

The Residential Experience: Parent's Guide

Fall 2024



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Residence Life Interactions

Resident Assistant (RA)

Should be the resident's first stop for help! Can help with:

- Maintenance requests
- Personal, social, or roommate issues
- Getting involved on campus
- Finding academic resources

Hall Director

Residents should reach out to their hall director if:

- They are having an issue with their RA
- They have a maintenance request with no updates after 48 hours
- Need to talk through a room change request

Area Office

Residents should visit the Area Office for:

- Issues with physical keys
- BuzzCard access for residence hall locks
- Proof of Residency forms
- Emergency maintenance during office hours

Roommate Agreements

Residents have a conversation to discuss expectations regarding their living space.

Step 1

Step 2

Roommate Topics:

- Who cleans what and when
- Who can borrow what and when
- Who can come over and when

Once agreed upon, fill out the roommate agreement form (one per room). This form allows the RA to facilitate discussions if roommate agreements are not being followed.

Step 3

After Hours Assistance

Monday - Friday

- For emergency maintenance, contact the Area Office from 5:00 p.m. until 8:00 p.m.
- After 8:00 p.m., contact the RA on duty

Saturday-Sunday

- Contact the RA on Duty (all hours)

RA on Duty

Resident Locked Out?

Urgent Issues (water, air, etc.)?

- They can contact the RA on Duty by finding their number located at the entrance of the residence hall (example below).



Need Help?

Housing Help Desk

Not sure who to ask? Contact the Housing Help Desk!

Maintenance issues, application processes, moves questions, access issues

How to contact:

- Submit a Ticket
- Chat
- Call

Knowledge Articles

There are a plethora of knowledge articles available for residents to review regarding community living, the application, services and support, health and safety inspections, and Institute Breaks.

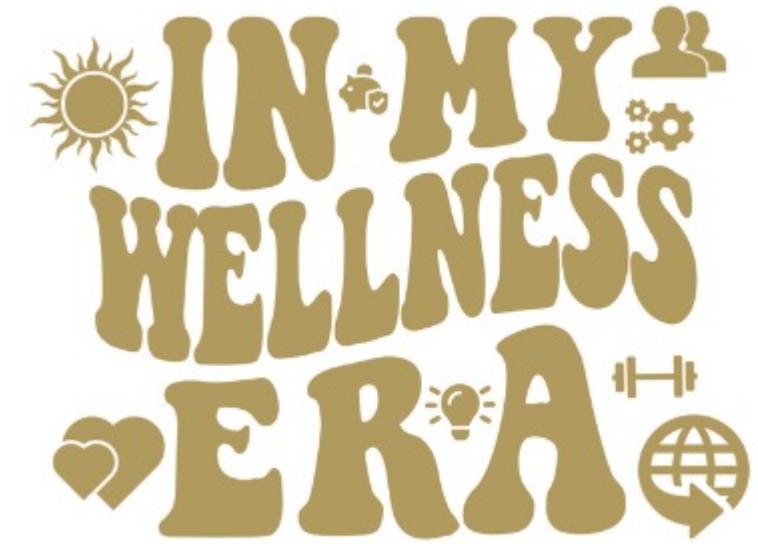
Maintenance Requests

The Maintenance Request system provides:

- A direct link to their room assignment, shared space, or public space within their building when submitting a request
- Ability to add photos and more descriptive comments in support of their request
- Enhanced communication notifications when the status of your request changes
- Ability to monitor and view updates not only for their requests, but also for requests that are submitted by other residents for shared spaces (spaces within your room assignment) or public spaces (public spaces within your building)
- Ability to reopen a request that was not completed to your satisfaction

First-Year Wellness Experience

The First-Year Wellness Experience aims to sustain and enhance the health of our incoming first year students. By seamlessly integrating comprehensive wellness initiatives into the fabric of residential life, we create a supportive environment that spans the entire continuum of student experiences. Regular assessments and continuous quality improvement ensure that our efforts remain effective and responsive to evolving needs.



First-Year Wellness Experience

Students will receive information about the 8 dimensions of wellness through our HRL newsletter and can participate in RA and campus events. Students can track their progress on the pathway each month to earn prizes.



First-Year Wellness Experience Kick-Off

Taylor Swift and Friends Dance Party

Tuesday, August 13, 7–10 p.m.

Exhibition Hall



Contact Us

Housing and Residence Life

www.housing.gatech.edu

404-894-2470

@gatechhousing

