

Residential Life: People to Assist You

Director of Student Affairs

The Director of Student Affairs manages the housing program, making all arrangements with prospective residents and oversees ongoing needs of current residents. The Director enforces all housing policies and terms of the agreement, establishes and implements housing policies and procedures, and coordinates maintenance needs with HCA Office Corporation. The Director collaborates with the Financial Aid Office on implementation of contractual and billing procedures, facilitates safety and security standards with the Security Department, supervises the Resident Director (RD) and Resident Assistants (RAs).

Director of Financial Aid

The Director of Financial Aid oversees billing for students residing in the Student Village. Residents pay housing fees, including deposits, to this office. Also, if a resident anticipates some housing costs to be covered by financial aid received from another source (e.g. through Rockhurst University) documentation is required before keys are issued. Information about billing, account balances and financial aid programs can be obtained directly from this office.

Resident Director (RD)

The Resident Director lives on campus and is the official representative of the Director of Student Affairs in her/his absence. Responsibilities include providing residents a resource for addressing problems or concerns during evening and weekend hours, supervision of RAs, facilitating after hours check-ins, enforcement of housing rules and regulations and answering questions from current residents.

Resident Assistants (RA)

RAs are current students who work for Student Affairs. An RA is assigned to each building in the Student Village. They are selected for their experience and abilities and offer assistance with needs related to housing. The RA reports any repairs or maintenance that units or buildings might need. Other job responsibilities of the RAs include assisting with check in/out procedures and working in the administrative offices of the College. The RAs are on duty during the academic year except during school holidays, term breaks or vacation periods.

HCA Office Corporation (HCAOFCO)

All maintenance services are provided through HCAOFCO. Maintenance staff respond to work orders generated from specific requests by residents. Residents who have problems with equipment or need repair in their townhouse or apartment should contact their RA or the Director of Student Affairs to complete a work order. Emergencies can be called in directly to HCAOFCO at any time. However, the service generally provided under these circumstances is only intended to get you through until such time as the problem can be properly addressed. A work order request should be submitted to the Director to ensure proper follow up by HCAOFCO.

Housekeeping Services

Housekeeping services are provided through HCAOFCO by Woodley Building Maintenance. WBM prepares empty units for occupancy by performing general cleaning and setup. Once a unit is occupied the residents are responsible for maintaining the cleanliness of the unit. WBM does not enter occupied units except in emergencies, e.g., unit floods and excess water extraction is needed. WBM takes care of common areas in the Student Village including foyers and basements. Residents are expected to be responsible in the use of these areas so as not to create extra work for WBM.

Security

See the Safety and Security section for complete information.