



Housing &
Residential Life Staff
On-boarding Guide

Department of Housing & Residential Life

Welcome to the U!

Congratulations and welcome to The University of Miami! We are excited to have you join our team. The Department of Housing & Residential Life has a rich history of providing a student-centered residential experience. Our vision is “Student Housing for Student Success” and we are glad you are here to help make our vision a reality. This guide will help you transition into your role, your new home, and the city of Miami. If you have any questions, do not hesitate to ask.

Take a look at a campus map [here](#).

About the University of Miami

UM Introduction

The [University of Miami](#) was chartered in 1925 by a group of citizens who felt an institution of higher learning was needed for the development of the young and growing community of Coral Gables. By the fall of 1926, when the first class of 560 students enrolled at the University of Miami, the land boom had collapsed, and hopes for a speedy recovery were dashed by a major hurricane. Over the next 15 years the University barely kept afloat.

The Coral Gables campus, with its 11 colleges and schools, is located on a 230-acre tract in suburban Coral Gables. Our current president is Dr. Julio Frenk, former Minister of Health of Mexico and Harvard Dean.

The University of Miami, a private, non-sectarian institution, currently enrolls approximately 15,000 students in approximately 120 undergraduate, 108 masters, 49 doctoral, and two professional areas of study. Approximately 11,000 students are undergraduate degree seeking. The University’s students represent all 50 states and 114 foreign countries. UM alumni live in all 50 states and in 148 countries. There are more than 155,000 alumni in the University’s history.

Random Facts

- Over 40% of new freshmen graduated in the top 5% of their high school class, and nearly 2/3 graduated in the top 10%.
- Hurricane Mascot:
 - One version of the story holds that Miami News columnist Jack Bell asked Porter Norris of the 1926 team what the team should be called. The local dignitaries and University officials wanted to name the team for a local flora or fauna, Norris said the players wouldn’t stand for it and suggested "Hurricanes" since the opening game had been postponed by such a storm.
- Sebastian the Ibis
 - Folklore maintains that the Ibis, a symbol of knowledge found in the Everglades and Egypt, is the last sign of wildlife to take shelter before a hurricane and the first to reappear after the storm.
 - The local marsh bird was considered UM’s first unofficial mascot when the school yearbook adopted the name "Ibis" in 1926. In 1957 San Sebastian Hall, a residence hall on campus, sponsored an Ibis entry in the homecoming celebration. The next year, student John Stormont performed at games in an Ibis costume that was glued, sewn and pinned together and was the forerunner of today’s bird.
- UM School Colors

- UM's school colors were selected in 1926. The colors of the Florida orange tree represent UM. Orange symbolizes the fruit of the tree, green represents the leaves and white, the blossoms.
- The U
 - In 1973, UM's Athletic Federation, the fund raising arm of the athletic department at the time, commissioned a local public relations expert to develop a distinctive logo. The University had gone several years with a variety of helmet and uniform changes and the Federation noted that a number of major colleges have the initials UM. Miami designer Bill Bodenheimer suggested the "U" idea, which lent itself to slogans like "U gotta believe".
- University of Miami joined the Atlantic Coast Conference in 2004.
- Several areas of campus are named for George E. Merrick or his family members. Mr. Merrick, the founder of Coral Gables, gifted 160 acres and \$4 million dollars to the establishment of the University of Miami. The first building constructed on campus was named after Mr. Merrick.

Getting Started @ the U

I am the U Orientation

Your C Number, Cane ID, and password will be set up during your Orientation on your first day, if you haven't set it up already. Be sure to bring two forms of ID with you. This may be a driver's license, passport, and/or social security card. You can learn more about I am the U orientation at this [website](#). Please note that changes due to COVID-19 may require this orientation to be online and you will need to get your CaneCard at the McKnight building or at Cane Central.

ULearn (ulearn.miami.edu) - Computer Based Learning (CBL)

As part of your onboarding with the University, you are required to complete a series of CBL's. To access them, log in to ulearn.miami.edu. These should be completed by the first week of your employment. Complete whatever has already been assigned to you in addition to the list provided by your supervisor. Login with your CaneID and password to explore ULearn.

C Number, Cane ID/Email, & Password Setup

Your "C Number" is your ID Number. Every student and member of the UM community has a C Number. Be sure to save or memorize it.

Your "Cane ID" is your login and email address (typically 2 or 3 letters that include your initials and 2 numbers). We are a single sign-on university and it will be used frequently for email and logging into various UM systems. The University utilizes Microsoft Outlook. You will be able to access it on your desktop, phone, or by going to mail.miami.edu. You will be provided with a template for your email signature by Associate Director of Recruitment and Training.

Cane Card

Your Cane Card is your employee badge. It is also your key as we use Onity and CBord locks on most, if not all, campus doors. You will get this at the I am the U Orientation or just after. Outside of Orientation, you can go to the [Parking & Transportation](#) office in the McKnight Building to have your Cane Card issued to you. Examples of things you will use your Cane Card for include but are not limited to entry into your apartment and/or office, access to the dining hall if you have a meal plan , and to swipe into other university events.

Access Control

Onity and CSGOLD provide access in your residential area, which includes your apartment, office, and other spaces such as conference rooms and workrooms. Requesting access on your Cane Card for these spaces will be coordinated by the onboarding committee prior to your arrival. Please notify your supervisor if you experience any access issues. See more information in the following work systems section.

Cell Phone

Depending on your job description, you may receive a university owned cell phone. Expectations are indicated in the Residential Life Staff Manual. The department's Senior Administrative Assistant will coordinate the procurement of your cell phone. The purchase of a cell phone case is dependent of University policies and will be discussed at the time of the cell phone order. Any additional accessories are at your expense.

Calendar Access

Our Department utilizes Outlook calendar for meeting organization, planning, and communicating special events. Your Office Supervisor (if applicable) should have editing access to your calendar. Share your calendar with others as appropriate. Communicate with your area staff on calendar sharing expectations. The general expectation is that if you receive a calendar appointment (unless you are listed as optional), you are expected to be there. Connect with your supervisor if you have questions.

You will be given access to the Housing, Residence Life, and HRL Van calendar. The van calendar is used to reserve the vans and golf carts. The Housing calendar is used for:

- HRL conference room reservations
- Communicate who is out of the office
- Important University events and deadlines
- Important HRL dates such as closing, departmental meetings, etc.
- The Residence Life calendar is used for important Residence Life Specific dates such as large scale programming, health and safety's, etc.

Vans & Golf Carts

Work with the department's Senior Administrative Assistant to submit paperwork related to authorization as a van and golf cart driver. Expectations and procedures are outlined in the Residential Life Staff manual. Van keys are located in Keytrak behind the front desk of Eaton Residential College. The van checkout log is in teams and must be filled out when a van is taken and returned.

Division of Student Affairs

The Division of Student Affairs hosts an orientation for new employees in your first semester of employment. More information will come from the Vice President of Student Affairs' office.

Key To-Do Items for a Successful Transition

- Have Cane Card encoded by the Assistant Director for Assignments and Occupancy Management
 - Complete the Van Use Eligibility paperwork with the Senior Administrative Assistant.
 - Acquire a parking permit if needed (live on staff will work with the Assistant Director for Housing Operations and Facilities).
 - Familiarize yourself with our [HRL Staff](#)
 - Set up your office phone and voicemail.
 - Set up your desktop email and signature which will be provided
 - Setup your departmental cell phone and voicemail (if applicable).
 - Set up your office area. To have items hung up or furniture moved, submit a Work Order online (miami.edu/sro) and use account PG003987.
 - Complete ULearn Online Modules (ulearn.miami.edu)
 - Workday FDM101
 - FERPA
 - OSHA
 - Preventing Sexual Harassment and Violence
 - Travel card (if applicable to position)
 - Purchasing card (if applicable to position)
- Complete other online training (sign up on ULearn)
- Workday Procurement
 - Workday Expenses
- Complete and email the [Canelink Security Access Request Form](#) to the Director of Residential Life for Conduct, Care & Administration

Work Systems

Note: it is recommended that you bookmark the following systems on your desktop. Links have been listed for your convenience.

StarRez (Miami.edu/starrezweb)

StarRez is our housing management system. This is where you can look up residents, their room assignment, and other information. We also use this system to sign in guests, and issue resources to residents. A StarRez account will be created for you by the Housing & Residential Life Business Systems Analyst. You will sign in to StarRez with your CaneID and password.

Workday (workday.miami.edu)

Workday is the University's human resources, budget, and procurement online tool. Spend time familiarizing yourself with the site. You will utilize it for a variety of functions such as viewing your pay stubs, requesting time off, and procurement. You will sign in to Workday with your CaneID and password.

Workday is the site where Purchase Orders are submitted and where you will complete Expense Reports (if applicable), a subset of the Workday site known as Workday Finance. There are Workday Finance tip sheets available [here](#) that provide instructions on numerous functions that you will use in your position.

One Drive/Microsoft Teams (onedrive.miami.edu)

You will automatically get access to OneDrive once your university account is activated. One Drive is a shared drive and should be used to save all files. Spend some time exploring OneDrive and familiarizing yourself with the layout. Notably, each residential area and/or functional area within HRL has its own folder on the OneDrive, so there will be many files and documents that you will find useful as you transition into your position.

The University also provides access to Google Drive, DropBox, and Zoom

Onity

Onity is the system that operates the “hotel style” access doors which are primarily used on individual bedroom doors within residential areas, office doors, and conference room doors. Upon your arrival, the Director of Housing Operations and Facilities will provide you with appropriate access. Your username and password is unique to Onity. You will receive training on how to use the Onity system during professional staff training. You can only access Onity from a computer with the appropriate software installed.

CSGold (uaccess.miami.edu)

CSGold is the future of access control in Housing & Residential Life. It is an internet-based access control system that allows you to view doors in real-time, unlock doors remotely from a web browser, and view recent activity on specific doors. Currently the University Village, Lakeside Village and

select Eaton bedrooms are in CSGold. All exterior entrances are also on CSGold. Upon your arrival, the Director of Occupancy Management and Technology will provide you with appropriate access. You will receive training on how to use the CSGold system. Unlike Onity, you can access CSGold from any internet browser without installed software.

Maxient (<http://cm.maxient.com/index.php?miami>)

Maxient is our student conduct management software. Upon your arrival, the Director of Residential Life will provide you with appropriate access. You will use Maxient to review incident reports, schedule conduct meetings, apply sanctions, and send out student conduct letters. Incident reports are submitted through an online form. Student staff will use the [Incident Reporting Form](#), while Professional Staff will use the [Housing Professional Staff Incident Reporting Form](#). Submitted incident reports are automatically routed to the Area Director where the incident took place. An email copy of incident reports is sent to applicable individuals – you can view this list on the email receipt of an incident report you submit. Student staff do not receive emailed copies of their incident reports, but Professional Staff do. Additional training and resources will be provided during professional staff training.

Qualtrics (umiami.qualtrics.com)

Qualtrics is a survey software. Our Department utilizes Qualtrics for online forms and assessments. You will have the ability to create survey tools as well as review data pertinent to your area for pre-existing assessment tools such as programming forms. When creating forms for the department, you should contact Student Affairs IT at SAIS@miami.edu so that it can be created centrally. In this request include the title of the form and who else should have editing access.

Canelink (canelink.miami.edu)

Canelink is the student records management software, where you can look up student contact information, class schedules, and other information. To be granted access to Canelink, you will fill out this [form](#) and email it to the Director of Residential Life for conduct, care & administration.

Instacart (www.instacart.com)

[Instacart](#) is a same-day grocery delivery service that the department uses for BJs Wholesale purchases only. Work with your supervisor to be given a BJs membership and access to Instacart. To place an order, you will login to the departmental account. Username: reslife@miami.edu Password: 1211Dickinson (capital D)

WhenIWork (login.wheniwork.com)

WhenIWork is the scheduling software we use as a department. WhenIWork is used for Resident Assistant, Desk Assistant, and Safety & Security Student Staff. Shifts can be assigned, dropped for pick up, and the overall desk schedule can be viewed by the entire staff for an individual area.

Additionally, WhenIWork has a time off function that some Area Directors use to track nights away for student staff. The Administrative Assistant for Residential Life will send you an invite via email to join your area's WhenIWork page.

Space Reservations (ecms.miami.edu)

The [Space Reservation & Tabling Request](#) form is located on Housing & Residential Life's webpage and is where any student group or organization should be directed if they are interested in utilizing space within the residential areas for an event or tabling. The form goes inactive in the summer, but generally opens up on August 1 for the upcoming academic year. When a space reservation request is submitted for a particular area, the Area Director/Assistant Area Director and Office Supervisor receive an email notification. The Office Supervisor is responsible for responding to the reservation request and placing the reservation on the appropriate calendar. Please be sure you are familiar with the space reservation guidelines, which are included in the request form. All requests are submitted through EMS which can be accessed online or through a downloaded app on the computer. Training for EMS will be included as part of your onboarding.

HRL Staff Links (miami.edu/hrlipadlinks)

We have created a webpage that includes many of the common pages we tend to use as professional staff within Housing & Residential Life. Not all of them will be applicable to you, but they are all in one place for ease and convenience. Feel free to bookmark this page on your desktop.

Purchasing & Procurement

Funding

Do not use your personal credit card or cash to pay for things. Under no circumstances should you use your own credit cards, debit cards, or cash to fund program purchases. You will not be reimbursed. Do not sign any contracts or agreements, those should be done through the purchase order process.

Purchase Orders

A purchase order is the primary method of payment that the university establishes with several vendors. Not every business in Miami is a vendor. Refer to the vendor list in Workday for business's updated vendor status. When calling a business, ask to speak with a manager and inform them that you are with Housing and Residential Life at the University of Miami and want to place an order with a purchase order or quote.

- When placing your order, request that the manager sends *you* a quote.
- Once you receive the quote e-mail your OS (or whoever is inputting the purchase order) the quote and the flyer in PDF format.
- Be sure tips or delivery fees are included (if applicable) on the quote. Tips CANNOT be added after the purchase requisition has been processed or on the day of delivery.
- The PO # is a confirmation of payment on behalf of the University of Miami. Follow up on the workday submission to get the PO# once approved to provide to the vendor before the items/service is delivered.

- Follow up at least 2 days in advance so you and the vendor are on the same page regarding time of delivery and order information.

Travel Card

The travel card is a university issued credit card used primarily for travel expenses. However Residential Life staff can use it for other pre-approved reasons, like purchases at BJ's through Instacart. Before being issued a travel card, you are required to sign up for travel card orientation at ULearn. It is expected you complete the training prior to opening and training as you will likely need your travel card.

Purchasing Card

The purchasing card is a university issued credit card. Residential Life staff can use it for pre-approved reasons like purchases on Amazon. Before being issued a purchasing card, you are required to sign up for purchasing card orientation at ULearn, follow directions for acquiring a purchasing card [here](#). It is expected you complete the training prior to opening and training as you will likely need your purchasing card.

Office Set Up

Computer

Once you have a Cane ID and password, you will have access to the network. If you are unable to access the network or have any technical issues, please contact a Student Affairs IT Systems Analyst (ext. 8-6565).

WiFi: UMiamiWireless, CanesGuest, s

UMiamiWireless is the University's secure wireless network. You can log in using your Cane ID and password. CanesGuest is the public wireless network which requires accepting the terms of agreement upon opening a browser. UMiamiWireless & CanesGuest supports nearly all wireless devices and covers nearly the entire campus.

Phone & Voicemail

Call Information Technology at (305)284.6565. Option 1 to reset office phone password. To reset your voicemail settings, call ext. 8-6565, Option 1 then 3. Note, to call campus phone numbers, dial 8 followed by the last four digits. For example, to call IT from a UM phone, call 8-6565. To dial phone numbers external to the University, dial 9, then 1 and then begin with the area code of the number you wish to dial. The department's Senior Administrative Assistant will request a long distance access code for you to use in your office.

There is a standard voicemail greeting that should be used on your office phone and, if applicable, on your department-issued cell phone. It is: *"You've reached NAME, TITLE, with the Department of Housing and Residential Life at the University of Miami. I'm not able to take your call right now, so please leave your name and number and I will call you back as soon as I can. Thank you and have a great day!"*

Business Cards & Signage

Your onboarding coordinator will do the ordering of your business cards and any needed changes to

office and apartment signage if it has not been done already. Business cards are to be printed with a white background and include your official university info. No other additional information is to be printed on business cards.

Parking

The Director of Occupancy Management and Technology will coordinate all communications regarding parking passes for staff that live on campus. You will need to register all vehicles via the parking and transportation website. All employees must abide by parking regulations and are responsible for paying any parking violation fines. The employee parking fee will be deducted from your paycheck.

If you do not live on campus you will be issued a mailbox at the UPS store in LSV.

Campus Mailing Addresses- all mail should be addressed to 1211 Walsh ave with the appropriate box number. However below are the physical addresses of each building for personal/food deliveries, etc.

Eaton Residential College: 1211 Dickinson Drive, Coral Gables, Florida 33146

Lakeside Village: 1280 Stanford Drive, Coral Gables, Florida 33146

Stanford Residential College: 1239 Dickinson Drive, Coral Gables, Florida 33146

Mahoney Residential College: 1101 Stanford Drive, Coral Gables, Florida 33146

Pearson Residential College: 5185 Ponce de Leon Boulevard, Coral Gables, Florida 33146

University Village: 1527 Albenga Avenue, Coral Gables, Florida 33146

Facilities & Housekeeping

If you have any facilities or housekeeping concerns, you may contact Facilities Customer Service at 305-284-8282 (or 8-8282 if calling from a UM landline). You can also submit a Work Order online (miami.edu/sro). For Facilities emergencies, you should contact Facilities Customer Service by phone.

Personal Transition

Benefits Enrollment

University of Miami offers a competitive benefits package which will be reviewed during your human resources orientation. Be sure to take the time to review your options and sign up for your benefits within the first thirty days of your employment. More information about Benefits and Wellness can be found [here](#).

Banking

Bank of America ATMs are located in the University Center, Mahoney/Pearson Commons, and Hecht Residential College. There are also Bank of America and Chase bank branches within walking distance of campus.

Vehicle Registration & Driver's License

A guide was created to help new employees understand the Florida driver's license and vehicle registration process. You can inquire for a 90 day Florida Driver's License. This guide can be found on OneDrive, here: HRL_GlobalShares\HRL_ResLife\Personnel\Onboarding Departing/Florida License and DMV Guide.

Herbert Wellness Center

The Herbert Wellness Center offers pre-tax deduction memberships for employees and dependents. More information can be found on the Wellness Center [website](#). While membership covers many services and classes, there are some additional expenses for select services and specialized classes. The Customer Service office is located on the second floor of the Wellness Center. If you choose to become a member, you will swipe into the Wellness Center with your Cane Card.

Well Canes Employee Clinic

The University of Miami offers [Employee Clinics](#) on the Coral Gables campus and the Miller School of Medicine campus. There is a \$5 fee for each visit. Select vaccines, such as the flu vaccine, are free and the \$5 fee is waived. The Employee clinic for the Coral Gables campus is located on the first floor of the McKnight Building.

Around Campus

Campus Tour

Residential Life Professional Staff will coordinate a campus tour for new employees. The tour may include visiting partner offices, residential colleges, and the University Village.

Tour of Miami

Miami is a vibrant city with plenty to offer. Part of your orientation will consist of a tour of Miami. For more information, consult with Residential Life Professional Staff.

Meet the Senior Staff

The Senior Staff in most areas consists of the AD, RLC & Residential Faculty. If you work with Residential Faculty, please reach out to them and arrange a time to meet each other. Besides introducing each other, discuss goals for the upcoming year and how to best work together. Consult with the Senior Staff on how to go about planning for the year.

Supervisory Relationships

It is important to establish effective supervisory relationships. Spend time with your supervisor and colleagues. Establish and communicate expectations. Among other things, providing ongoing feedback, understanding how to work together, and supporting staff in their development are invaluable.

Abbreviations

Below is a list of common abbreviations at the University of Miami

RLC	Residential Life Coordinator
Sr. AD	Senior Area Director
ARC	Camner Academic Resource Center
CAD	Canes After Dark
CAT 5	Category 5
CGFR	Coral Gables Fire Rescue
CNL	Canes Night Live
COISO	Council of International Students and Organizations
COSO	Committee on Student Organizations
CV	Centennial Village
DA	Desk Assistant
DOSO	Dean of Students Office
ERC	Eaton Residential College
FYD	First Year Directions
FYF	First Year Fellow
HP	Hurricane Productions
HRL	Housing and Residential Life
ISSS	International Student and Scholar Services
Marcom	Student Affairs Marketing & Communications
MRC	Mahoney Residential College
MSA	Multicultural Student Affairs
OAE	Office of Academic Enhancement
ODS	Office of Disability Services
OA	Office Assistant
Sandler Center	Center for Alcohol and Other Drug Education
PRC	Pearson Residential College
RA	Resident Assistant
SA	Security Assistant
SACC	Student Affairs Crisis Coordinator
SASO	Student Activities and Student Organizations
SCC	Student Center Complex
SS	Security Supervisor
UC	University Center
ULEAD	UMPD Issued Diversion Program
UMPD	University of Miami Police Department
UV	University Village

Our Residential Areas

Take a look [here](#) for additional information about our residential communities.

Eaton Residential College

- Eaton Residential College is named after Julian S. Eaton, an alumnus of the Law School and Chairman of the Board of Trustees in 1951.
- Eaton was opened and dedicated in 1954 and was quoted as being an “ultra-ultra dorm by the Miami Herald.
- In 1986, Eaton was the third hall converted to a residential college, and is the oldest residence hall on campus.
- Early in UM history, Eaton was an all-women hall and remained so until the beginning of the 1970s.
- For 2022-2023, Eaton will serve upperclassman residents
- Eaton is set up in suite-style living arrangements and houses approximately 400 students.
- The Senior Staff includes:
 - Area Director
 - Senior Residential Faculty

Ibis Residential College

- Ibis Residential College is part of the second phase of the multi-year plan to modernize campus housing and is one of the five residential colleges that make up Centennial Village. Ibis Residential College, along with Coral Residential College, stand in the footprint of what was once Hecht Residential College. Ibis Residential College is made up of 9 floors of co-ed residential floors. Coral and Ibis Residential Colleges are connected on the first and second floors by a dining hall and recreational and communal space.
- For 2024-2025, Ibis will serve first year residents.
- The Senior Staff includes:
 - Sr. Area Director
 - Residential Life Coordinator
 - Residential Faculty

Coral Residential College

- Coral Residential College is part of the second phase of the multi-year plan to modernize campus housing and is one of the five residential colleges that make up Centennial Village. Coral Residential College, along with Ibis Residential College, stand in the footprint of what was once Hecht Residential College. Coral Residential College is made up of 10 floors of co-ed residential floors. Coral and Ibis Residential Colleges are connected on the first and second floor by a dining hall and recreational and communal space.

For 2024-2025, Coral will serve first year residents.

- The Senior Staff includes:
 - Sr. Area Director
 - Residential Life Coordinator

- Residential Faculty

University Village

- The complex was completed in 2006 and in partnership with a private company, JPI. The entire development accommodates 799 residents in 1-bedroom, 2-bedroom, and 4-bedroom apartments.
- University Village housing is only available for students with 60 or more credits.

Mahoney Residential College

- Mahoney hall was completed in 1958 and originally housed only male students.
- Mahoney was the final hall converted to a Residential College in 1988.
- The building is named after Daniel J. Mahoney, the late publisher of the Miami News and Chairman of the Board of Trustees for many years.
- Early in the 1970s Mahoney was changed to a co-ed facility and was joined to its mirror image: Pearson Residential College.
- The building is set up in a suite style living arrangement that houses approximately 750 students.
- For 2022-2023 Mahoney will serve first year residents
- The Senior Staff includes:
 - Senior Area Director
 - Residential Life Coordinator
 - Senior Residential Faculty
 - Associate Residential Faculty

Pearson Residential College

- Pearson hall was completed and opened in 1962.
- Named after former UM President, Dr. Jay F. W. Pearson who was president from 1953 to 1962. Originally trained as a marine biologist, Dr. Pearson was an assistant under the previous president, Dr. Ashe. During his presidency they had unprecedented growth from 10,000 to 14,000 by the end of his term.
- In 1987, Pearson became the fourth hall to be converted to a Residential College.
- Until the 1970's Pearson was an all-women's hall. Becoming co-ed during Mahoney's renovation in the 70's in which the two buildings were connected on the first floor.
- The building is set up in a suite style living arrangement that houses approximately 750 students.
- For 2022-2023 Pearson will serve first year residents
- The Senior Staff includes:
 - Senior Area Director
 - Residential Life Coordinator
 - Senior Residential Faculty

Residential Life Safety & Security

- The Safety & Security program was established in 1986.
- The program is unique in that it is primarily student run with nearly 100 student staff members from Security Assistants, Security Supervisors, and a Security Coordinator.
- Security staff are responsible for overnight lockouts, building checks, guest registration, emergency response, and most importantly providing excellent customer service.

- The program follows four core values: Mastery of Policy, Professional Conduct, Customer Satisfaction, and Emergency Management.
- The office for Safety & Security is located in Mahoney/Pearson room 105 on the first floor.
- The Senior Staff includes:
 - Assistant Director
 - Residential Life Coordinator
 - Night Manager
 - Security Coordinator

Lakeside Village

- Phase I of the 10-year plan to modernize campus housing
- Opened in Fall 2020.
- LSV houses 1,115 students, primarily sophomores as well as juniors and seniors.
- The space includes Conference Services, Marketing and Communications, Commencement, SAIT, Smoothie King, Retail Dining, Outdoor Recreation, UPS, GoldenTouch, etc.
- The Senior Staff includes:
 - Senior Area Director
 - Residential Life Coordinator

Centennial Village (Breaking Ground: Summer 2022)

- Phase II of the 10-year plan to modernize campus housing
- This will include the complete replacement of Stanford and Hecht Residential Colleges
- Construction will take place in two stages, and aims to continue to successful First Year Experience model at the University of Miami
- For more information about Centennial Village, click [here](#).

Onboarding & To Do List

General Onboarding Prep:

Within your first week, you should complete the following:

- Gain access to the following systems
 - Workday
 - StarRez
 - Onity
 - CSGold
 - Box
 - Canelink
 - One Drive/Teams
 - Maxient
 - WhenIWork

Central Office Onboarding Tasks:

- Work with Assistant Director for Housing Operations & Facilities to complete parking permit paperwork. Guest permit registration access will also be provided
- Meet Central Office staff members
- Work with Senior Administrative Assistant to set up your cell phone

Area Prep:

- Meet and get to know your Supervisor and A/AD (where applicable)
 - Develop mutual expectations; discuss communication preferences/styles, etc.
- Work with Supervisor to order any office supplies you need
- Set up email - you can customize your email by contacting IT (8-6565)
- Work with IT to set up your desktop computer – set up outlook for e-mail
- Set up your office phone:
 - Test to make sure your name appears correctly on the caller ID
 - Can submit an IT work order at 8-6565
 - Set up your voicemail
 - Learn how to transfer a call
- Place a work order online to have items hung in your office (ex. degrees, art, etc.)
 - Facilities website: miami.edu/sro
 - Use worktag: PG003987
- Familiarize yourself with your allotted area budget
 - Work with Senior Finance Manager to get amount
 - Work with Senior Finance Manager to get access to your budget excel sheet