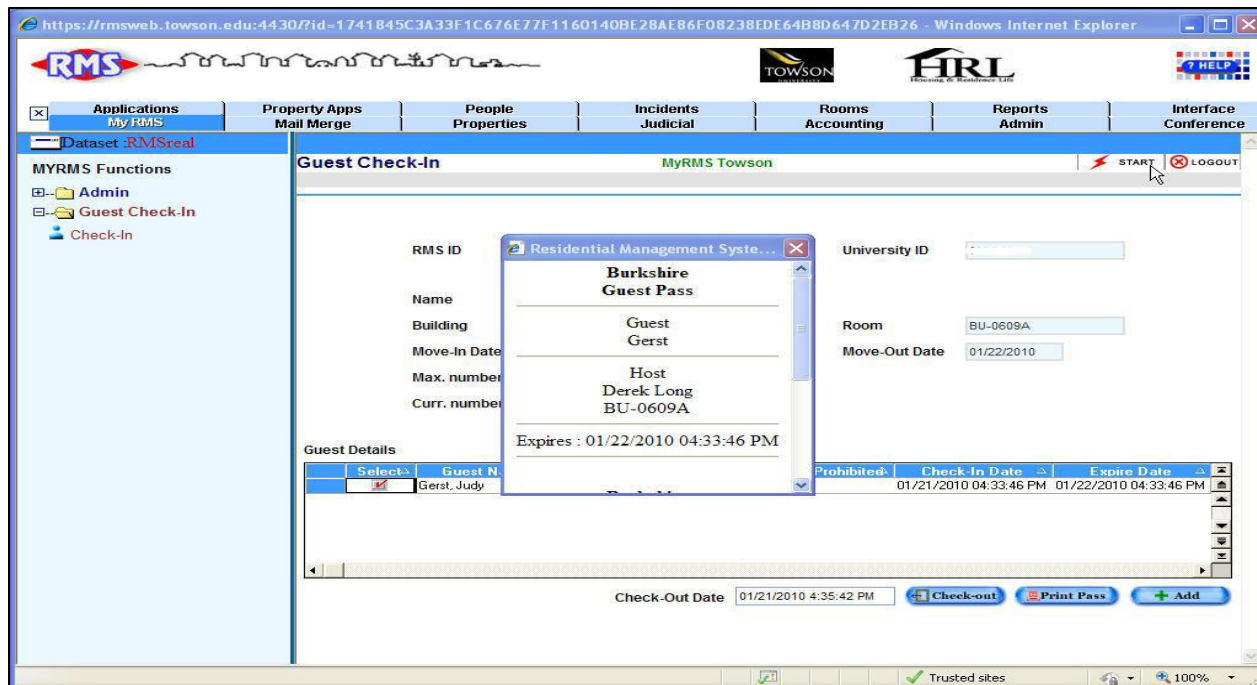
Curr. number of guests: 1

Guest Details

| Select | Guest Name | Sex | TU ID | Alt ID | Prohibited | Check-In Date | Expire Date |
|--------------------------|-------------|-----|-------|--------|------------|------------------------|------------------------|
| <input type="checkbox"/> | Gerst, Judy | M | | | | 01/21/2010 04:33:46 PM | 01/22/2010 04:33:46 PM |

Check-Out Date: 01/21/2010 4:35:42 PM Check-out Print Pass Add

You will see the guest you registered in the Guest Details table. You may add another guest or print the guest pass by selecting the applicable record. Inform the guest and host that they are required to keep the pass on them at all times.



Notes

If a guest enters the building and says they have already been signed in, ask to see their pass or re-swipe the host's TU ID to look the guest up in the system.

-Passes can be reprinted.

A host can only sign in 5 guests in a 24-hour period. If a host is attempting to sign in a 6th guest, they must bring down a guest who is leaving. You will then click the 'Checkout' button.

If you have any issues during business hours, call HRL at 4-2516 and ask for Derek or Barb. If the problem cannot be resolved, use a paper guest pass and manually input the information.

If using the paper system, ask the host and guest to record their ID/license number on the pass to help with inputting data. We will make the same request to the security guards overnight.

When opening, the security guard should hand you/have dropped off the white/yellow copies (if not, call your RLC/AC). You will then manually input any paper passes.

To Input Paper Passes into the System

If you cannot decipher the handwriting of a pass, please attach a note and put it in the RLC/AC's mailbox.

If the guest's ID number is not listed on the pass, please attach a note and put it in the RLC/AC's mailbox.

If the host's ID number is not listed on the pass, you will need to look them up in the roster in the CC binder.

To input passes, instead of swiping any cards, you will input the ID/license number of the host and guest, as well as the guest's first and last name and date of birth.

You will need to adjust the date on the "Add Guest" screen to the day the guest checked in (Double-Click date to get the calendar).

Please be meticulous, as the police sometimes need our records to investigate situations.

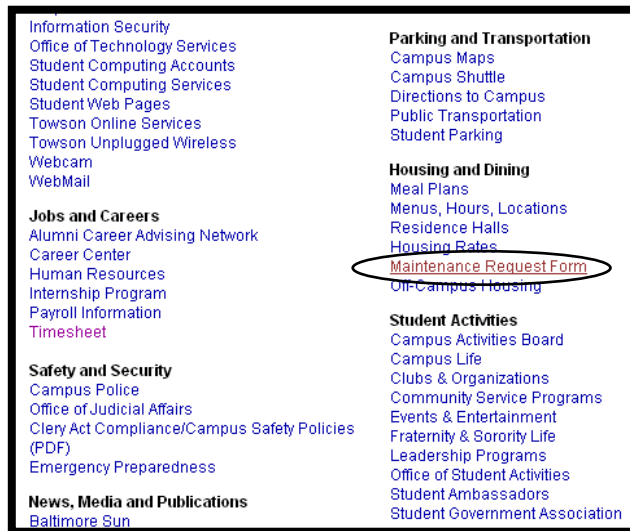
Initial all passes you input. There will be spot-checking this to verify accuracy.

Put inputted passes into the RLC/AC's mailbox so they can be shredded.

Appendix C – Maintenance Request Instructions

Scenario: You are a CC staff at the Residence Tower CC. A resident named Philly Allday comes down to you and informs you that the heater in his room is broken. He lives in room 1008. Below are the steps in a visual format that you would take to help Philly Allday fix his heater.

1. Go to <https://inside.towson.edu/intranetStudents/welcome.asp>
2. Scroll down the page to the section titled *Housing and Dining* (in the right column) and click on the **maintenance request form** link



3. You will be prompted to **provide a username and password** to login
 - a. This is your Towson username (without @students.towson.edu) and your regular password



4. After logging in, a welcome screen will appear which has 7 options on the left-hand side. Click on the **submit service request** tab



5. A blank service request screen will appear, with your name and email address included. **Include a phone number** at which you can be reached
- From residence halls tab, select your **building** (from the drop down menu)
 - Then another drop-down box will appear, select the **area** where the service request is needed
 - After selecting the area, another drop-down box will appear, select your **room number**
 - Under the problem drop-down box, read *carefully* and select the **most appropriate description** for your work order
 - In the short description box, briefly explain your work order needs

Select an option:

- ▶ [Welcome](#)
- ▶ [Submit Service Request](#)
- ▶ [Service Request Status](#)
- ▶ [Reports](#)
- ▶ [Customer Service](#)
- ▶ [Help](#)
- ▶ [Log-off](#)

Submit Service Request

Please fill out the form below. When you are finished, click the **Submit** button below (you may need to scroll the page down with your mouse). Click on a field name for more information.

Name: Philly AllDay

Email: PDay1@students.towson.edu

Phone: 516-555-6529

If possible, please specify the closest Location or Asset that relates to your request. [If you know the Location or Asset ID, click here.](#) (This is not required)

Location / Asset: Residence Halls, Residence Tower, RT - Floor 10, Room 1008

Problem: Room Maintenance - Heating

Short Description: Hello, My name is Philly AllDay, I was hoping that you could please fix my heater it seems to be broken. Thank you!

Submit
Cancel

Appendix D – Campus Resources Directory

A full Campus Directory is available at <http://inside.towson.edu/tuAtoz/index.html>. In this directory, you can search for any department, faculty/staff member, or student.

Listed below are some commonly used resources.

| Department/Office | Phone Number | Building Location |
|----------------------------------|--------------|-------------------------|
| A | | |
| Academic Achievement Center | 410.704.2291 | Cook Library |
| Admissions and Records | 410.704.2501 | 7800 York Road |
| African American Cultural Center | 410.704.2051 | University Union |
| Auxiliary Services | 410.704.2530 | University Union |
| B | | |
| Bursar's Office | 410.704.2100 | Enrollment Services |
| Black and Gold Catering | 410.704.3480 | University Union |
| Book Store | 410.704.2665 | University Union Store |
| Book Store Fax | 410.704.3482 | University Union Store |
| C | | |
| Campus Life | 410.704.4810 | University Union |
| Campus Ministry Center | 410.704.2268 | University Union |
| Campus Recreation Services | 410.704.2367 | Burdick Hall |
| Career Center | 410.704.2233 | 7800 York Road |
| Counseling Center | 410.704.2512 | Glen Esk |
| D | | |
| Den (The) | 410.704.5408 | Newell Dining Hall |
| Dining Services | 410.704.2302 | University Union |
| Disability Support Services | 410.704.3475 | Administration Building |
| E | | |
| Emergency: TUPD | 410.704.4444 | General Services |
| Emergency Maintenance | 410.704.2481 | General Services |
| Escort Service | 410.704.7233 | General Services |
| Event and Conference Services | 410.704.2315 | University Union |
| F | | |
| Financial Aid | 410.704.4236 | Enrollment Services |
| Financial Services | 410.704.2190 | Administration Building |
| Fitness and Wellness | 410.704.5360 | Burdick Hall |
| G | | |
| General Information | 410.704.2530 | University Union |
| Glen Marketplace | 410.704.4196 | Glen Dining Hall |
| H | | |
| Health Center | 410.704.2466 | Dowell Hall |
| Hillel | 410.704.4671 | Newell Dining Hall |
| Honors College | 410.704.4677 | Stephens Hall |
| HRL | 410.704.2516 | West Village Commons |
| Human Resources | 410.704.2162 | Administration Building |
| I | | |
| Info Desk | 410.704.4636 | University Union |
| Information Systems (OTS) | 410.704.5151 | Cook Library |
| International Student and | 410.704.2421 | Administration Building |

| | | |
|-------------------------------------|---------------------|-----------------------------------|
| Scholar Office | | |
| Intramurals | 410.704.3649 | Burdick Hall |
| K | | |
| Kosher Dining | 410.704.2534 | Newell Dining Hall |
| L | | |
| LGBT Student Development | 410.704.2051 | University Union |
| Library | 410.704.2452 | Cook Library |
| Lifeline | 800.273.TALK (8255) | Natl. Suicide Prevention Lifeline |
| M | | |
| Mail and Distribution | 410.704.2260 | University Union |
| Media Resource Services | 410.704.8765 | Cook Library |
| Millennium Hall | 443.275.4000 | Millennium Hall |
| Millennium Hall Leasing Office | 443.275.4050 | Millennium Hall |
| Minnegan Stadium Concessions | 410.704.4120 | Minnegan Stadium |
| N | | |
| New Student Programs | 410.704.2309 | University Union |
| Newell Dining Hall | 410.704.2534 | Newell Dining Hall |
| Newman Center | 410.828.0622 | 7800 York Road |
| News | 410.704.5139 | University Union |
| Non-Emergency: TUPD | 410.704.2134 | General Services |
| O | | |
| Office of Technology Services | 410.704.5151 | Cook Library |
| Office of the Provost | 410.704.2126 | Administration Building |
| One Card | 410.704.2284 | University Union |
| OTS Training | 410.704.4070 | Cook Library |
| P | | |
| Paca House Leasing Office | 443.275-4060 | Paca House |
| Parking and Transportation Services | 410.704.5087 | University Union |
| Paws Café | 410.704.5634 | University Union |
| Payment Center | 410.704.2102 | Enrollment Services |
| Payroll | 410.704.5599 | Administration Building |
| Photocopy Service/Supply | 410.704.2181 | Cook Library |
| Police (University) | 410.704.4444 | General Services |
| Police (University) Non-Emergency | 410.704.2134 | General Services |
| Pool | 410.704.3577 | Burdick Hall |
| President's Office | 410.704.2356 | Administration Building |
| Printing and Duplicating Services | 410.704.2010 | 7800 York Road |
| R | | |
| Records, Grades, and Transcripts | 410.704.3240 | Enrollment Services |
| Registrar's Office | 410.704.2096 | Enrollment Services |
| Registration | 410.704.2701 | Enrollment Services |
| Residential Laundry | 410.704.2530 | University Union |
| S | | |
| SAGE and CEEP Programs | 410.704.2051 | University Union |
| Scholarship Unit | 410.704.2647 | Enrollment Services |
| Speech-Language-Hearing Clinic | 410.704.3095 | Van Bokkelen Hall |
| Stephens Hall Theatre | 410.704.4604 | Stephens Hall |

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| Student Activities | 410.704.3307 | University Union |
| Student Affairs | 410.704.2055 | Administration Building |
| Student Conduct and Civility Education | 410.704.2057 | Administration Building |
| Student Diversity, Center for | 410.704.2051 | University Union |
| Student Employment | 410.704.2730 | 7800 York Road |
| Student Government Association | 410.704.2711 | University Union |
| Study Abroad | 410.704.2451 | Administration Building |
| Susquehanna Food Court | 410.704.2295 | University Union |
| T | | |
| Testing, Educational | 410.704.3023 | Enrollment Services |
| Ticket Office | 410.704.2244 | University Union |
| Tiger Reels | 410.704.3734 | University Union |
| Towerlight (The) | 410.704.2288 | University Union |
| Trax | 410.704.8729 | Towson Run Apartments |
| Tubman House Leasing Office | 443.275-4060 | Paca House |
| U | | |
| University Store | 410.704.2665 | University Union |
| University Operator | 410.704.2000 | |
| V | | |
| Vending | 410.704.4357 | University Union |
| Visual Media Lab | 410.704.3433 | Media Center |
| W | | |
| West Village Commons Central Desk | 410-704-6666 | West Village Commons |
| West Village Commons Dining Hall | 410-704-5145 | West Village Commons |
| Women's Center | 410.704.2666 | University Union |
| Writing Lab | 410.704.3426 | Linthicum Hall |