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Section One:
Student Organization Structures

Profile of House Council
House Council Executive Board Position Descriptions
Structure of House Council
Governing Group and Selection Process
Student Organizations in Residence Education Chart
UMass Student Leadership Structure Chart
Leadership Organizations within Residential Life

Residence Education provides a number of opportunities for students to get involved in the college experience and develop as leaders. The organizations provide opportunities for continued involvement at various levels from their first year and beyond. We believe that leadership, in all of its forms, is an important life skill. The variety of organizations and experiences we offer give students the chance to practice and grow as leaders.

House Councils (HCs)

House Councils are the local or town government of the Student Government Association system. There is one House Council per Cluster. Each House Council is held responsible for following the guidelines and procedures of the SGA and Residence Hall Association.

House Council’s have four elected officers: President, Vice-President, Treasurer, and Secretary. These positions make up the Executive Board, which is responsible for advocating for and representing the interests of the cluster’s residents and allocating House Council dues. The Vice President serves as a voting member of the Residence Hall Association (RHA) general body.

In addition to the elected positions, House Councils have a Programming Board which is selected through an application process. They are responsible for programming and activities that bring the residents of the cluster together to build community. House Councils receive $10 per resident from Residential Education budget. All hall residents are members of House Councils.

Typically, a House Council meets with their community once every other week to discuss events and community issues. Executive Board members will also meet regularly, one on one with their advisor. House Councils provide educational and social programming for their cluster often in conjunction with RAs and/or the Area Government. They also should be advocacy groups and consider how can their hall/cluster be a better place and what are the concerns of the constituents.

Profile of a House Council

Several elements are common in most House Councils. They are an excellent way for students to become involved and develop leadership skills. House Councils serve as the "voice" of the residents. They offer a forum for decision-making and serve as a sounding board for hall complaints. The executive body forms the primary advocacy arm of every House Council. They can work with the Residence Hall Association (RHA) to advocate on behalf of their cluster. At UMass Amherst, House Councils also serve as a very effective programming body. The Programming Board is the primary programming arm of every House Council. This group of students works to determine the needs and wants of residents and provide programming to meet them.
Responsibilities of a House Council

Several responsibilities also are common among House Councils. These include planning social activities, discussing possible hall policy revisions and representing the hall in all campus activities (e.g., Homecoming, Intramural sports, etc.). House Councils are a wonderful place to start traditions for the hall community.

House Councils are the local/city government. As with any local government, they may plan the festivals and picnics but also should be concerned heavily with the day to day happenings and issues of where they govern. Keeping this in mind, House Councils should be considering happenings in their cluster that affect the residents beyond just doing programming. House Councils can be very powerful advocates for their residents/constituents and should take this role seriously.

Structure of a House Council

House Councils have two primary functions. The first is advocacy. This means that House Councils determine the concerns of residents and advocate to RHA, SGA, and Residential Life on behalf of students. Their second responsibility is programming and community building. This is the primary responsibility of Programming Boards.

Executive Board

Executive Boards are primarily responsible for governing and advocacy. Most House Councils at UMass Amherst are structured with four primary executive officers: President, Vice President, Treasurer and Secretary. Optional executive committee positions may also include a social chairperson, publicity chairperson and chairperson for special events (be sure to reference Title V of the SGA governing documents for compliance when adding positions). Elections are held in early fall. Most House Councils meet with the general constituents of the cluster twice a month for 30 minutes to an hour each time. These meetings are usually held in the late evening to avoid class conflicts. Executive meetings are held once a week also, and may last for a similar length of time. Parliamentary procedure is suggested for meetings but is used for structure, and not usually followed strictly.

House Councils Recruitment & Selection

Executive Boards (E-Board) and Programming Boards are selected separately and concurrently, though they work together. Both are recruited with handouts, advertisements, and conversations with staff during opening and orientation. Students wishing to serve as an E-Board officer must complete an intent to fun from online. These are available on the Residential Life web pages. [http://www.housing.umass.edu/getinvolved/hcouncil.html](http://www.housing.umass.edu/getinvolved/hcouncil.html)

Once they complete this form, they will need to print out the Nomination Form and collect the signatures of 25 cluster residents in order to be included on the ballot. The link to the forms as well as drop off locations can be found at: [http://www.housing.umass.edu/getinvolved/hcouncil.html](http://www.housing.umass.edu/getinvolved/hcouncil.html)
E-Board elections are held online. Students can vote by logging in to Campus Pulse (umassamherst.collegiatelink.net). The election will show up in their to-do list. Once elections are finalized, staff will be notified and should display the winners in the lobby.

Any student who is interested can be a member of the Programming Board. Students sign up via Survey Monkey through at [http://www.housing.umass.edu/getinvolved/hcouncil.html](http://www.housing.umass.edu/getinvolved/hcouncil.html). There is no limit to the size of the group.

**House Council Executive Board Position Descriptions**

**President:**
- Oversees the operations of your House Council
- Develops meeting agendas and conducts/facilitates House Council meetings
- Meets weekly with advisor and other House Council officers
- Encourages interaction and discussion among group members
- Acts as a spokesperson for your organization to other campus organizations
- Follows up with committee chairs or other officers
- Leads goal setting and group building among your team
- Responsible for co-signing on monetary matters

**Vice President:**
- Shares many responsibilities negotiated with President
- Attends weekly RHA meetings (Tuesdays at 6:00 PM) to serve as the voting representation for the cluster
- Focuses on “in-building” leaders such as floor reps or committee chairs
- Takes place of President in case of President’s absence
- Often serves as activity coordinator for House Council
- Meets weekly with advisor and other House Council officers
- Serves as spokesperson to community

**Secretary:**
- Primarily responsible for communicating with the cluster community
- Records meeting minutes and posts them
- Coordinates and edits newsletters
- Markets and designs publicity or activity promotions
- Maintains House Council bulletin board or posting area
- Meets weekly with advisor and other House Council officers

**Treasurer:**
- Responsible for all money management of the House Council including proper depositing and record keeping
- Monitors ethical money allocation
- Works closely with the Student Leadership Center as primary money advisor and reviews budget with RD advisor
- Submits semesternly budget report to advisor
- Submits funding requests to RHA
- Meets weekly with advisor and other House Council officers
- Responsible for co-signing on monetary matters

**Programming Boards**

Programming Boards are open to all students by completing an interest form in early September. This group of students is responsible for planning activities that meet the needs of residents and facilitate the building of a cluster community. The group should meet at least every other week, and will need to meet with the Executive Board to determine funding and direction. The Executive Board and Programming Board together compose a House Council, and a good working relationship is important to the success of the group.
GOVERNING GROUPS & SELECTION PROCESS

Area Governments (AG)

Area Governments in the past have presented a wide range of programs including concerts, carnivals, BBQs, outdoor dances, and karaoke events. Each Area Government consists of a minimum of a Governor, Lieutenant Governor, Secretary and Treasurer. These positions are elected in the fall. The Governor serves as a representative to RHA and SGA. Area Governments receive their funds from the Student Activities Trust Fund, which is managed by the Student Government Association (SGA). Their budget is requested by the previous Area Government in the spring.

Area Government Recruitment & Selection Process

The Area Government process is overseen by SGA. Students must complete a nomination packet and are elected online during the fall. Information about running for Area Government and a link to the nomination materials can be found at http://www.housing.umass.edu/getinvolved/agovt.html.

While this process is not run through Residential Life, staff members should encourage students to run for these positions!

Residence Hall Association (RHA)

RHA represents all students living within the residence halls. Each House Council’s Vice President serves as the voting representative for the cluster, but anyone is welcome to their meetings on Tuesdays at 6:00 PM in the Campus Center. Any student who lives on campus is a member and can get involved.

RHA’s focus is on leadership development and advocacy. In conjunction with their general body (representative(s) (generally, the VP) they advocate on behalf of residential students to Residential Education and SGA. Additionally, they provide training for House Councils and Area Governments. In the fall, they will hold an overnight retreat aimed at helping House Councils to get trained and prepared for the upcoming year.

RHA is a member of the Northeast Affiliate of College and University Residence Halls (NEACURH) and the National Association of College and University Residence Halls (NACURH). As a result, they are able to take students to two regional and one national conference every year.

RHA Recruitment & Selection Process

RHA’s E-Board is selected at the end of the spring semester and serves the following academic year. Nominations are accepted for two weeks, with elections occurring the 2nd week. The general body nominates and votes for the RHA positions. Any student can choose to run, though previous involvement is generally expected.

While the General Body is composed mostly of the VP of each House Council, any student is welcome and invited to attend. RHA is always looking for more students to participate, and staff
are asked to encourage residents to attend. Students do not have to be elected or selected and are able to serve on committees and workgroups.

**National Residence Hall Honorary (NRHH)**

NRHH, is a national honor society that recognizes the top 1% of student leaders in the residence halls and works to recognize and encourage student leadership throughout the academic year. Our chapter at UMass Amherst strives to recognize student leaders through monthly awards, community service, and other initiatives. The group is very active regionally, and has been recognized at a national level for its accomplishments.

**NRHH Recruitment & Selection Process**

The selection and induction process for NRHH is coordinated by the Vice President of the organization. For this process, NRHH announces a call for applications to join the organization that are completed online. Once the application deadline has ended, the Vice President along with the Selection Committee review submissions extend invitations to be inducted to the organization based on Constitution and organization criterion. Students that meet the criteria are then invited to participate in a mentoring program. They attend meetings and events and have an Executive Board “mentor” who helps them to transition into the organization. Once they complete this process and meet the selection criteria, they become full members of NRHH. Upon selection, new members are inducted to the organization at a ceremony where they are given an organizational pin and certificate.

Recruitment processes are run in both the fall and spring semesters. All information is sent to staff, and they are encouraged to tap students that they feel would benefit from and contribute to NRHH.

**Student Government Association**

The Student Government Association is the Trustee recognized governance body for undergraduates at the University of Massachusetts at Amherst. Through its various branches and agencies, the SGA is involved with issues which range from the University's state appropriation to quiet hours and most everything in between. It is organized along the same lines as the US Government, with a president, a central legislative body, a judiciary, the Residence Hall Association which is similar to state governments, and House Councils which would be the equivalent to local government. There is also a student Trustee who is separate from the rest of the structures. The SGA has a Trustee recognized Constitution that defines its structure and operational procedures. Included in this document is the power to help inform University policy. The SGA administers the Student Activities Trust Fund (SATF) to various student organizations including your Area Governments.

**Connection to House Councils**

The SGA Constitution and the Constitution of the Residence Hall Association define the structure and procedures for House Councils. To assist in administering these guidelines, the Director of RHA
acts as an additional advisor to House Councils and Area Governments. If you have questions about SGA as it pertains to your House Council, you can contact them directly. The SGA office is located in 420 Student Union and can be reached at 5-0342.

**The SGA Constitution**

The SGA Constitution defines operating procedures for the governance of SGA and its members such as the Residence Hall Association, Area Governments and House Councils. If you are interested in reading the entire document, you can go to 420 Student Union to obtain one, visit the SGA website, or call 5-0342.

**Title V of the SGA Constitution**

Title V relates directly to Area Governments and House Councils and outlines procedures that must be followed for events such as elections and submitting a charter. General questions about House Council and Area Government structure and functioning can be answered by consulting this document which is in the Governing Documents.
Organizational Structures

Center for Student Development (CSD)
416 Student Union

Registered Student Organizations (RSOs)

Student Government Association (SGA)
429 Student Union

Area Governments
Central, CHCRC, North, Northeast, Orchard Hill, and Southwest

Residence Hall Association (RHA)
101 Moore

National Residence Hall Honorary (NRHH)
101 Moore

Other Opportunities:
- Minute Mover
- LeaderShape Participant

Leadership Opportunities within Residence Education's Student Leadership Center (SLC)

House Council Executive Board and Programming Board
All Non-Apartment Clusters

Apartment Advisory Council
North Apartments
STUDENT ORGANIZATIONS IN RESIDENCE EDUCATION

Student Government Association (SGA)

Area Governments

Residence Hall Association (RHA)

National Residence Hall Honorary (NRHH)

Director
Elyria Ecosky

Associate Director
Matthew Russo

National Communications Coordinator (NCC)
Maricospo Paton

Programming Hospitality Chair
Kimberly Wang

Programming Marketing Chair
Emily King

Programming Recognition Chair
Sam Kamfaz

NCC In-Training (NCC-II)
Alexa Markarian

RHA GENERAL BODY

- House Council Members (No voting rights unless officially representing cluster as a voting member)
- Apartment Advisory Council Members (No voting rights unless officially representing cluster as a voting member)
- Any residential student at UMass Amherst (No voting rights unless officially representing cluster as voting member)

One Vote:
- Brown
- Cashin
- Cano
- Crabtree/Knowlton
- Dickinson
- Gorman
- Hampton/Leach
- James/Emerson
- Johnson/Levis/Thatcher
- Oak
- McNamara
- Mary Lyon/Dwight
- Melville/Thoreau
- Moore

One Vote Cont’d:
- Pierpont
- Sycamore
- Webster

Two Votes:
- Bakers/Greenough/Chadbourn
- Birch/Maple
- Brett/Brooks/Wheeler
- Cooledge
- Elm/Linden
- Grayson/Field

Two Votes Cont’d:
- John Adams
- Kennedy
- John Quincy Adams
- Patterson/Mackimmie
- Prince/Grampion
- Van Meter/Blattley
- Washington

Three Votes:
- North
Section Two: Leading Your Team

Running Effective Meetings
Motivating and Maintaining Members
Ways to Reward Organization Members
House Council Monthly Checklists
Activity and Program Planning
Running Effective Meetings

Meetings are the primary mode of conducting business and can sometimes be the only contact the organization has with its advisors, officers and members. It is vital that you conduct meetings effectively and efficiently. (Adapted from The Center for Student Involvement, University of Missouri)

Before the Meeting:

- Schedule meetings regularly, preferably the same day and time each week.
- Determine a specific objective(s) for the meeting.
- Prepare and distribute the agenda in advance. Have a copy of the agenda and handouts for each member at the meeting, as well.
- Set time limits for the agenda.
- Decide in advance who needs to be at the meeting. Inform participants if they are expected to make a report or presentation of any kind and indicate time limits they should observe.
- Let all participants know how long the meeting will last.
- Select a meeting time and place that is both convenient and strategic in terms of work, availability of information, resource people, etc.
- Be organized, gather important facts of decision making, and know what you are going to be talking about.

During the Meeting:

- Greet members and make them feel welcome, even late members.
- Always begin the meeting on time, regardless of whether everyone is there. When latecomers arrive, do not stop to catch them up (although you should welcome them); instead, make sure they have easy access to an agenda when they arrive.
- Review the agenda and set priorities for the meeting. If you have a guest, let them speak first.
- Distribute or post minutes of previous meetings in advance to avoid wasting time.
- Announce time limits for potentially lengthy topics of discussion.
- Sticking to the agenda will prevent interruptions, private conversations, and other distractions.
- Summarize progress and remind participants of time limits if necessary.
- Listen to opinions and encourage individuals to speak up. Ensure that everyone gets a voice at the meeting. Don't monopolize the discussion and diffuse arguments quickly.
- Clarify assignments, giving specific information about expectations and deadlines.
- Be confident. Your attitude is communicated to the group through your actions.
- Finish on time and on a positive note.

After the Meeting:

- Evaluate the meeting looking for areas of improvement. Discuss areas of concern with officers.
- Minutes should consist of clear statements of conclusions reached, actions taken, and assignments made.
- Keep track of unfinished business to include on next agenda.
- Distribute copies of the minutes as soon as possible.
- Follow up with individuals responsible for specific tasks at a reasonable time in advance of the established deadline.
- Give recognition and appreciation of excellent and timely progress.
- Be assertive in asking members who are consistently late to meetings, waste the group’s time, or fail to follow through on assigned tasks to change their pattern of behavior.
Four Stages of Discussion at a Meeting

An effective discussion of meeting agenda items is broken down into four stages: facts, opinions, proposals, and decisions.

1 – Giving all necessary information & facts

2 – Evaluating the information & giving opinions

3 – Formulating concrete proposals

4 – Making decisions based on the facts, opinions, and proposals.

Following these steps will ensure that your group’s decisions are based on solid information and are well thought out. (Adapted from WWW.WUJS.ORG.IL)

Sample Meeting Agenda

1) Call to Order
2) Approval of the Minutes
3) House Council Officer Reports
   a) President
   b) Vice President
   c) Secretary
   d) Treasurer
4) Old Business
5) New Business
6) Other Business
7) Announcements
   i) RA’s
   ii) Residents
   iii) Other
8) Adjournment
**Evaluating Your Meeting**

Compare your meeting to the following characteristics of an effective meeting:

- An agenda is prepared prior to the meeting.
- Meeting participants have an opportunity to contribute to the agenda.
- Advance notice of the meeting time and place is provided to those invited.
- Meeting facilities are comfortable and adequate for the number of participants.
- The meeting begins on time.
- The meeting has a scheduled ending time.
- The use of time is monitored throughout the meeting.
- Everyone has an opportunity to present his/her point of view.
- The meeting typically ends with a summary of accomplishments.
- Participants periodically evaluate the meeting.
- People can be depended upon to carry out any action agreed to during the meeting.
- A memorandum of discussion or minutes of the meeting is provided to each participant following the meeting.
- The meeting leader follows up with participants on action agreed to during the meeting.
- The appropriate and necessary people can be counted on to attend each meeting.
- The decision process used is appropriate for the size of the group.
- When used, audiovisual equipment is in good working condition and does not distract from the meeting.
MOTIVATING & MAINTAINING MEMBERS

How to Motivate Others
Just because motivation is largely a personal feeling or attitude does not mean that nothing can be done to motivate others. Advisors should consider the following suggestions when motivating others:

1. Set goals and objectives; everyone needs something to work toward. The keys are setting concrete goals with specific behavioral objectives and giving people the opportunity to help create them. People generally support what they help create.
2. Set clear and realistic standards and expectations; student groups need to know exactly what is expected and the standard or level of performance at which they are to work.
3. Rewards are important; whether it's a verbal reward, a gift or monetary reward, student groups tend to try harder when some reward is imminent.
4. Give attention to work and follow up to make sure work is getting done.
5. Use the words, "I need you." It is a very simple concept. People who feel needed act needed. Advisors should not use "I need you" unless you mean it. Insincerity will breed apathy and distrust.
6. Be a good role model; others will follow your example.

Why People Are Not Motivated

1. **Personal slump**: Sometimes people become overwhelmed with all they have to do, and have problems getting organized and sorting things out. This can lead to a personal slump. When this happens, a person lacks energy and becomes disorganized. There is little others can do to break an individual from a personal slump; it generally comes from within.
2. **No one can be expected to work toward unclear or nonexistent expectations**.
3. **Lack of support for goals and objectives**: Whether individual or organizational goals and objectives, a person who is not supportive of them will not be motivated to work toward them. People are motivated to achieve some goal. If there is no goal, they have nothing to work toward.
4. **Lack of interest in the job**: A person can lose interest in a job. If that happens, allow the person to bow out gracefully. Show respect for their decision to step down. It was probably an honest and difficult one.

Retaining Members

The new members, like old members, need to feel like they belong in the group. Advisors should work with the student group to retain new and old members. Following are some suggestions to increase retention:

1. Get the new members involved in organizational activities.
2. Solicit ideas from new members.
3. Do activities that interest new members.
4. Get to know the new members and help them to get to know you.
5. Do not treat new people as intruders invading your territory.
6. Let new members know their contributions are needed and appreciated.
Dealing with Difficult Meeting Members

If some members of a group behave in ways that are disruptive, participation becomes difficult for others. The leader must learn to deal with the following behaviors:

1. Talking for the sake of being heard.
2. Conducting side conversations.
3. Challenging attempts to move the group toward decisions.
4. Joking about everything that happens.
5. Interpreting criticism of ideas as personal attacks.
6. Waving off or negating all suggestions or new ideas from others.
7. Urging the group to take action before a problem is clearly identified.
8. Insisting on precise, clear definition of each idea to the point that the group becomes bogged down.
9. Domination of the meeting by one individual.

Such disruptive behavior may occur because preparation for the meeting has been inadequate. Clarification of purposes and development of a succinct agenda keeps the group focused on tasks and can reduce disruptive behaviors.

However, even with careful preparation, some disruptive behaviors may be exhibited. It is often possible in these cases to help difficult group members channel their energies toward more positive effects. The following rules can help to improve the leader’s ability to deal with difficult members:

- Listen, but do not debate
- Talk privately with members who continually exhibit disruptive behaviors
- Turn negative behaviors into positive contributions
- Encourage the group to share the responsibility for handling difficult members.¹

¹ Adapted from Milstein, The 1983 Manual for Facilitators, Trainers, and Consultants
Ways to Reward Organization Members

Part of motivating people is recognizing those who have volunteered for projects and completed them well. It is the recognition that will motivate students to participate on future projects. Following are some ideas on ways to recognize student group members.

1. Arrange for discounts to events
2. Plan annual ceremonial events
3. Involve members in goal setting
4. Use in an emergency situation
5. Respect their wishes
6. Keep challenging them
7. Let them know where they stand
8. Be willing to learn from others
9. Greet members by name
10. Help them develop skills
11. Give praise when appropriate
12. Permit the group to solve its own problems
13. Encourage idea sharing
14. Help them gain self-confidence
15. Take time to explain fully
16. Be verbal
17. Hold rap sessions
18. Communicate standards and be consistent
19. Surprise with munchies
20. Give additional responsibilities
21. Respect sensitivities
22. Enable to grow in the job
23. Treat them to a soda
24. Be available
25. Allow freedom of expression
26. Ask for a report
27. Send a birthday card
28. Get T-shirts advertising your group
29. Give notes of thanks for a job well done
30. Give notes of support when things aren't going so well
31. Create pleasant surroundings
32. Take time to talk
33. Celebrate outstanding projects and achievements
34. Plan social events
35. Demonstrate confidence in members
36. Help members evaluate, understand and learn from failures
ACTIVITY & PROGRAM PLANNING

What Is Activity Planning?
Activities are planned or spontaneous events designed to meet the social and developmental needs of students. A speaker, watching a TV show as a group, showcase bulletin board displays, spotlight announcements, games, an athletic event, and eating functions are all examples of different activities.

Why Do We Plan Activities?
Activity planning, an integral part of Residential Life at UMass Amherst, serves many purposes and benefits the student as well as faculty and staff. Reasons for activity planning include the following:

1. To promote and assist learning outside the classroom
2. To promote a living/learning environment
3. To provide opportunities for socializing, emotional and physical well-being, spiritual meanings, occupational clarification, and intellectual stimulation
4. To provide opportunities for cultural learning and expression
5. To provide residents with opportunities to teach and learn from one another
6. To foster a sense of community among the residents
7. To give students a chance to interact with staff on an informal basis
8. To expose faculty, staff and community members to an important facet of University life and life in the residence halls

How to Plan an Activity:
1. Needs assessment/generating ideas
   Before starting an activity, advisors should encourage student groups to find out what the interests, talents, and needs of the students are. Following are some techniques for generating activity ideas:
   a) Interest Inventories or surveys
      Consider also distributing a personal interest inventory that asks residents to list skill/talents/hobbies.
   b) Personal Contact
      Ask residents what they enjoy and invite them to help plan an activity.
   c) Observation
      Watch what residents are doing and capitalize on these activities.
   d) Professional Staff
      Ask RDs and ARDs for ideas for activities.
   e) Listen
      In dinner conversations, talking, find out what excites students.
   f) Brainstorm
      With other residents or RAs, write the ideas down and prioritize the list.
2. **Planning the activity.** Advanced planning is more likely to result in a successful activity.
   a) **Set a date**
      - Make sure other hall or campus events do not conflict.
      - Be aware of cultural holidays.
      - Check with TV listings to prevent conflicts with popular shows or movies.
      - Find out from the residents what night is good for them.
      - Set the date and stick to it!
   b) **Activity Checklist**
      - Formulate the ideas and set goals.
      - Fill out the event planner form.
      - Gain assistance from students/RAs/Committees.
      - Set a date, time, and budget for the activity.
      - Plan activity calendar.
      - Check campus programs for possible conflicts.
      - Contact the resource people.
      - Make arrangements for food, lodging, needs of guests.
      - Make arrangements for equipment.
      - Plan publicity schedule.
      - Turn in program registration sheets.
      - Confirm ALL arrangements two days prior to the program.

3. **Publicize the Activity.** A well-planned activity can turn into a disaster without good publicity. Remember, if no one knows, no one goes...
   a) **What to Include:**
      - WHO - name of sponsoring group/s
      - WHAT - name of event (should be short and catchy, but long enough to describe the event)
      - WHEN - day, date, time
      - WHERE - place to be held
   b) **When to Publicize:**
      - Start with teasers (3 to 5 weeks).
      - Hit hard before the event with a blitz day (one week prior).
   c) **Types of Publicity:**
      - Posters, flyers, table tents
      - school publications, radio announcements
      - newsletters in bathroom
      - banners, balloons, buttons
      - personal invitations
      - public area decorations
      - skits in cafeteria
      - mailbox stuffers
      - door hangers
      - sidewalk chalk
      - posters on ceiling
• T-shirts
• word of mouth

d) **Publicity Guidelines:**
• Keep publicity clear with catchy titles or phrases.
• Make sure all information is accurate.
• Consult your advisor for your cluster’s posting guidelines.
• Take down old signs.

4. **During the Activity**
• Arrive early to set up, finalize details.
• Greet presenters, special guests.
• Make sure presenters are introduced.
• Make certain the room is well lit and ventilated.
• Make certain the participants feel welcomed and comfortable.

5. **After the Activity**
• Return any equipment.
• Pay bills.
• Remove publicity from the walls.
• Consider follow-up activities.
• Congratulate yourself on a job well done!
• Send out “thank you” letters to any outside speakers as well as those who helped with the program.

6. **Evaluation**
   Informal and formal are both effective ways to evaluate an activity

   a) **Informal**
      Ask the participants if the activity met their needs and expectations? Did they learn anything? Was it worthwhile?

   b) **Formal**
      A written evaluation by the participants of the activity.
MONTHLY CHECKLISTS

There is a pattern and consistency to how and when some things will need to happen with House Councils and in how groups form and function over time. Keeping that in mind, you will find in this section Checklists that correspond to the months of the academic year that outline the items for you and your House Council officers to work on throughout each time period. Some House Councils may be ahead or behind these timelines, but these checklists will be jumping off points for you and the group.

Advisor Note: These checklists will reference areas of the manual or resources on the shared drive that you may find useful for some of the tasks.

You will notice letters in parenthesis following each bulleted item. These letters represent the suggested position(s) to complete the task. The legend is: A=Advisor, S=Staff, O=All Officers, P=President, VP=Vice President, S=Secretary, T=Treasurer.

House Council Checklist – September

- Welcome to House council and your executive board position! Be sure to sign-up for the RHA Retreat held September 28th & 29th.
- Hold a pre-retreat meeting and begin to build relationships among the officers and advisor (O/A)
- Clarify the role of the advisor with the officers and complete the Role of the Advisor Worksheet (O/A)
- Review Roles and Responsibilities of the Officers and expand as necessary (O/A)
- Create a programming calendar for October (O/A)
- Create a bulletin board in the cluster for announcements & upcoming meetings (O)
- Complete the HC Activation form. Due: TBA (A/P)
- Nominate deserving officers/events for OTM awards (A/P)
- Send publicity announcing upcoming meetings and invite residents to attend (VP/E)
- Do an assessment of your residents to determine what they may want to see happen in the building in terms of programs, equipment and supplies available, and other changes that House Council can advocate for. (VP)
- Attend the RHA House Council Retreat September 28 & 29th
House Council Checklist – October

- Determine a regular meeting time for the House Council and post throughout the cluster (O)
- Discuss meeting management and Agenda Development (P/A)
- Complete the organization curriculum:
  - Roles and Expectations
  - Goal setting
  - Planning and Budget
  - Planning programs and events
- Discuss meeting management and Agenda Development (P/A)
- Send publicity announcing upcoming meetings and invite constituents (VP/E)
- Complete programming assessment for any programs that were presented (S)
- Create a programming calendar for November (O/A)
- Set up committees or project workgroups for the Programming Board to be a part of to get them involved. (O)
- Set up a spreadsheet and system for tracking House Council spending. (T)
- Have a discussion around programming that occurs. What were the successes? What could have been done better? Who should be recognized for their efforts? (O/A)
- Discuss group decision making and task delegation (O/A)
- Discussion of group development/dynamics or any inter-group issues. Are they effectively completing and delegating tasks? How is meeting management going? (P/A...then O/A)
- Speak with your Advisor about Meeting Management. They may have suggestions and strategies to assist you! (P)
- Develop an attendance record keeping system for both Exec Board and General meetings. (S)
- Nominate deserving officers/events for OTM awards (A/P)

Possible October Programs

- Pumpkin Painting
- Fall BBQ
- Halloween/Fall Festival Event
- Host a Roommate Gameshow
- Go Apple picking and/or use local apples to offer a baking class
- Coolest Room Contest
House Council Checklist – November/December

- Anyone deserve an OTM? (O/A)
- Have you met the minimum recommended guidelines for House Council (O/A)
- Attend House Council programs. (O/A)
- Have a discussion around programming that has already occurred. What were the successes? What could have been improved? Who should be recognized for their efforts? (O/A)
- Discussion or activity around goal evaluation. Have they accomplished their goals for the semester? What would they change? (O/A)
- Prepare for January opening. Do they want to do anything special to welcome students back? (O/A)
- Create a program calendar for spring semester. (O/A)
- Prepare materials for any new officers that will be joining the group in spring semester. (O)
- Recognize the HC for their fall accomplishments. (A/VP)
- Prepare end of semester budget Report (T)

Possible November/December Programs

- Election Day November 5th
- Veteran’s Day Awareness
- Hot Chocolate and Cookies
- Pumpkin Pie Contest
- Cluster Cook-Off Program
- Offer a wellness program in the cluster (Zumba, Yoga, etc)
- Study Break event
- Host a Bingo program with prizes
House Council Checklist – January/February

- Make sure officers have their materials and welcome them!!! Let RHA and Student Leadership Center know about any officer changes (A)
- Develop a new one on one schedule for the semester. (A)
- Follow up with the group’s ideas and goals and check-in from time to time, possibly during 1 on 1’s. (A)
- Engage the Executive board in a discussion around group development/dynamics or any inter- or intra- group issues. Remind them to delegate and practice effective meeting management skills. (A)
- Include House Council programs on the cluster activity report form (A)
- Attend House Council programs. Debrief these and provide feedback of your observations. Remember to be an observer and let the officers learn as they work. (A)
- Develop a regular meeting time for the semester for Boards and General Body. (O/A)
- Group reflection about building on what they learned in the fall. What do they want to change or try new? (O/A)
- Review committees and project workgroups and assess changes or ways to keep them involved. (O/A)
- Consider nominating a program/person for an “Of the Month” Award. (O/A)
- Speak with the Advisor to strategize success in your position for the spring semester. (O)
- Group work on team building and setting goals for the semester, specifically focusing on goals they want to accomplish before spring break. (P/A)
- Review the budget planning and management. (T/A)
- Update the House Council Bulletin Board. (S)
- Promote ‘Student Involvement’ to all new students in the community (email, postcards). (S/VP)

Possible January/February Programs

- Welcome Back Social
- Sledding and Hot Chocolate
- Winter carnival
- Sexual Assault/Dating Violence Program
- Social Justice Program about February holidays
- Volunteer in the Amherst community
House Council Checklist – March

- Have a discussion around programming that has already occurred. What were the successes? What could have been improved? Who should be recognized for their efforts? (O/A)
- Reassess Goals. Where are we? What would we like to accomplish in April? What do we want to do in May? (O/A)
- Clarify the role of advisor with the group. Utilize the Advisor Role Worksheet. (A)
- Do a backwards planning meeting. Be certain to include all of their events including HC evaluations and executive board recognition, Area Government weekends, HC recognition night and other campus activities in the planning. Think about setting realistic goals given the academic pressures at the end of a semester. (O/A)
- Consider what end of the year awards to nominate House Council programs, officers, advisors for and complete nominations for the RLRE to be held in April. (O/A)
- Think about what type of closure activities you can initiate with your executive board. Ideas include leading the group in reflecting and evaluating on their leadership experience, assisting them with archiving the year for the incoming officers and creating a scrapbook or yearbook to chronicle the events of the year. You may want to start compiling photos, favors and other items for it now. (O/A)
- Change your bulletin board to reflect end of the year events and opportunities. (S)
- Budget check-in: Where does HC stand for the rest of the semester? What ways can you spend money or request funds to cover your intended programs?

Possible March Programs

• Spring Break Safety
• Prepping for mid-terms; study break
• Tie-Dye Event
• Cooking Event
• Cupcake Decorating
• Winter Blues Event
• Trivia Night
• March Madness Event
House Council Checklist – April/May

- Area governments host a large Spring Event or Host a Week. Remember to adequately plan for your role in this process-assisting, offering feedback and on-site help. (O/A)
- Nominate programs/leaders for an Of The Month Award!!!(O/A)
- Plan for recognition of leaders, advisors, area government representatives. Consult the 100 ways to Recognize Leaders in your leadership manual or the nacurch.com website for additional ideas. (O/A)
- Celebrate cluster or area accomplishments for the year. For example. They can create a newsletter to residents or a bulletin board that lists all of the activities that the HC or AG put on this year. (O/A)
- Evaluate the work of the Officers, Advisor, and HC/AG as a whole. Provide them with a simple survey that asks what they appreciated, what they would like to see you do differently and asks for any suggestions they may have for you. (O/A) Reflect on your experience and give yourself a pat on the back for the work that you have done. Answer the following questions: What am I most proud of? What was one thing that I would have done differently? What am I most looking forward to next year? (O/A)

Possible April/May Programs

- Be sure to check the calendar – many events will happen in April
- End of the Year Celebration/BBQ
- Fun in the Sun Event
- Finals Study Break
- Relaxation Event
- Healthy Snacks during Finals Event
- Spring Egg Hunt
- Earth Day Celebration
- Gameshow Program
Section Three:
Policies and Procedures

Solicitation and Posting Policy
Tabling in the Residence Halls
Clothing/Food Drives in Residence Halls
Visual Identity Guidelines
Residential Life Logo/T-Shirt Contest Policy
Fire Safety/BBQ
Residential Life University Vehicles
Solicitation and Posting Policy for UMass Amherst Residences

University residence halls have several purposes on a residential campus. Among these are providing living-learning environments in which students can pursue their educational goals; appreciate a wide range of ideas, cultures, and perspectives; attain a clearer sense of self; and prepare for an independent life after leaving the university. Universities do this while at the same time assuring that these residences are safe, secure, and provide privacy for residents.

UMass Amherst residence halls feature controlled access to the building to help assure the health and safety of its residential students. This responsibility also informs the policy governing residents’ guests. This may be a public university, but the University’s residence halls are not public spaces. Persons not living in a given residence hall, or who are not a guest of a resident and in that resident’s company at all times, are not permitted in that residence hall. In this very real sense, the residence hall is a private building. It is not a public forum.

The First Amendment of the United States Constitution guarantees the right to free speech and free assembly. The University embraces these rights, absolutely, and at the same time has a duty to exercise its constitutional obligation to determine and consistently enforce appropriate time, place and manner provisions for the expression of these rights. This is as true for residence halls as it is for classrooms.

At the request of students seeking to have greater access to students living in residence halls, the University has critically examined its residence halls solicitation policy. A student task force comprised of Student Government Association and Residence Hall Association representatives participated in the review of this policy and informed its final form. With advice from University counsel, the policy has been amended to more clearly comply with Constitutional provisions, be more precise, and establish the conditions under which solicitation and posting of information may occur in University residences. It has also resulted in a more focused position on who may engage in solicitation in the residence halls.

Residential Life will continuously seek and support learning and leadership opportunities for students. Policies and practices for doing so in residence halls must at the same time respond to its obligations to safeguard the health, safety, security and privacy of students living in residence halls.

The revised policy is as noted, below.
Solicitation Policy for UMass Amherst Residences

This policy is incorporated into the UMass Amherst Code of Student Conduct. Violations of this policy will be subject to action as provided for under the Code. This policy contains the following provisions, and may be amended as circumstances warrant.

Definitions

1. Solicitation is defined as a planned, in-person sharing of information with and/or requesting of information from students living in a University residence.
2. Commercial Solicitation is defined to mean requests for payment or pledges of payment for goods, services, charities, or other financial contributions.
3. Resident is defined as a student assigned by the University to live in a University residence.

What kinds of solicitation are permissible?

1. Solicitation
   - Residents of a given residence hall may solicit in that residence hall.
   - Guests accompanied by residents of a given residence hall may solicit in that residence hall.
   - Commercial solicitation of any kind is prohibited.

2. Posting of Information
   - Each residence hall will have two authorized spaces in which residents may post information.
   - Only residents of a given residence hall may post information in that residence hall.
   - Postings are limited to University and University Community events only; other types of postings are permitted elsewhere on campus.
   - Maximum posting size is limited to 8.5” x 11” size paper.
   - Residence hall staff will routinely clear these spaces of out-of-date information, materials not pertaining to the University, and/or materials that cover other postings.

Notes:

A. As a service to assist recognized student organizations (RSOs) and University Departments, Residential Life will centrally accept postings meeting the above-stated criteria for distribution to residence halls and posting by Residential Life staff. Residential Life will make no determination about these postings other than regarding these limited criteria.
B. University-recognized student-run businesses, having an educationally-based mission recognized by the University, may advertise their services by placing information in “vendor information” racks that will be installed in each residence hall by Residential Life.
C. When required, professional services may be provided in a resident’s room by scheduled appointment (scheduled by the student) when the student is unable to travel to the provider’s official place of business. Examples include professional services provided by a medical doctor, attorney, speech therapist, or similar licensed professional.
Tabling in Residence Hall Common Areas

“Tabling” is defined as the staffing of information tables by UMass Amherst students or Departments.

1. Each residence hall shall permit tabling to promote opportunities for residents to share/gather information with/from fellow residents.

2. Tabling reservations will be managed by the respective House Council of each residence hall.
   a. This approval is limited to assuring tabling space is available, not as to content.

3. The number of tables provided for tabling events will be informed by relevant fire safety codes and may differ among residence halls.

4. Requestor must be a UMass Amherst student, program, or department.

5. When submitting a tabling request, the requestor must provide the following information:
   a. Name of requestor(s) and affiliated organization (if applicable)
   b. Advisor of organization or office contact (if applicable)
   c. Date(s) requested
   d. Building(s) requested
   e. Name, phone number, and email address of contact in case of problems

6. The House Council will post a scheduling calendar in the applicable common space(s) identifying authorized tabling events. This calendar will be kept current by the House Council.

End-of-Semester and End-of-Year Clothing, Re-Usable Products, and Food Drives

In support of University and Residential Life sustainability initiatives, residence halls will participate in clothing drives and food drives at the end of the fall semester, and again at the end of the spring semester.

1. Participation by student residents will be strictly voluntary.

2. All collected items will be donated to local charitable organizations. The Residence Hall Association and House Councils will coordinate these drives, with logistical support as needed from Residential Life.

Rev. Aug 2012
UMass Amherst Visual Identity Guidelines

The UMass Amherst Graphic Identity Program is designed to clearly distinguish all campus print, online, presentation, products, and merchandise, as belonging to UMass Amherst.

It is composed of a system of coordinated graphic elements. This includes UMass Amherst wordmarks, which spell out the name of the campus either in print or on the web. It also includes the campus seal, which is the official mark of UMass Amherst. The athletic marks serve as the final coordinated graphic element, which are used to convey school spirit, particularly in conjunction with UMass Athletics.

When consistently applied, the above graphic identity elements convey the unique qualities of UMass Amherst and create a coherent image and message. For examples of seals, logos, colors, fonts, and other marks that are available to be used, visit: http://umass.edu/umhome/identity.

Below outline some general guidelines:

- Always refer to our campus as UMass Amherst or the University of Massachusetts Amherst.

- All print material should say University of Massachusetts Amherst or UMass Amherst and include the seal or wordmark. This includes posters in residence halls that advertise programs, cluster newsletters, and table tents. The correct fonts and colors must also be used. Please refer to the visual identity website provided above for specifics.

- On all clothing apparel, under the front right, should be UMass Amherst or University of Massachusetts Amherst and the campus seal or wordmark. If you use a sponsor, the sponsor name or logo should not be more prominent than the UMass Amherst name and seal or wordmark.

- All novelty items must have either UMass Amherst or University of Massachusetts Amherst and the seal or wordmark displayed prominently.

- Any documents or posters for campus-wide use (not within cluster or area) must be approved by Amy Glynn, the Director of Residence Education, and Eddie Hull.
Residential Life Logo and T-Shirt Contest Policy

The policy below details a policy to avoid any legal problems that may arise from contests that solicit the creation and use of a logo.

Whenever possible, student organizations should utilize the services of the department’s graphic artist. Going this route gives the organization exclusive rights to the logo and allows them to have a say in the design process.

- Copies of all advertisements and submissions should be filed and kept for seven years in case a student should file a dispute.

- All advertisements and solicitations should state how the logo or design will be used.
  a. Will the shirt be sold only once for a fundraiser?
  b. Will the logo be continuously used as the logo for said organization?

- All advertisements should clearly indicate the reward for winning the contest.

- Students participating in the contest should receive a form with all of the contest rules.

- Students participating in the contest must sign a form with the following statement: By signing this form I assign all my ownership and rights to the logo I have created to the organization. I acknowledge that the organization has exclusive rights to the logo I have created and may use it in any manner that they deem appropriate. I understand that I will not receive compensation for its use, beyond that outlined in the contest rules. Furthermore, I understand that I will have no further rights to the use of this logo or artwork beyond including it in a portfolio of my work. I also confirm that the logo I have created is my original work and does not incorporate any material belonging to others.
Residence Hall Seasonal Decoration Fire Safety

Permits are required before any decorative material is placed within corridors, lobbies or lounges of residence halls. Permits applications are available from Residence Life staff. The permit will identify what and where decorative material is to be installed. Permit applications should be submitted to Environmental Health & Safety one week prior to installation.

For more information and for the permit application, visit: http://www.ehs.umass.edu/residental-decorations-policy-and-permit-form.

Fire Safety Regulations for Barbecues

Environmental Health & Safety deals only with the safety aspects of outdoor activities. Sponsors of activities must also secure land use permission from the University's Physical Plant Department. You may contact the Physical Plant's Director of Customer Service by calling 545-0600.

Step 1: Notify Environmental Health & Safety prior to the event.

Step 2: All cooking fires must be contained within a cooking unit; e.g., barbecue grille, 1/2 barrel, full barrel, or fireplace.

Step 3: Charcoal Lighter fluid is the only starter fluid permitted. Charcoal lighter fluid must be used with caution and must not be added to the fire once it has been started.

Step 4: Locate cooking equipment away from combustible materials, and such that smoke does not enter buildings. Locate grille so that it is not a danger to participants.

Step 5: Do not attempt to extinguish the fire at the end of the event. Allow to cool a minimum of 24 hours prior to disposal.

Additional Event Planning Guidelines

The Environmental Health & Safety website offers a wealth of knowledge from latex products usage at events, procedures for a campus bake sale, too applications for a food waiver and more on their website at http://www.ehs.umass.edu/event-planning-general
Use of Residential Life University Vehicles

Subject to availability, a professional or graduate staff member may reserve and drive a university vehicle. The information below outlines expectations and guidelines associated with this process.

- Anyone driving a university vehicle must possess a valid Massachusetts driver's license.
- Smoking in a university vehicle is prohibited at all times.
- Seat belts must be worn at all times by the driver and passengers. It is a Massachusetts State law. The driver is responsible for all passengers.
- The vehicle should be returned in reasonably clean condition and should be free of trash, property, or other material related to the trip.
- University vehicles are to be used only for official university business.

1. Before reserving a van, complete the form, including a supervisor's signature, at the following site on the shared drive: G:\Resources\2012-2013\Res Ed Resources\General Forms.

2. All drivers must complete a test about motor vehicle idling policy at this website: http://www.ehs.umass.edu/owl-online-training. When complete, submit the certificate to Facilities and Operations in 105 Berkshire before picking up the van.

3. Call (413) 545-1966 to reserve the van after receiving approval from a supervisor. If a vehicle is available for an approved trip, it will be reserved in this staff member's name.

4. At the time of the trip, the staff member must fill out the trip log in 105 Berkshire when picking up the keys. This office is open 24-7.

5. Upon returning from a trip, the staff member will need to return the keys to 105 Berkshire immediately upon returning to campus and complete the trip log, detailing the miles traveled.
University Vehicle Accident Reporting Procedure

If you or a member of your staff is involved in an automobile accident while using a university vehicle, regardless of location, severity, or fault, a university auto claim form must be completed. This auto claim form must then be forwarded to Matthew Wamback, Senior Insurance Analyst, as soon as possible. Matt is the designated individual responsible for processing all university auto claims. Should you have any questions, feel free to contact him. His email address is mwamback@umassp.edu. His office phone number is (774) 455-7588.

Below outlines the process you must follow if in an accident while in a university vehicle.

1. Contact the police immediately and wait for an officer to respond to the accident site.

2. Call REL.

3. Upon arriving to the scene, the officer will ask for your driver's license. You will not need to inform the officer of the university's insurance carrier as university vehicles are considered self-insured.

4. The officer will seek information from you, witnesses, and others involved.

5. Answer all questions fully and succinctly. Never admit fault.

6. When the officer has secured the necessary information, a formal UMass Accident Information Report will be completed. Wait for a copy to be handed to you and bring it back to your supervisor.

7. The officer will also hand to you a blank form entitled Commonwealth of Massachusetts Operator’s Report of Motor Vehicle Accident. Complete this form.
   a. Distribute one copy to the Registry of Motor Vehicles, one copy to Facilities and Operations, one copy to Berkshire House, and one copy for your personal records.

8. If you have any questions about this procedure, please contact directly for clarification. Remember to send all three forms so that proper compensation and speedy damage repair can occur.
Purchasing & Facilities Funding Request

Money Management
Purchasing for House Council
Procard Usage
RHA Facilities Enhancement Program
Prize Claim Form
Purchase Orders
Vendor List
MONEY MANAGEMENT

What is a budget? A budget is nothing more or less than the goals of an organization expressed in terms of money. Ethically, however, it is a contract between the executive officers of the House Council and the funding body (or residents) to expend funds in a prescribed amount consistent with mutually accepted goals.

Why plan a budget? With a budget you can plan out the entire academic year rather than event to event. With an organized budget you will know if you need to fundraise or if you can allocate money to additional activities. If you do not plan with a budget, you may find yourselves with a great activity idea in May with no funding available for the activity.

Where to start? Have a conversation with your executive board about what your goals are for the year. Do you want to plan activities for your hall/cluster? Will you be working with other House Councils or other organizations to plan events? Do you want to support activities done on the floors in your residence hall? Do you have any financial commitments that are ongoing such as equipment rental, etc.? Do you want to provide additional equipment/services to the residents in your hall? What other sources of revenue are available to you as a House Council?

What's next? Prepare an anticipated budget for the year. The emphasis here is on anticipated - this is your best guess of what your activities will cost for the year. You will adjust your budget throughout the year. You may want to find out what your House Council did the past year to lay out your anticipated budget for the year.

Budget Worksheet

Complete the budget worksheet as well as you can, based on the answers to the questions. You may need to adjust your budget and/or your priorities based on your overall balance. You need to be a fiscally responsible organization!

Don't forget to bring your budget before your general assembly for review and approval. You may even get more people to pay dues if they see that you have plans for the year that will benefit them!

As you go through the year, adjust your budget as needed. Your anticipated costs and revenues may not match the actual budget. Good luck and have fun!

Purchasing for House Councils

House Councils (HCs) have access to funds that will allow them to program in the residence halls. Purchasing for HC typically falls under one of these categories for an event or cluster need:

- Programming or Cluster supplies (cooking supplies, games, tye-dye kits, and more)
- Food and/or decorations
- Prizes including giftcards
- T-shirts or other give-a-ways
- Trips

With each purchase, comes the responsibility to ensure all receipts and necessary paperwork is completed. There are specific procedures the HCs must follow to gain access to their funds. The advisor should work with their HCs to ensure they know of the following appropriate procedures. The HCs, as part of the University, are required to process all financial transactions through the University's purchasing and accounting system.

Residential Life has its own purchasing and accounting offices to facilitate these transactions. The purchasing policies and procedures have been developed to provide accountability. The information presented below will help you with Housing's purchasing procedures and policies.

Residential Life has many trained staff available to assist you with processing your transactions and researching your needs. In addition to your Residence Director, Area Director and the Residential Education Business Manager, and the Residential Life Purchasing Department are always available as a resource for you.

Procard

An alternative purchasing tool is the Procard. The Procard is a MasterCard that is issued to University staff. There is a Residential Education Student Purchasing Card for HC to use.

Steps to checking out the ProCard for HC purchase

Step One: HC President/Treasurer fills out standard House Council/Cluster Purchase Request (PR). Included are details about what will be purchased, where, estimated dollar amount, and authorized purchaser in addition to the Advisor signature. Note: There is a $200 per vendor per day limit.

Step Two: The HC representative contacts Dawn Briggs via phone or email (413-545-6923 or dbriggs@umass.edu) to reserve the procard and to set-up a 5 minute meeting to sign paperwork and pick up the card. When leaving a voicemail, include your contact information (name, HC cluster and a number you can be reached). Dawn’s office is located in 208 Berkshire House.

Step Three: The HC representative picks up card on day of purchase (or on Friday for weekend purchases) between the hours of 1-4pm.
Step Four: HC representative returns card and receipt on day of purchase if possible or morning of next business day by Noon. If the card is not returned, Dawn Briggs will contact the student via phone for immediate return.

Step Five: Dawn will make a copy of the receipt for the HC representative to return to the HC treasure for record keeping and budgeting.

Important information to keep in mind when making purchases:

The procard can be used at any vendor who accepts MasterCard, but it does have restrictions. Procard may not be used to purchase the following:

- Gifts for a personal celebration
- Equipment
- Items over $200 at the same vendor
- Eat-in restaurant meals
- Fee based giftcards (Visa Pre-Paid Bank Cards)
- Rentals & Services

Ordering Food for Delivery or Take-Out

Tips must not exceed 10% of the price of the take-out order. Take-out order receipts must clearly show:

- the amount of the order,
- itemized list of what was purchased
- the amount of the tip (if any), and
- the total amount charged on the Procard.

What if the ProCard is not available?

If the Procard is not available on the day you request it, your advisor may also be able to assist you by going to the vendor with you in person. Additionally, a Purchase Order (PO) can be used if a vendor accepts it.
House Council Prizes and Giftcards

If your event will include giving away prizes or gift cards, you will need to be aware of the Prize Claim process. After your HC has created a prize list/budget and shopped for the items, the prize claim form must be used to ensure there are no errors when your Advisor turns in receipts from the event or any doubt as to how the prizes were used. Here is an example template to be used when gathering prize winners:

**Prize Claim Form**

I, ________________________________, (full name) University of Massachusetts Student
ID #__________, am a resident of ________________________ Hall, Room Number ______.

I participated in the ____________________________, (event name) held on ________.

During this event, I won _________________________________.

(full description of prize)

__________________________________________  ____________________________________________
Name of Student                           Name of Residence Director

__________________________________________  ____________________________________________
Signature                                Signature

__________________________________________  ____________________________________________
Date                                     Date
THE PURCHASE ORDER

Residential Life uses Purchase Orders (POs) to obtain goods and services. POs are used for several reasons. Internally they constitute a record of all purchasing done and the POs make sure that purchases comply with University and State regulations. In addition, they ensure that the funds are available and set aside (encumbered) to pay for the purchase.

Externally, the PO constitutes a written contract between you (as the University) and a vendor. You are not required to accept delivery or pay for any good or service which was not specifically outlined within the PO. Using a PO also exempts you from paying state sales tax on any purchase, excluding meal tax.

IT IS IMPORTANT THAT YOU NEVER USE CASH AND NEVER COMMIT YOURSELF OR THE UNIVERSITY TO A PURCHASE WITHOUT PRIOR APPROVAL IN THE FORM OF A PURCHASE ORDER OR YOU MAY BE REQUIRED TO PAY FOR THE GOOD/SERVICE YOURSELF.

GETTING A PURCHASE ORDER
Residential Life uses an Event Planning Form as the tool for requesting a purchase order. You should fill out the request form (available from your RD) as completely as possible and submit it to the Residential Life Business Manager in Berkshire House Room 207 for approval and processing. For any assistance you need, please do not hesitate to call the Residential Life Business Manager at 5-6923. Please allow at least 48 hours after turning in your request before coming to pick up your completed order.

BLANKET PURCHASE ORDERS
If your organization is purchasing goods from the same vendor throughout the year, you may request a Blanket Purchase Order. This is one purchase order that may be used for more than a one-time purchase. For example, your HC may be planning a series of events at which you are providing refreshments. You would request a blanket purchase order to a vendor for an amount up to $1,000, which you could then use until it is depleted. It is very important to give any paperwork received from any purchase to your advisor (A/RD).

BIDS AND CONTRACTS
The University has set up several contracts with area vendors for items such as groceries, t-shirts, computers etc. You will often receive a much better price by using these vendors.
Vendor List

If you have any questions about purchasing goods or services, please call Dawn Briggs at 545.2923 before making your purchase or planning an event.

When purchasing items for programs, please utilize the vendors listed below. If the vendors below can’t provide the services you need, please call Dawn Briggs at 545.6923. Contracts may have expired since printing this resource, and will continue expire throughout the academic year, so please check www.umass.edu/procurement/commcont.html for an updated list of most commonly used vendors. If you are unsure if a contract should be used, please call Dawn Briggs at 545.6923.

Food is an exception to the vendor policies above. You can certainly purchase food from vendors not on this list, however, they may only accept specific forms of payment so clarification is key with vendors not on the list below.

### BUS CHARTERS

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Phone Number</th>
<th>Address</th>
<th>Contact</th>
<th>Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>King Ward Coach Lines</td>
<td>800-639-4805</td>
<td>70 Justin Dr/Chicopee, MA 01022</td>
<td>Unknown</td>
<td>6/30/13</td>
</tr>
<tr>
<td>(Coach)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Peter Ban Bus Lines</td>
<td>800-237-8747</td>
<td>1776 Main St/Springfiled, MA 01003</td>
<td>Unknown</td>
<td></td>
</tr>
<tr>
<td>(Coach)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UMass Field Trip Office</td>
<td>413-545-2487</td>
<td>University Bus Garage (UMass Amherst)</td>
<td>Unknown</td>
<td></td>
</tr>
<tr>
<td>(School Bus)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### CAR RENTALS

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Phone Number</th>
<th>Address</th>
<th>Contact</th>
<th>Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise Rent-A-Car</td>
<td>413-259-1188</td>
<td>255 Governors Dr/Amherst, MA 01003</td>
<td>Unknown</td>
<td></td>
</tr>
<tr>
<td>(UMass Amherst)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
FOOD (YOU CAN PURCHASE FOOD FROM VENDORS NOT ON THE LIST BELOW)

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Phone Number</th>
<th>Address</th>
<th>Contact</th>
<th>Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amherst Chinese Food</td>
<td>(413) 253-2813</td>
<td>62 Main St/Amherst, MA 01002</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Arnold’s Meats</td>
<td>(413) 593-5505</td>
<td>307 Grattan St/Chicopee, MA 01020</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Atkin’s Fruit Bowl</td>
<td>(413) 253-9528</td>
<td>1150 West St/Amherst, MA 01002</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Big Y</td>
<td>(413) 253-0416</td>
<td>175 University Dr/Amherst, MA 01002</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Black Sheep Deli</td>
<td>(413) 256-1706</td>
<td>79 Main St/Amherst, MA 01002</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Bruno’s</td>
<td>(413) 256-0222</td>
<td>363 Main St/Amherst, MA 01002</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Chili’s Grill and Bar</td>
<td>(413) 253-4008</td>
<td>426 Russell St/Hadley, MA 01035</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Domino’s</td>
<td>(413) 256-8911</td>
<td>459 Russell St/Hadley, MA 01035</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Eastside Grill</td>
<td>(413) 586-3347</td>
<td>19 Strong St/Northampton, MA 01060</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Fitzwilly’s</td>
<td>(413) 584-8666</td>
<td>23 Main St/Northampton, MA 01060</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Henion Bakery</td>
<td>(413) 253-4909</td>
<td>174 North Pleasant St/Amherst, MA 01002</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Judie’s Restaurant</td>
<td>(413) 253-3491</td>
<td>51 North Pleasant St/Amherst, MA 01002</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Panda East</td>
<td>(413) 256-8923</td>
<td>103 North Pleasant St/Amherst, MA 01002</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Pinnochio’s</td>
<td>(413) 256-4110</td>
<td>30 Boltwood Walk/Amherst, MA 01002</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Rafters</td>
<td>(413) 549-4040</td>
<td>422 Amity St/Amherst, MA 01002</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Spoleto</td>
<td>(413) 586-6313</td>
<td>50 Main St/PO Box 957/Northampton, MA 01060</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Stop and Shop</td>
<td>(413) 253-3227</td>
<td>440 Russell Street/Hadley, MA/01035</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Whole Foods Market</td>
<td>(413) 586-9932</td>
<td>327 Russell Street Hadley, MA 01035</td>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>
OFFICE SUPPLIES

If you need office supplies, please contact Jean Michaud at 545.3451 or Dawn Briggs at 545.6923.

PRINTING (If University Print Services cannot provide what you need, call Dawn Briggs at 545.6923)

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Phone Number</th>
<th>Address</th>
<th>Contact</th>
<th>Expiration Date</th>
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</thead>
<tbody>
<tr>
<td>University Print Services</td>
<td>413-577-9500</td>
<td>151 Whitmore Admin. Building (UMass Amherst)</td>
<td>N/A</td>
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PROMOTIONAL PRODUCTS, AWARDS, AND FLAGS

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Phone Number</th>
<th>Address</th>
<th>Contact</th>
<th>Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Ad Specialties</td>
<td>978-345-1414</td>
<td>321 Pearl St/Fitchburg, MA 01420</td>
<td>John Godek</td>
<td></td>
</tr>
<tr>
<td>Accent Banner, LLC</td>
<td>781-391-7300</td>
<td>407 Rear Mystic Ave #25/Medford, MA 02115</td>
<td>Curtiss Dietrich</td>
<td></td>
</tr>
<tr>
<td>Flagraphics, Inc.</td>
<td>617-776-7549</td>
<td>30 Alston St/Somerville, MA 02143</td>
<td>Helena Domingos</td>
<td></td>
</tr>
<tr>
<td>Grossman Marketing Group</td>
<td>617-591-2937</td>
<td>30 Cobble Hill Rd/Somerville, MA 02143</td>
<td>Fred Feldman</td>
<td></td>
</tr>
<tr>
<td>Imprint Express, Inc.</td>
<td>508-788-1788</td>
<td>61 Nicholas Rd/Framingham, MA 01701</td>
<td>Brittany Hogan</td>
<td></td>
</tr>
<tr>
<td>Kennedy Screen Graphics, Inc.</td>
<td>401-267-0800</td>
<td>460 Tower Hill Rd/North Kingston, RI 02852</td>
<td>Jack Bauer</td>
<td>10/31/13</td>
</tr>
<tr>
<td>New England Promotional Marketing</td>
<td>413-237-4907</td>
<td>22 Puffer Cir/Amherst, MA 01002</td>
<td>Youssef Fadel</td>
<td></td>
</tr>
<tr>
<td>Prime Time Plus, Inc.</td>
<td>732-643-0777</td>
<td>3425 Route 33/Neptune, NJ 07753</td>
<td>Ted Johnson</td>
<td></td>
</tr>
<tr>
<td>Print Associates</td>
<td>413-253-1600</td>
<td>106 Shutesbury Rd/Amherst, MA 01002</td>
<td>Christine Warren</td>
<td></td>
</tr>
<tr>
<td>Prize Possessions</td>
<td>781-762-8235</td>
<td>340R Vanderbilt Ave/Norwood, MA 02062</td>
<td>Judy Thibeau</td>
<td></td>
</tr>
<tr>
<td>Razz-m-Tazz Promotions, LLC</td>
<td>978-874-0502</td>
<td>PO Box 620/Westminster, MA 01473</td>
<td>Gail Sabettini</td>
<td></td>
</tr>
<tr>
<td>Silver Screen Designs, Inc.</td>
<td>800-593-4052 (Ext. 16)</td>
<td>324 Wells St/Greenfield, MA 01301</td>
<td>Jackie Gordon</td>
<td></td>
</tr>
</tbody>
</table>
RENTALS (EQUIPMENT FOR EVENTS) (Not for tent rentals, check the commonly used vendors page on the Procurement site for tent rentals)

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Phone Number</th>
<th>Address</th>
<th>Contact</th>
<th>Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taylor Rental</td>
<td>413-584-4184</td>
<td>301 Russell St/Handley, MA 01035</td>
<td>Unknown</td>
<td>N/A</td>
</tr>
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</table>

T-SHIRTS

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Phone Number</th>
<th>Address</th>
<th>Contact</th>
<th>Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Camelot Enterprises</td>
<td>781-341-9100</td>
<td>213 Turnpike St/Stoughton, MA 02072</td>
<td>Myles Duffy</td>
<td></td>
</tr>
<tr>
<td>Fusion Graphix</td>
<td>845-778-4448</td>
<td>41 East Main St/Walden, NY 12786</td>
<td>Jessica Venetis</td>
<td></td>
</tr>
<tr>
<td>Midwest Graphics and Awards</td>
<td>734-769-4700</td>
<td>3614 West Liberty/Ann Arbor, MI 48103</td>
<td>Joseph DiDonato</td>
<td>6/30/13</td>
</tr>
<tr>
<td>Multi-Hue Company</td>
<td>800-722-7510</td>
<td>34 Front St # 4/Indian Orchard, MA 01151</td>
<td>Mark Megas</td>
<td></td>
</tr>
<tr>
<td>Silver Screen Designs, Inc.</td>
<td>800-593-4052</td>
<td>324 Wells St/Greenfield, MA 01301</td>
<td>Cheryl Temo</td>
<td></td>
</tr>
</tbody>
</table>

WATER

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Phone Number</th>
<th>Address</th>
<th>Contact</th>
<th>Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>DS Water – Belmont Springs</td>
<td>617-852-5923</td>
<td>36 Country Club Ln/Belmont, MA 02478</td>
<td>Unknown</td>
<td>4/30/14</td>
</tr>
<tr>
<td>Nestle Waters/Poland Springs</td>
<td>203-985-4668</td>
<td>170 Canando Dr/Springfield, MA 01104</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
RHA Facilities Enhancement Program

Residential Life is committed to engaging student input on decisions that impact the residential experience. This commitment is demonstrated in numerous ways, one of which is involving the Residence Hall Association (RHA) in assessing and improving the physical environments in which students live. To this end, RL will commit funds to RHA on an academic year basis that the Association may use to enhance living environments in campus residence halls.

For the 2013-2014 academic year, Residential Life is allocating $50,000 of its annual operating budget to the RHA Facilities Enhancement Program. This program will be administered by RHA, per policies, procedures, and practices established in consultation with Residential Life.

This program will be evaluated on an annual basis by RHA and Residential Life for its effectiveness and continued viability.

Residential Life is championing this initiative as a relevant opportunity for shared governance with residential student leaders. It is intended, in part, to increase student understanding of the opportunities and competing challenges of providing and maintaining physical environments that can best respond to student needs and enhance the residential experience.

Policies, Procedures and Practices

Residential Life (RL) will allocate $50,000 of its operating budget to the Residence Hall Association (RHA) on an academic year basis. These funds are restricted to enhancing the living environments in and around UMass Amherst residence halls. Policies related to what these funds may be used for, funding request and approval processes, semester spending guidelines, and program evaluation are presented below.

There are two basic intents of this program... to improve campus residential environments, and to enhance student leader understanding of the opportunities and competing challenges of providing and maintaining residence halls that enhance the student residential experience at UMass Amherst.

Funding provided by RL will be available only for the academic year for which it is allocated. A significant majority of allocated funding is to be spent during the fall semester of each academic year to better assure its benefit to students for as much of that year as possible.

It is the commitment of RL to fund and support this program until it no longer responds to its mission, or is no longer financially viable.

Policies

1. **Scope:** Funding may be used only for enhancements to physical environments in and around residence halls. Possible funding allocations include projects and amenities that RL would not normally perform or provide.
2. **Eligibility:** House Council/Advisory Boards in good standing with RHA are eligible for participation in this program.

3. **Funding Limits:** RHA may fund the entire cost of an enhancement or may, at its discretion, require partial funding by the requesting House Council/Advisory Board(s) as a condition of approval.

   $33,000 are allocated to Multi-Year Halls. $17,000 will be allocated for Residential First Year Experience Halls. At least 75% of funds must be spent in the first semester.

4. **Allocation Calendar:** No less than 75% of funding provided by RL is to be spent during the fall semester. In order to receive priority consideration for funding, completed requests must be submitted by the following deadlines:

   - **Fall:** Multi Year Halls: Tuesday, October 22nd  
     RFYE Halls: Tuesday, November 12th
   - **Spring:** All Halls: Tuesday, January 28th

   Requests received after these dates will be considered on a rolling basis as funds allow.

5. **Procurement:** UMass Amherst policies will apply to all expenditures of funds.

6. **RHA Liaison:** RHA will utilize its Facilities and Services Committee (FASC) to facilitate this program and to work with RL.

7. **RL Liaison:** The RHA Advisor will be the RL liaison to this program and provide related advice and consultation to RHA.

8. **Approvals:** All projects considered for endorsement by FASC must first be approved by the Associate Director of RL for Facilities Operations (Ted Mone) to ensure the project will be approved by RL if it is ultimately endorsed by RHA. All purchases of amenities considered for endorsement by FASC must first be approved by the RL Liaison (Dawn Rendell) to ensure the purchase will be approved by RL if it is ultimately endorsed by RHA.

**Procedure**

The process for requesting funds has been created to connect students with key staff in Residential Life, assist students in understanding the decision making and enhancement process, and empower students to create meaningful changes in their communities.

The process begins by asking students to assess the needs and wants of their communities. This may occur through surveys, polls at programs, suggestion boxes, conversations with residents, etc. Once needs of been determined, students should research the estimated cost of the enhancement and gather signatures. Students will need to complete the Funding Request form, which can be found online at [http://www.housing.umass.edu/getinvolved/hcouncil.html](http://www.housing.umass.edu/getinvolved/hcouncil.html).

As a process, students will be asked to meet with both their Residence Director and the Facilities Operations Manager for their area to get feedback on their proposal. In some cases, resources may already be available to students or repairs may be able to happen without use of the Facilities Enhancement Program budget.
A flowchart for the process is included below. Additionally, contact information for the Facilities Operations Managers is provided.
Contacting Facilities Operations Manager

Facilities Operations Managers play a key role the Facilities Enhancement Program. In fact, they may be your best resource. FOMs will be aware of any amenities that we may have already in stock that House Council/Advisory Boards can get at no cost, help to determine appropriate location and placement of purchases, and provide useful feedback to consider as House Council/Advisory Boards seek to improve their communities.

Once House Council/Advisory Boards have gathered feedback from the Residence Director, they will need to contact their FOM to set up a meeting. Because these staff members are often in the field, e-mail is the best and most appropriate mode of communication. E-mails should contain:

- A clear subject (i.e. John Adams Facility Enhancement Program)
- What improvement the House Council/Advisory Board is seeking
- Proposed location of enhancement
- Possible meeting times to discuss the enhancement

Contact information is provided below:

<table>
<thead>
<tr>
<th>Area</th>
<th>Name</th>
<th>Title</th>
<th>E-mail</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southwest/CHCRC</td>
<td>Gaye Reinhold</td>
<td>Senior Operations Manager</td>
<td><a href="mailto:greinhol@umass.edu">greinhol@umass.edu</a></td>
<td>545-6962</td>
</tr>
<tr>
<td>Northeast/Sylvan/North</td>
<td>Aida Claudio</td>
<td>Senior Operations Manager</td>
<td><a href="mailto:aclaudio@umass.edu">aclaudio@umass.edu</a></td>
<td>545-1138</td>
</tr>
<tr>
<td>Orchard Hill/Central</td>
<td>Gary Campbell</td>
<td>Facilities Operations Manager</td>
<td><a href="mailto:gcample@umass.edu">gcample@umass.edu</a></td>
<td>545-1333</td>
</tr>
</tbody>
</table>

Spending Guidelines

We have created a “menu” of past purchases as a place to start when discussing possible amenities. This should not limit the creativity of House Council/Advisory Boards. If there are needs beyond this list that need to be met, House Council/Advisory Boards should feel empowered to advocate for them. This is meant to guide more “standard” purchases and provide an idea of the associated costs.

*Some important things to note about items purchased through this budget:*

The FASC budget is intended for significant items for your cluster. These items should be:

- Non-consumable: They should be intended to last for several years
- Non-perishable: Anything with an expiration date is likely not eligible for funding
- Permanent: Items or improvements funded through this program should make permanent improvements to your community

*Any items that do not fit within these criteria can be purchased using your House Council/Advisory Board budget.*

<table>
<thead>
<tr>
<th>Item</th>
<th>Vendor/Campus Contact</th>
<th>Contact Information</th>
<th>Specifications</th>
<th>Approximate Cost</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arcade Games</td>
<td>Dream Arcades</td>
<td><a href="http://www.dreamarcades.com">www.dreamarcades.com</a> 916-941-5151</td>
<td>Cabaret Dreamcade® 2.0</td>
<td>$2,500.00</td>
<td></td>
</tr>
<tr>
<td>Bulletin Boards</td>
<td>WB Mason</td>
<td><a href="http://www.wbmason.com">www.wbmason.com</a></td>
<td>Depends on needs</td>
<td></td>
<td>Will need to arrange to get it installed</td>
</tr>
<tr>
<td>Pianos</td>
<td>Falcetti Musi</td>
<td>1755 Boston Rd Springfield, MA 413-204-3696</td>
<td>Yamaha CLP430R</td>
<td>$1,899</td>
<td>Digital pianos should be purchased in order to prevent the need for ongoing upkeep</td>
</tr>
<tr>
<td>Ping Pong Table</td>
<td>Lucchesi Billiards</td>
<td>413-739-BALL 800-878-1366 1633 Riverdale St. West Springfield, MA</td>
<td>Stiga</td>
<td>$874.99 (including equipment, delivery and set up)</td>
<td></td>
</tr>
<tr>
<td>Pool Table</td>
<td>Lucchesi Billiards</td>
<td>413-739-BALL 800-878-1366 1633 Riverdale St. West Springfield, MA</td>
<td>Olhausen Monarch</td>
<td>$3,129 (including pool equipment, delivery and set up)</td>
<td></td>
</tr>
<tr>
<td>Television</td>
<td>Rick Durant</td>
<td>545-1982 <a href="mailto:rdurant@gw.housing.umass.edu">rdurant@gw.housing.umass.edu</a></td>
<td></td>
<td>$3,500.00</td>
<td>If cable is not already available in the room, the cost of installing cable will need to be accounted for, must order through Rick Durant</td>
</tr>
<tr>
<td>White Boards</td>
<td>WB Mason</td>
<td><a href="http://www.wbmason.com">www.wbmason.com</a></td>
<td>Depends on needs</td>
<td>Dependent on size</td>
<td>Will need to arrange to get it installed</td>
</tr>
</tbody>
</table>
Some enhancements will be considered projects. Projects are enhancements that involve improvements to a physical space and would require labor and cannot be purchased.

Examples of possible projects:

- Painting lounges or hallways
- Building a gazebo in outside spaces
- Benches in outside spaces
- Installing additional soap dispensers
- Building a display case for hall awards

*Cost will be dependent on labor and supplies. Your Facilities Operations Manager should be able to help you estimate cost.

Examples of enhancements not included in the program:

- Lounge furniture
- Enhancements to living spaces
- Regular maintenance of buildings

*Should your House Council/Advisory Board feel that there is regular maintenance of buildings that needs to occur, please notify your Facilities Operations Manager.

What if I want to purchase something for students to check out?"

Some House Council/Advisory Boards may find that students are requesting improvements or additions to the equipment that can be checked out at the Residential Services Desks. These might include:

- Video games
- Gaming systems
- Movies
- Board Games
- Sports Equipment

These items are not eligible for purchase through the Facilities Enhancement Program. However, they can be purchased through your House Council/Advisory Board budget by following the process below
What if we want to buy something else for our cluster?

There may be items that you wish to buy for your cluster that are not covered under the processes outlined above. These types of items may be purchased using your House Council funds. These might include:

- Vacuums, brooms, etc.
- Kitchen supplies for student use
- Equipment to support programming such as coffee makers, blenders, karaoke machines, etc.

You may work with your advisor to determine how these will be purchased and where they will be stored.
Section Five: Governing Documents

RHA Constitution Highlights
RGA Constitution & Bylaws
SGA Constitution Title V
RHA Constitution Highlights

How many voting seats does my cluster have?

Answer:

<table>
<thead>
<tr>
<th>One Vote</th>
<th>Two Votes</th>
<th>Three Votes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brown</td>
<td>Baker/Greenough/Chadbourne/Birch/Maple</td>
<td>North Apartments</td>
</tr>
<tr>
<td>Cashin</td>
<td>Birch/Maple</td>
<td></td>
</tr>
<tr>
<td>Canoe</td>
<td>Brett/Brooks/Wheeler</td>
<td></td>
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Why did this shift occur?

Answer: The RHA E-Board wanted representation to more accurately reflect the residential student body. Moving from a Senate to HOR model allows the votes to mirror the percentages of first-year students and multi-year students living on-campus. If the 2011-2012 representation structure remained unchanged, first-year students would have dominated the vote, which does not reflect the on-campus student population.
How to Maintain Cluster Voting Rights and Access to Funding

What is the difference between good standing and bad standing?
Answer: When a cluster is in bad standing, it does not have voting rights or access to funding. However, a cluster can still participate in RHA general body meetings and discussion.
- Source: RHA Constitution 2.3

How does a cluster fall into bad standing?
Answer: If a cluster has two unexcused absences in two consecutive RHA general body meetings, a cluster is placed on bad standing. An absence is defined as not having all voting representatives present. Therefore, a cluster must have full representation by ensuring that all voting seats are filled in order to avoid an absence.
- Source: RHA Constitution 2.3.C

How does a cluster regain good standing?
Answer: In order to regain good standing, a cluster must have full representation at two consecutive RHA general body meetings.
- Source: RHA Constitution 2.3.D

Help! My voting representative is out of town and cannot attend a RHA general body meeting! What do I do?
Answer: The voting representative must identify another House Council member to attend in their place to avoid an unexcused absence. Exceptions to this rule are limited and may be approved by the Director on a case by case basis due to unforeseen or unusual circumstances.
- Source: RHA Constitution 2.3.A and 2.3.B

The House Council Executive Board and Programming Board

What are the positions within the House Council Executive Board?
Answer: The House Council Executive Board is comprised of a President, Vice President, Treasurer, and Secretary. Traditionally, the President runs House Council meetings, the Vice President serves as a voting member at RHA general body meetings to represent their cluster, and the Treasurer sets and manages the budget. Finally, the Secretary records minutes during House Council meetings, updates ThinkTank with House Council events, and manages a House Council’s social media sites such as Campus Pulse, Facebook, and Twitter. However, these roles can change dependent upon the House Council structure implemented within your cluster in order to reflect individual strengths, motivations, and personal goals/room for growth.
- Source: RHA Constitution 2.1.C.b

Does the E-Board have to maintain a certain GPA?
Answer: Executive board positions must maintain a minimum cumulative GPA of 2.0. Additionally, each E-Board member must be free of judicial sanction from the Dean of Students Office and/or Residential Life.
- Source: RHA Constitution 4.1a
Is there a President of Programming Board?
Answer: No, Programming Board is non-hierarchical. All members have equal standing.
• Source: RHA Constitution 2.1.C.c

Can student staff be a part of House Council?
Answer: No, student staff cannot run for an E-Board position or apply to be a member of Programming Board. However, a student staff member passionate about student leadership may serve as a House Council Liaison.
• Source: RHA Constitution 2.1.C.a

House Council Executive Board Impeachment & Vacancies

What happens if a member of my House Council Executive Board leaves?
Answer: The President will appoint someone to fill the vacancy. If the President position becomes vacant, the Vice President will become President and then appoint a new Vice President. If the Vice President does not want to serve as President, this individual will temporarily serve as an Interim President (Director) until an election is held to fill the President position.
• Source: RHA Constitution 3.1.C

What happens if the need arises for an Executive board member to be impeached?
Answer: If a member of the Executive board is not fulfilling their role and responsibilities the Eboard can seek impeachment by gaining a petition signed by three-fourths of the Eboard and Programming board membership body. Once filed, a vote must be taken at the next HC meeting where two-thirds majority is required to pass. (See complete section for additional information about the meeting procedures).
• Source: RHA Constitution 4.2
University of Massachusetts Amherst
Residence Hall Association Constitution

Article I: Purpose
The University of Massachusetts Amherst Residence Hall Association recognizes living on campus as an integral part of the college experience. RHA Advocates for the interests and welfare of residence hall students, while also providing opportunities for their personal growth and development. It is an organization of students committed to developing leadership, honoring diversity, recognizing achievement, as well as stimulating engagement and involvement amount students who reside in the residence halls.

A. The Residence Hall Association (RHA) is an executive agency of the University of Massachusetts Amherst Student Government Association (SGA).
B. The RHA and its elected officials will operate within the boundaries and values enumerated within the SGA Constitution and bylaws and the RHA Constitution and bylaws.

Article II: Membership and Voting Rights
Section 1: Membership
A. Executive Board Members
   1. The Executive Board will be the governing board of RHA and will be comprised of undergraduate or graduate students (who are not senior staff, as defined by Residential Life).
      a. Director
      b. Associate Director
      c. National Communications Coordinator (NCC)
      d. National Communications Coordinator In-Training (NCC-IT)
      e. Programming and Hospitality Chair (PHC)
      f. Programming and Marketing Chair (PMC)
      g. Programming and Recognition Chair (PRC)
B. Ex-Officio Board Members
   1. Ex-Officio board members are positions that are a part of RHA by virtue of holding another office.
a. Orchard Hill Area Government Governor  
b. Southwest Area Government Governor  
c. Central Area Government Governor  
d. Northeast Area Government Governor  
e. Sylvan Area Government Governor  
f. North Area Government Governor  
g. President of the National Residence Hall Honorary (NRHH) or their designee  
h. Any elected member of NEACURH or NACURH Board of Directors that attends the University of Massachusetts Amherst  
i. Delegation Leader for either NEACURH or NACURH conferences. They will hold an ex-officio position from their appointment until the closing of their assigned conference.  
j. Anyone who serves as a chair for a NEACURH or NACURH conference being hosted by the University of Massachusetts Amherst.

C. House Councils

1. A House Council shall be defined as a student representative body, charged with the administration of programming, advocacy, and community development in a residence hall or cluster.

2. A House Council shall be comprised of an Executive Board and a Programming Board.

   a. Resident Assistants and Peer Mentors may not serve as members of a House Council’s Executive or Programming Board.

   b. House Council Executive Boards are comprised of the following positions:

      i. President  
      ii. Vice President  
      iii. Treasurer  
      iv. Secretary  

   c. Programming Boards are non-hierarchical. All members have equal standing.

D. General Member

1. Any student residing in a residence hall at the University of Massachusetts Amherst shall be recognized as a member of RHA
2. These students will serve as members of the General Body and have speaking rights at General Body meetings.
3. Residential clusters are permitted to send as many General Body members to the General Body meetings as they wish.
4. NRHH members will serve as members of the General Body. They will not have voting rights but will have all speaking and discussing rights.

E. Voting Representation

1. Each residential cluster shall be given 1 voting seat. Clusters exceeding 400 will receive 2 votes. Clusters exceeding 800 will receive 3 votes.
   a. Should Lincoln house undergraduate students, they shall receive the number of votes commensurate to the number of residents housed.
2. The Vice President of each cluster’s House Council, or their designee shall serve as a voting member. For clusters with more than one vote, the House Council Executive Board will determine the additional voting representative(s).
3. Student staff members (i.e. Resident Assistant, Peer Mentor or Academic Success Coach) will serve as members of the General Body. They will not have voting rights but will have all speaking and discussing rights.
4. Lincoln and North Apartment Councils will designate their voting representatives.
5. Only those members with a voting placard may vote, but may seek council with remaining cluster representatives.

Section 2: Cluster Attendance Policy

A. In the event that a Voting Representative (VR) cannot attend a General Body meeting, the VR must identify another House Council member to attend in their place.
B. Exceptions to this rule are limited and may be approved by the Director on a case by case basis due to unforeseen or unusual circumstances.

Section 3: Cluster Good Standing

A. Good standing is defined as having voting, discussion, and funding privileges within the General Body.
B. Bad standing is defined as having discussion and meeting participation privileges, but not being permitted to access funding or vote.
C. If a cluster has two unexcused absences in two consecutive General Body meetings, said cluster shall be placed in bad standing.
   1. An absence is defined as not having all Voting Representatives present
D. In order to regain good standing, the cluster must have full representation at two consecutive General Body meetings.

E. The Associate Director is responsible for notifying clusters of their standing should their standing change.

F. Each cluster begins the semester in good standing.

Article III: RHA Executive Board Eligibility, Elections, and Removal/Resignation

Section 1: RHA Executive Board Eligibility

A. To be eligible for any Executive Board position, one must meet the following criteria:
   1. Be free of judicial sanction from the Dean of Students Office and/or Residential Life.
   2. Must reside in a residence hall while holding the position
   3. Maintain a MINIMUM cumulative GPA of 2.5
   4. May not be a member of the NRHH Executive Board
   5. May not continue to serve as a House Council Executive or Programming Board member
   6. May not be a live-in Student Staff Member (ie. Resident Assistant or Peer Mentor)
      [Effective for all board members elected after the beginning of the Fall 2013 Semester]

B. To be eligible for the position of NCC, one must meet the following criteria:
   1. Must have attended a minimum of one (1) conference. [Exception noted in Section 2, Subsection C5b]

C. To be eligible for the position of NCC-IT, one must meet the following criteria:
   1. Must have attended a minimum of one (1) conference. [Exception noted in Section 2, Subsection C5b]
   2. May not be a graduating senior at any point during their term

D. If at any point in the year an officer can no longer meet these requirements, that position will be replaced by elections and/or application process at the General Body Meeting following their dismissal.

Section 2: Executive Board Elections

A. Election Procedures
1. Elections for Director, Associate Director, NCC, NCC-IT, Programming and Hospitality Chair, Programming and Marketing Chair, and Programming and Recognition Chair will be included as a part of the regular General Body agenda.

2. The Director will oversee the election process acting as Sergeant-At-Arms.

3. Election order shall follow the highest to lowest position as listed in the Constitution and Bylaws, beginning with the Director, followed by the Associate Director, NCC, NCC-IT, Programming and Hospitality Chair, Programming and Marketing Chair, and Programming and Recognition Chair.

4. Elections for positions shall proceed as follows:
   a. The Director will call for nominations off the floor at the General Body meeting prior to elections and the meeting at which elections will take place.
   b. For each position, the candidates will be asked to leave the room and by random selections will be brought into the room one at a time.
   c. The process for elections will proceed as follows:
      i. Candidates will present a three (3) minute speech.
      ii. Five (5) minutes of question and answer from the General Body and Executive Board
         1. Each individual may be allowed no more than two (2) questions per candidate
      iii. Once all candidates for a position have completed the process, pro/con will begin
         1. Pro/con may only involve topics covered in the candidates' statements or during the question and answer periods. Past experience of the candidates is appropriate to bring up if it refers directly to the candidate's ability to carry out the responsibilities of the position.
         2. Each cluster may only mention three (3) pros and three (3) cons per candidate
         3. Personal feelings concerning a candidate are not valid points of discussion (ex. Jimmy is a good/bad guy)
         4. Members of the Executive Board may not participate in pro/con
iv. Once pro/con is completed, the candidate will leave the room and the process repeats with the next candidate.

v. Discussion will occur once all candidates have presented and pro/con has been completed.

1. Discussion will be limited to five (5) minutes to discuss all candidates.
2. Discussion will cover anything addressed during the presentation, question and answer session, and pro/con, as well as person statements about the candidates.
3. Members of the Executive Board may not bring up points of discussion.

vi. A Voting Representative may motion to extend any candidate’s question and answer or any position’s discussion period and a simple majority will be required to extend any session for a specified amount of time.

1. A maximum of one (1) additional minute for question and answer may be added.
2. A maximum of three (3) additional minutes may be added to the discussion.
3. Question and answer and discussion can extended up to three (3) times.

vii. When discussion has ended, each Voting Representative will be given ballots and may vote for a candidate, no confidence, or abstain.

1. Candidates for the office being voted on will not be allowed in the room and, hence, cannot vote, but they may proxy their vote to another Voting Representative.
2. In the event that a representative cannot decide, he/she/see will submit a vote of abstain.
3. Abstention votes to not count as votes toward the simple majority.

viii. An advisor and the Director will count all the ballot votes, unless the Director is a candidate for the position. In that case, the Associate Director will assist an advisor in the counting and so on through the
officers according to rank so that no officer is counting the ballots for which they are a candidate.

1. Candidates must obtain a simple majority of the votes in order to be declared the winner.
2. In the event no candidate receives a simple majority, the candidate with the lowest number of votes will be thrown out. A two (2) minute discussion will occur about the remaining candidates, and a revote will be held. There will be no opportunity for extension.

ix. The candidates will then be brought into the room and the results announced by the current Director.

x. Any candidate not elected can choose to run for any remaining positions. The Director will call for those nominations before beginning the election process for the next position.

B. Mid-Year Openings

4. In the case of an Executive Board opening during the year, an application process will take place, facilitated by the current RHA Executive Board.

c. As soon as the position becomes vacant, an application will be sent to the House Council representatives to be distributed to their clusters.
d. A packet of completed applications will be given out at the General Body meeting two weeks after the position is vacated.
e. The General Body will participate in a vote, as they would with spring elections, without the election speech, pro/con or discussion.
f. In the event that the office of Director is vacated, the Associate Director will become director.
g. An application process will take place in order to fill the Associate Director vacancy.
h. In the event that the Associate Director would prefer to remain in their current position, they will act as Director until an application process can be held to fill the Director vacancy.
i. In the event that the office of NCC is vacated, the NCC-IT will become NCC.
j. An application process will take place in order to fill the NCC-IT vacancy.
k. In the event that the NCC-IT would prefer to remain in their current position, they will act as NCC until an application process can be done to fill the NCC vacancy.

5. In the event that no one applied for the position, the Director will appoint someone with the approval of a simple majority of the General Body.

6. If the opening occurs with six (6) weeks or less left in the semester, the Director may appoint someone to the position with the approval of a simple majority of the General Body.

C. Timeline

4. Elections will take place before the Spring Recess (3rd week of March) [Effective Spring 2014]

5. Elections will be held over two meetings and will occur in the order of succession outlined above.

6. New officers will be installed by the last General Body meeting of the spring semester and will remain in office for the following fall and spring semesters.

7. In the event of the resignation of an officer, an elections will be held to fill the vacancy.

8. Unfilled Offices

   c. In the event that during an election, an office does not become filled, elections for that position will only be postponed until the fall semester.

   d. In the event that during an NCC or NCC-IT election, no candidate with conference experience is nominated, the position will be open to those that meet all other eligibility requirements.

   e. The Director-Elect may appoint an interim for any unfilled positions until elections can be held in the fall.

   f. Postponed elections must take place by the second (2nd) General Body meeting of the semester.

   g. Normal elections process will be followed

Section 3: Executive Board Impeachment

A. Executive Board members can be impeached by the General Body after gaining a petition signed by three-fourths (¾) of the Voting Representatives

B. Once a petitions is filed, a hearing will be held at the next General Body meeting and impeachment will occur with a two-thirds (¾) majority vote.
C. The Director will preside over these hearings except for his/her/hir own, in which case the Associate Director will preside.

D. Any Executive Board member is allowed to testify on his/her/hir own behalf.

Section 4: Executive Board Removal/Resignation

A. Executive Board officers not meeting the eligibility standards will be removed from office.

B. Executive Board officers wishing to resign must submit a letter of resignation as well as a transitional report for that position’s activities up to that date.

C. The resigning officer must meet once with the individual elected to the vacant position in order to ease the transition of an officer elected mid-year.

**Article IV: House Council Executive Board Eligibility, Elections, and Removal/Resignation**

Section 1: House Council Executive Board Eligibility

A. To be eligible for any Executive Board position, one must meet the following criteria:
   1. Must reside in the cluster they represent while holding the position.
   2. May not be a member of the RHA or NRHH Executive Board.
   3. Not be a Resident Assistant or Peer Mentor
   4. Maintain a MINIMUM cumulative GPA of 2.0
   5. Be free of judicial sanction from the Dean of Students Office and/or Residential Life

B. If at any point in the year an officer can no longer meet these requirement, that position will be replaced by appointment by the President.

C. Mid-Year Openings

   1. In the case of an Executive Board opening during the year, the position will be filled by appointment by the President
      a. In the event that the office of the President is vacated, the Vice President will become President
      b. They will then appoint a new Vice President
      c. In the event that the Vice President would prefer to remain in their current position, they will act as President until an election can be held to fill the President vacancy.

Section 2: Executive Board Impeachment
A. Executive Board members can be impeached by the Executive Board after gaining a petition signed by three-fourths of the Executive and Programming Boards.
B. Once a petition is filed, a hearing will be held at the next House Council meeting and impeachment will occur with a two-thirds majority vote.
C. The President will preside over these hearings except for his/her/their own, in which case the Vice President will preside.
D. Any Executive Board member is allowed to testify on his/her/their own behalf.

Article V: Advisors

A. RHA Advisors
   1. Advisor(s) will provide professional support and guidance to RHA.
   2. Advisor(s) must meet regularly on a one-on-one basis with the Executive Board members. Advisors will designate which positions they directly advise.
   3. Advisor(s) will attend all RHA Executive Board and General Body meetings except when absences are in accordance with their contract with Residential Life.
   4. The primary advisor to RHA will be the Leadership Education Specialist, or the individual designated by Residential Life.
   5. Additional professional and graduate Residential Life staff may serve as advisors to RHA when deemed necessary by the Leadership Education Specialist and/or Residential Life.

B. House Council Advisors
   1. Advisor(s) will provide professional support and guidance to House Council.
   2. Advisor(s) must meet regularly on a one-on-one basis with the Executive Board members.
   3. Advisor(s) will attend all House Council Executive Board and House Council meetings except when absences are in accordance with their contract with Residential Life.

Article VI: The National Residence Hall Honorary (NRHH)

A. RHA will serve as an affiliate organization to NRHH.
B. RHA and NRHH will provide support for each other’s initiatives and programs.
C. RHA will fund a minimum of one NRHH Representative to each NACURH affiliated conference and meeting that RHA is attending.
D. The NRHH President or their designee will serve as an Ex-Officio member of RHA. This person will attend RHA General Body meetings and give an NRHH report.

E. All NRHH members will serve as members of the RHA General Body

F. NRHH will chair the following RHA committees:
   1. OTMs and Recognition
   2. Community Service

**Article VII: Conferences**

Section 1: Conference Attendance

A. NRHH is guaranteed a minimum of one representative as delegate to all NACURH affiliated conferences and meetings RHA is attending. The NCC and NCC-IT shall select this person in conjunction with the NRHH Executive Board

B. Any student not returning to UMass Amherst residence halls the following academic semester is not eligible to attend the NACURH conference, with the exception of the NCC.
   1. If a delegate is no longer/will no longer be enrolled as an active student at the time of conference attendance, they are not eligible to attend.

Section 2: Conference Delegations

A. Selection decisions for delegation are made by a committee that include the NCC, NCC-IT, Delegation Leader, and an Advisor.

B. The NCC oversees the preparation of conference delegations. A delegation leader may also be selected for each delegation. This Delegation Leader (DL) must be a returning conference delegate, preferably not the NCC, NCC-IT, Presidential Representative, or NRHH Representative.

C. Delegates are required to be appropriate feedback including program evaluations

D. Delegates are required to help coordinate at least one (1) RHA sponsored event after attending a conference

E. Delegates who do not meet the expectations outlined above will not be eligible to attend future conferences.

Section 3: Roles and Conference

A. The NCC and NCC-IT shall represent RHA in the NCC boardroom at conferences.

B. The selected Delegation Leader must:
   1. Assist in the selection and coordination of the conference delegation
2. Attend weekly 1:1s with the NCC or NCC-IT  
3. Run at least three (3) preparatory delegation meetings  
4. Plan a delegation retreat in conjunction with the NCC and NCC-IT  
5. Delegate and assist with tasks necessary for preparing a successful delegation (ie. banner, display, clothespins, etc)  
6. Lead the delegation at conference in all aspects including spirit, program attendance, and punctuality.  

C. The Director will be guaranteed a spot on delegations to conference where President Roundtables will be a part of the conference in order to represent RHA at these discussions.  
   1. Although not required, one Executive board member (appointed by the Executive Board) may sit in on these roundtables if the Director is unable to attend a conference that fits such criteria.  

D. Delegates will be required to attend all scheduled activities at the conference, unless otherwise decided by the NCC and Advisor  

**Article VIII: Finance/Budget**  

Section 1: Funding  
   A. RHA is funded through fundraising initiatives  
   B. Additional money may be provided by Residential Life  

Section 2: Budget  
   A. The budget shall be presented by the Associate Director at the first meeting of each semester, where it must be reviewed by the Voting Representatives.  
   B. The budget must be approved at that meeting  

Section 3: Approval of Expenditures  
   A. A request for expenditures from the “Miscellaneous” line item in the budget must be formally presented at General Body meetings by Executive Board members, committees, representatives, or General Body members. The expenditure must be approved by a majority vote.  
   B. The terms of other expenditure will be set by the Executive Board at the beginning of the year.  

Article IX: The RHA Constitution  
Section 1: Amending the Constitution
A. Amendments to the RHA Constitution must be submitted in writing to the RHA Executive Board one week prior to presentation to the General Body. Presentations must include rationale as to why the amendment will benefit the Association.

B. The RHA Constitution can be amended by a two-thirds majority vote of the Voting Representatives.

Section 2: Amending the Bylaws

A. Bylaws to be added or amended to the RHA Constitution must be submitted in writing to the RHA Executive Board one week prior to presentation to the General Body. Presentations must include rationale as to why the Bylaw changes will benefit the Association.

B. The RHA Bylaws can be added to or amended by a simple majority vote of the Voting Representatives.

C. Bylaws will be added to the “RHA Bylaws” section at the end of the Constitution

Section 3: Ratification

A. The University of Massachusetts Amherst Residence Hall Association will ratify their constitution under the review of the entire General Body and must be passed by two-thirds majority of the Voting Representatives.

Section 4: Constitution and Bylaw Review

A. The RHA Constitution and Bylaws must be reviewed in the spring of each year. The review committee will be appointed by the Director.

B. Typos and formatting changes may be corrected without being put to a vote by the General Body unless they change the spirit or meaning of the rule.

**Article X: Meeting Procedures**

A. Proceedings for all Executive Board and General Body meetings will follow a revised version of Robert’s Rules of Order for Parliamentary Procedure

B. Quorum, the number of representatives that must be present to conduct official business, shall be determined at the beginning of each year based on the number of voting representatives in the General Body. Quorum will be defined as two-thirds of the voting population.

C. At the beginning of each meeting, the Associate Director will determine whether quorum has been met. If it has not, no official votes can take place.
University of Massachusetts Amherst

Residence Hall Association Bylaws

Article I: Meetings and Voting Procedures

Section 1: Meeting Times
A. The Executive Board will meet weekly at a regular time to determine the agenda for the following General Body meeting, and to give updates on committee work and other officer projects.
B. General Body meetings occur every Tuesday from 6:00pm-7:30pm. Meetings will be open to all general members.
C. Committee meetings will occur every Tuesday from 7:30pm-8:15pm.

Section 2: Voting Procedures
A. Each Voting Representative is allotted one vote per motion.
B. The Executive Board does not vote during General Body meetings.
C. All votes will be based on a simple majority except for the following situations, which will require a two-thirds majority of the General Body:
   1. Constitution ratification
   2. Amending the Constitution
   3. Impeachment of an officer
D. There are two (2) systems of voting:
   1. Open Vote:
      a. Votes will be counted through a show of hands from the Voting Representatives
      b. The Director will determine ties for an open vote
      c. This voting system will be used for the following:
         i. All ordinary procedures throughout General Body meetings
         ii. The ratification of the Constitution
         iii. Amending the constitution or adding to or amending a Bylaw
         iv. Voting to approve programmatic or other organization wide finding
   2. Ballot Vote:
      c. Votes will be written on a slip of paper to be counted by the Director and Advisor, unless otherwise specified by the Constitution.
d. Ties for a Ballot Vote are determined through additional deliberation on the two choices receiving the top number of votes and then a re-vote will be taken.

e. This voting system will be used for the following:
   i. Election of Officers
   ii. Impeachment of an Officer
   iii. Recognizing an individual or group (ex. Supporting a bid for a regional award)
   iv. When the Voting Representatives deem necessary, by a simple majority vote, regarding a specific motion.

f. In the Ballot System, all Voting Representatives must vote. If a Voting Representative chooses not to vote, they must write “Abstain” on their ballot and hand it in.
   i. The number of ballots must match the number of Voting Representatives at the meeting

E. The Executive Board reserves the right to make Executive decisions regarding programming and majority vote issues while RHA General Body is not in session.

Article II: Officer Positions and Descriptions

Section 1: Overall Duties for All Officers

A. Meet regularly with advisor

B. Attend all Executive Board and General Body meetings. The Director must approve absences.

C. Attend all RHA events and programs

D. Hold a minimum of three (3) office hours each week. One (1) of these hours must be a scheduled time spent in the Student Leadership Center. The other (2) hours will be considered flex hours in which the officer can work on RHA related business at their disposal.

E. Create transition reports for next year’s incoming officer and attend the transitional meeting/retreat

F. Submit at least one Of the Month (OTM) nomination per month

G. Meet with Director on an as needed basis as determined by the Director

Section 2: Specific Position Descriptions
A. Duties of officers include, but are not limited to:

1. Director
   a. Overseeing the leadership development of the Executive Board and General Body
   b. Leading the Executive Board and General Body meetings
   c. Running all Executive Board and General Body meetings
   d. Preparing the General Body and Executive Board meeting agendas
   e. Understanding and enforcing the constitution of RHA
   f. Acting as liaison to Residential Life
   g. Casting the deciding vote in case of ties within the Executive Board
   h. Ensuring that guidelines of House Council and Executive Board proposals are met
   i. Maintaining leadership initiatives during RHA General Body meetings and Executive Board meetings throughout the year, including retreats and leadership development workshops
   j. Holding Executive Board accountable for their specific responsibilities
   k. Keeping track of office hours held by Executive Board
   l. Representing UMass Amherst at the Regional and National level
   Presidents’ boardroom

2. Associate Director
   a. Preparing and maintaining the budget each semester and providing month budget updates to the General Body
   b. Recording and distributing meeting minutes
   c. Updating cluster placards each year
   d. Keeping track of House Council attendance at General Body meetings and notifying clusters of bad-standing
   e. Sending weekly reminder e-mails to the General Body and advisors with upcoming meeting information
   f. Overseeing the House Council election process
   g. Maintaining and updating RHA website, calendar and social media pages
   h. Attending bi-weekly SGA Senate meetings
   i. Filling in for the Director when the Director is unavailable
3. National Communications Coordinator (NCC)
   a. Serving as the liaison between RHA, NEACURH, and NACURH
   b. Responsible for annual re-affiliation with NACURH, the NIC report and NRHH paperwork
   c. Subscribing to the NCC list-serve and attending NCC chats as often as possible
   d. Being a member of at least one NEACURH or NACURH committee
   e. Reviewing all bids and legislation in preparation for NCC boardrooms
   f. Overseeing bid writing process, and submitting a minimum of one (1) bid per year
   g. Maintaining a record of all bids submitted by our organization and any feedback received on these bids
   h. Recruiting and selecting a delegation and a delegation leader for each NEAUCH and NACURH conference in conjunction with advisors and the NCC-IT
   i. Overseeing the preparation of conference delegations
   j. Maintaining a record of program ideas and boardroom minutes (through the RFI or other resources)
   k. Serving as the liaison between RHA and NRHH
   l. Mentor the NCC-IT in preparation for their future role as NCC

4. National Communications Coordinator In-Training (NCC-IT)
   a. Working with the NCC on all conference related tasks, including delegation selection, etc.
   b. Running all conference delegation meetings in conjunction with the selected delegation leader
   c. Accompanying the NCC to all conferences and participating in boardroom
   d. Being a member of at least one NEACURH or NACURH committee
   e. Reviewing all regional and national bids with the NCC in preparation for boardrooms
   f. Assuming the role of NCC in the event that the NCC is unable to fulfill their duties, is elected to another position, resigns, or is impeached
   g. Work in conjunction with the NCC and past conference delegates to put on a Campus Conference
5. Programming Co-Chairs:

1. All Chairs
   a. Putting on, minimally, three (3) campus wide programs per academic year, pertaining to the residential students
   b. Leading the planning of one of the above campus-wide programs
   c. Planning and implementing the fall General Body retreat and the spring leadership retreat
   d. Co-Chairing the Area Government Council with the SGA’s Vice President

2. Programming and Hospitality Chair (PHC)
   a. Contacting all vendors for campus-wide programs (ie. Catering, entertainment, rentals, transportation, space reservations)
   b. Responsible for keeping track of the budget for each program
   c. Keeping in touch with other student organizations and/or departments when collaborating

3. Programming and Marketing Chair (PMC)
   a. Providing and advertising for each campus-wide program
   b. Ordering any and all promotional products to distribute within RHA and those products distributed during programs
   c. Implementing RHA and House Council recruitment initiatives in all clusters across campus

4. Programming and Recognition Chair (PRC)
   a. Organizing House Council Induction during fall retreat
   b. Running the Cluster of the Year award process
   c. Responsible for implementing recognition initiatives during RHA General Body meetings, retreats, and programs
   d. Serving as a member of the Residential Life Recognition Event planning committee along with NRHH members


**Article III: Officer Annual Transition**

A. Newly elected Executive Board officers will be required to attend the Executive Board meetings and General Body meetings for the remainder of the year in order to shadow the individual holding the position for which they were elected.

B. The new officers must also meet at least once with the current officer outside of the Executive Board meeting in order to review the transition report the current officer created specific to their new position.

C. All incoming/outgoing officers of the Executive Board must attend an RHA Officer Transition Meeting/Retreat.

D. All Executive Board members will run the second (2nd) to last meeting with the newly appointed Executive Board running the last meeting of the year.

**Article IV: Committees**

Section 1: Committee Membership

A. Any member of the General Body is eligible to serve on a committee.

B. Members may sign up for committees at the RHA fall retreat.

C. Members may join a committee at any point in the year.

Section 2: Standing Committees

A. Outreach & Advocacy Committee (OAC)
   1. This committee is chaired by the Associate Director.
   2. This committee is responsible for maintaining communications and fostering collaboration with other groups on campus. They serve as a forum for students to advocate for needs within the residence halls through the Facilities & Services program and RHA General Body proposals.
   3. This committee is also responsible for pre-approving Student Staff Budget Requests, determining whether or not they will be presented to the General Body.

B. NACURH Involvement Committee (NIC)
   1. This committee is chaired by the NCC & NCC-IT.
   2. This committee will focus on implementing NEACURH and NACURH initiatives within RHA and on the UMass Amherst campus. They will aim to educate students on the purpose of regional and national involvement.
   3. They will work on conference recruitment initiatives, help organize the on-campus conference, and assist with regional and national bids.
C. Special Events Committee (SEC)

1. This committee will be chaired by the Programming Co-Chairs

2. This committee is responsible for assisting the Programming Co-Chairs in planning campus wide events and initiatives. They will help generate ideas and find new, innovative ways of connecting with residential students through programming.

Section 3: Ad Hoc Committees

A. Ad Hoc committees will be established and appointed by the Director when necessity requires it of RHA or the General Body.
Chapter 1
Definition – Residence Hall Association

Section 1 The Residence Hall Association (RHA) is a student representative of the University of Massachusetts Undergraduate Student Government Association.

Section 2 The RHA and its elected officials will operate within the boundaries and values enumerated within the SGA Constitution and bylaws and the RHA Constitution and bylaws.

Chapter 2
Structure and Procedure of RHA

Section 1 The structure of RHA, including that of its executive board and general body, as well as its rules, functions, and procedures, is delineated within the RHA Constitution and bylaws.

Section 2 All amendments to the RHA Constitution and bylaws must be approved by the Administrative Affairs Committee of the SGA Senate, as well as by the SGA Senate, following approval according to amendment procedures within the RHA Constitution and bylaws.

Chapter 3
Definition – Area Governments

Section 1 An Area Government shall be defined as a student representative body, recognized as a subsidiary governmental arm of the SGA, charged with the administration and facilitation of area-wide programming, advocacy, and constituent representation to the SGA for a residential area.

Section 2 Each of the following seven on-campus residential areas, as defined by the University, also herein denoted as Living Area, shall have an Area Government

1. Southwest Residential Living Area
2. Orchard Hill Residential Living Area
3. Central Residential Living Area
4. Northeast Residential Living Area
5. Sylvan Residential Living Area
6. North Residential Apartments
7. Commonwealth Honors College Residential Community
Section 3  Programming, advocacy, and constituent representation shall be provided for Off Campus students through collaboration between the elected Off Campus Senators and the Off Campus Student Center.

1. The Delegation of Off-Campus Student Senators (DOCSS) will act with the relevant authority and powers delineated in Title V, Chapter 5 of the Bylaws, the relevant rights and privileges delineated in Title V, Chapter 6 of the Bylaws and the relevant prohibitions delineated in Title V, Chapter 7 of the Bylaws.

Chapter 4  
Recognition

Section 1  Should a new residential area be designated on campus, an Area Government will be provided for through an amendment of Title V, Chapter 3, Section 2 by the semester prior to its opening, and the subsequent election of an Executive Board by its residents.

Chapter 5  
Authority and Powers

Section 1  The Area Governments shall be empowered to make general recommendations regarding matters relevant to the educational, political, and social well being of the SGA membership residing in their respective Living Area to the SGA and the Residence Hall Association (RHA). Said recommendations shall be in accordance with Trustee Document T73-098, as amended.

Section 2  The Area Government shall be empowered to withdraw their support for any University Policy, official, or board, which, in the judgment of the Area Government, shall be detrimental to the educational, political, or social well being of the SGA members residing in the Area.

Chapter 6  
Rights and Privileges

Section 1  Area Governments shall have the following rights and privileges:

1. Recognition by the University as a subsidiary arm of the SGA.

2. Access to the use of campus facilities.

3. Ability to receive space and equipment.

4. Assistance from Student Activities and Involvement, the Student Organization Resource Center, and the SGA Vice President in the way of mail service, program development, financial accounts, advising, and budgeting support. Residential Life shall also be a forum for program development and mail service.
5. The Commonwealth Honors College Residential Community shall also have the resources of the Commonwealth Honors College and its Student Advisory Board for program development and other relevant support.

6. The privilege of initiating programming ideas and planning with Residential Life advisors before contacting Student Activities and Involvement.

7. The ability to initiate area-specific referenda for a general election.

Chapter 7
Prohibitions

Section 1 No Area Government shall violate the integrity of the residence halls, or the integrity of the student residence hall rooms, as defined by the University, and in accordance with the Residential Life Solicitation Policy.

Section 2 Area Governments shall not fund organizations or programs, or perform activities, which are properly the responsibility of the University.

Section 3 Area Governments shall not allocate funding to any of the following:

1. Organizations or programs whose primary functions are not directly beneficial to their respective residential area.

2. Organizations or programs, which are not primarily initiated, organized, funded, or managed by SGA members.

Chapter 8
Structure

Section 1 All Area Governments will be structured according to the parameters listed within this Chapter.

Section 2 The authority of the Area Governments shall be vested in the Executive Officers:

1. The Governor:
   a. Shall be the chief presiding officer of the Area Government;
   b. Shall have Signature Authority;
   c. Shall preside over all Area Government meetings;
   d. Shall schedule and set the agenda for all Area Government meetings;
e. Shall exercise supervision over the Area Government and its activities and programs;

f. Shall represent the Area Government to other organizations, the SGA, the RHA, and the University at large;

g. Shall be an *ex officio* member of the Undergraduate Student Senate, and will attend at least one meeting a month;

h. Shall be an *ex officio* member of the RHA Executive Board;

i. Shall attend Area Government Council and Coordinating Council meetings as scheduled;

j. Shall be empowered to make all appointments to positions with the SGA and Residential Life, including vacant officer positions within the Area Government and SGA Election Commissioners.

2. The Lieutenant Governor:

   a. Shall be the deputy chief presiding the Area Government, as well as the liaison to House Councils and the RHA;

   b. Shall share in the supervision and coordination of the Area Government’s activities and programs;

   c. Shall perform any duties delegated by the Executive Board and/or General Body.

3. The Secretary:

   a. Shall be the chief clerk and maintainer of permanent records of the Area Government;

   b. Shall maintain a record of all meeting agendas and minutes;

   c. Shall forward all meeting agendas and minutes to the SGA Vice President and the RHA Associate Director at least twice a month;

   d. Shall keep attendance at all Area Government meetings;

   e. Shall perform any other duties delegated by the Executive Board and/or General Body.

4. The Treasurer:

   a. Shall be the chief financial officer of the Area Government;

   b. Shall have Signature Authority;
c. Shall be responsible for the financial records of the Area Government;

d. Shall oversee the administration and disbursement of Area Government funds from all accounts;

e. Shall prepare the annual Area Government budget, for submission to the Ways and Means Committee of the Senate.

**Section 3** The Executive Officers shall:

1. Be voting members of the Area Government;

2. Be elected by the constituents of the Residential Area in a manner prescribed by Title VIII of the SGA Bylaws, and shall be full-time undergraduate students of the University of Massachusetts Amherst;

3. Be residents of the Residential Area in which the Area Government is located. If an officer shall be dislodged from the Residential Area, they shall surrender their office.

**Section 4** Officers may hold other elected or appointed positions, provided the office is below the rank of Executive Cabinet, Senator, or Student Judiciary. Area Government officers are prohibited from holding House Council office.

**Section 5** Resident Assistants (RAs) and Peer Mentors (PMs), as well as other live-in student staff, may hold the position of officer. Residential Life may prohibit this, as per their respective job descriptions.

**Section 6** Officers are responsible for securing active status for the Area Government according to the policies of the SGA Vice President, the SGA Secretary of the Registry, and Student Activities and Involvement. This includes, but is not limited to organization activation, officer trainings, and signature responsibility training.

**Section 7** Every Area Government will have a General Body, which will be comprised of:

1. The Secretaries of the Area’s House Councils;

2. One-fourth (¼) of the Area’s elected Senators, who will be designated by the Speaker before the first meeting of the Senate;

3. Any other Area residents who may join;

4. A representative from the Commonwealth Honors College Student Advisory Board (CHC Residential Community only);

5. Any other roles or positions designated by the Area Governor.

**Section 8** Any resident of the Residential Area in which the Area Government is located can become a member of the General Body.
Section 9  The members General Body shall be voting members of the Area Government, and shall serve as a support group for the Executive Board in activities, programming, and constituent outreach.

Section 10  General Body members must attend at least two meetings per month to maintain active membership.

Section 11  Area Governments must maintain at least ten (10) active SGA members in order to be considered during the Ways and Means budgetary process.

Chapter 9  Advising

Section 1  Area Governments shall primarily be advised by Residential Life. Student Activities and Involvement may offer additional advising for programming, advocacy, and administrative support.

Section 2  The SGA Vice President will serve as an additional advisor, supporting the Area Governments through their responsibilities as dictated by the Bylaws.

Section 3  All Area Government advisors shall agree to communicate regularly with each other, in order keep apprised of actions, plans, and goals in different departments.

Chapter 10  Officer Successions

Section 1  The Governor, if removed from office by resignation, impeachment, displacement, or any other legitimate factor that results in vacancy, shall be automatically succeeded by the Lieutenant Governor.

Section 2  The Lieutenant Governor, if removed from office by resignation, impeachment, displacement, or any other legitimate factor that results in vacancy, shall be automatically succeeded by the Treasurer.

Section 3  The Treasurer, if removed from office by resignation, impeachment, displacement, or any other legitimate factor that results in vacancy, shall be automatically succeeded by the Secretary.

Section 4  The Secretary, if removed from office by resignation, impeachment, displacement, or any other legitimate factor that results in vacancy, their duties shall be performed temporarily by the Lieutenant Governor pending the selection of a new Secretary by the Governor.

Section 5  If an officer refuses to take a position that is in line with this succession, the next officer has the opportunity to fill said position. Vacancies which remain shall be appointed by the Governor.

Section 6  If any officer post remains vacant for greater than (30) calendar days, the Senate shall be empowered to appoint and confirm one named representative to the vacated officer.
position upon a majority vote of its voting membership in attendance at a scheduled meeting, provided the Area Governor shall not have acted, and notified the Vice President of the SGA, prior to the convention of said meeting.

Chapter 11
Recall and Impeachment of Officers

Section 1  Any officer, upon a petition signed by one-fourths (¼) of the constituents of an Area Government, shall be subject to a recall vote.

Section 2  Once initiated, the recall vote process is as follows:

1. An assembly of constituents will be scheduled, with a week’s notice given to the Residential Area. The assembly will be heavily publicized, and the SGA Vice President and RHA Director will be notified;

2. The assembly will be presided over by the Governor, unless the Governor is the subject of the recall vote, in which case the Lieutenant Governor will preside;

3. The officer in question will have the opportunity to speak before the vote occurs;

4. A majority of votes cast by the assembly through numbered, secret ballots, shall be required to remove the officer in question.

Section 3  Any officer may be impeached following the vote of two (2) of the three (3) other Executive Board officers, or upon receipt of an impeachment petition signed by one hundred (100) constituents of an Area Government by the Governor, or the Lieutenant Governor if the Governor is the object of the impeachment process.

Section 4  The Governor, or the Lieutenant Governor, shall forward the petition to the Chair of the Rules and Ethics Subcommittee of the Senate, which will then conduct an investigated and hearing according to Title II, Chapter 29 of the Bylaws.

Section 5  The officer shall only be removed following the decision of the Rules and Ethics Subcommittee.

Chapter 12
The Area Government Council

Section 1  The Area Government Council shall be a collaborative body between all university area governments. Every area government shall send representation to Area Government Council meetings.

Section 2  The Vice President and the RHA Program Coordinator shall jointly preside over the Area Government Council.

Section 3  The Area Government Council shall meet at least once a month, or more frequently, at the discretion of the Vice President and the RHA Program Coordinator.
Chapter 13

House Councils

Section 1  A House Council shall be defined as a student representative body, charged with the administration of programming, advocacy, and community development for a residence hall or cluster.

Chapter 14

Recognition

Section 1  A House Council shall not be eligible for recognition until the Area Government has completed elections for the House Council for the upcoming term, and the elections shall have been approved and validated through the provisions in Title V, Chapter 16, of the SGA By-Laws.

Section 2  To be recognized, a House Council must provide a time-stamped House Council Agreement Form, as provided in the Title V Chapter entitled "House Council Agreement Forms" of the SGA By-Laws, to the Vice President.

Section 3  An approval by the Vice President of the House Council Agreement Form, as prescribed in the Title V Chapter entitled "House Council Agreement Forms" shall grant recognition to a House Council.

Section 4  The Vice President shall not deny a House Council their recognition if all provisions for recognition have been met. If the Vice President shall have rejected recognition of a House Council, just cause must be presented and explain the criteria for achieving recognition.

Section 5  Upon recognition, House Councils shall enjoy the rights and privileges granted to House Councils by the Constitution of the SGA, the By-Laws of the SGA, or Acts of the SGA.

Chapter 15

Powers and Prohibitions of House Councils

Section 1  The House Council shall derive its power from the regulations and guidelines set forth from the Constitution and By-Laws of the Student Government Association.

Section 2  The House Council shall be empowered to make general recommendations regarding matters relevant to the educational, political, and social well being of the SGA membership residing in their respective residential building(s) to the Residence Hall Association. Said recommendations shall be in accordance with Trustee Document T073-098, as amended.

Section 3  The House Council shall be empowered to withdraw their support for any University Policy, official, or board, which, in the judgment of the House Council, shall be detrimental to the educational, political, or social well being of the SGA membership in their residential building(s).
Section 4  All powers in the House Council shall be vested in the officers.

Section 5  Resident Assistants may not hold position of House Council Officer.

Section 6  House Councils shall adhere to the University policies concerning health and safety in the residence halls.

Section 7  House Councils shall not provide fund organizations or programs, or perform activities, which are properly the responsibility of the University.

Section 8  House Councils shall not allocate funding to organizations or programs that are not directly beneficial to their respective residence hall(s) or to organizations or programs that are not primarily initiated, organized, funded, or managed by SGA members.

Section 9  House Councils in violation of Title V or deemed to be in “bad standing” as outlined by the RHA Constitution shall be subject to having their status frozen by the Residence Hall Association, whom shall be the sole entity able to freeze House Councils. In each case, the Residence Hall Association shall follow guidelines set forth the Constitution of the RHA.

Section 10  The following shall be direct House Council violations subject to 24-hour notice account freezing as stated in the Title V Chapter entitled “Violations of Title V”:

1. If a House Council fails to properly fill vacant positions according to the House Council Charter.

2. If a House Council allocates funding without quorum at a scheduled meeting.

3. If House Council fails to attend three unexcused meetings of their respective Area Government. In such a case, the Area Government shall forward notice of missed meetings to the Residence Hall Association along with minutes of all missed meetings showing everyone who attended the respective meetings.

Section 11  A House Council may have their accounts frozen by petition from the Area Government to the Residence Hall Association. In such case, an Area Government must forward a request to the Residence Hall Association stating the nature of their request, violations of the House Council meriting accounts being frozen, and a procedure for the re-activation of the respective House Council. The Residence Hall Association shall retain the right to render the final decision.

Chapter 16
Rights and Privileges

Section 1  House Councils shall have the following rights and privileges:
1. Access to the use of all residence hall facilities in which their House Council resides.

2. Ability to reserve space and equipment in residence halls in which their House Council resides.

3. Assistance from Residential Life by means of mail service, financial accounting, and community development.

4. Access to the Student Organization Resource Office computers, equipment, and advising services.

5. Assistance from the Residence Hall Association in the way of program development, leadership training, and organizational development.

Chapter 17
House Council Agreement Forms

Section 1  House Councils shall commit to the provisions in this Chapter as their official Charter. This Chapter shall serve as the strict rules and guidelines for all House Councils to abide by.

Section 2  Upon the start of a new House Council term, the Officers of the House Council shall sign a form provided from the Vice President that affirms the following:

“We, the undersigned officers of the (House Council) do hereby commit to the provisions set forth in Title V, Chapters 9 through 15 and Chapter 17, of the SGA By-Laws of the Constitution of the Student Government Association and the RHA Constitution. We affirm to faithfully execute the position of House Council Officer and support the Constitution and By-Laws of the Student Government Association, the Charter and By-Laws of our respective Area Government, and the Constitution of the RHA.”

Section 3  The Vice President shall provide this document on the SGA Web Site or other means of Internet access within ten days of the approval of a House Council election.

Section 4  House Councils shall not be active until Agreement Forms have been submitted to the Vice President and approved.
Chapter 18
Constituent Communication

Section 1 For the purposes of this Chapter, “primary officer” shall mean Governor, Lt. Governor, Treasurer, and Secretary when referring to Area Governments, and shall mean President, Vice President, Treasurer and Secretary when referring to House Councils.

Section 2 Each Area Governor shall set a date for a “Back to the People” meeting in coordination with the Residence Hall Association Executive Board and General Body at a desired location within their residence area. For the Commuter Area Government, this shall include the Campus Center, the Student Union, or other designated areas.

Section 3 Each Area Governor shall arrange, consistent with the Charter of their respective Area Government, to have at least two (2) primary officers of the Area Government and at least one (1) primary officer of the Residence Hall Association attend each “Back to the People” meeting.

Chapter 19
Violations of Title V

Section 1 If any House Council shall have failed to meet requirements outlined in the Title V Chapter entitled “Powers and Prohibitions of House Councils” it shall result in action taken by the Residence Hall Association. If the House Council which has been frozen feels the actions taken against them are unjust or unwarranted, they may then submit a formal appeal to the Vice President. The Vice President will then review the appeal and make a recommendation to the RHA on further action. The Vice President will retain final authority to override the decision of the RHA.

Section 2 If a House Council is frozen due to bad standing, they can regain good standing by following the procedure outlined in the RHA Constitution. Their account will then be unfrozen.

Section 3 If a House Council is frozen due to Title V violations, the RHA Executive Board will meet with the President of the House Council to discuss the violation and further action to be taken. Their account status will be unfrozen at the discretion of the RHA Executive Board. In the case that a House Council feels it was treated unfairly, the appeal process in Section 1 may be followed.

Section 4 If an Area Government or House Council, or any officer of the SGA shall have failed to meet the provisions set forth in Title V, any SGA member may issue a complaint with the Residence Hall Association.

Section 5 The Student Judiciary shall retain the right to investigate, veto, or overturn any decision by the Residence Hall Association in a manner prescribed in Title IV, Chapter 2, Sections 1 and 2, and Chapter 11.
Section 6:
Contact Information

Center for Student Development Contact List

Governing Groups Contact List
Student Activities and Involvement Center and the CSD Business Center
Center for Student Development
Phone 413-545-3600
416 Student Union, 208 Student Union

Associate Vice Chancellor for Student Development
Annemarie H Seifert
aseifert@umass.edu

Graduate Assistant, Student Activities and Involvement Center (UPC)
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Director, Student Activities and Involvement Center
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Associate Director, Student Activities and Involvement Center
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Graduate Assistant, Student Activities and Involvement Center
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Assistant Director, Student Activities and Involvement Center- SGA Advisor
Lydia Washington
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CSD Business Center
Director for Finance & Business
Allen Brainerd
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Assistant Director, Student Activities and Involvement Center
Brian Arnold
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Accounting Manager
Krista Wilson
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Assistant Director, Student Activities and Involvement Center
TBD

Personnel/Administrative Coordinator
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Scheduling Coordinator
Melinda Nielsen
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Account Specialist
Linda Wallak
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Manager of Student Organization Resource Center, Student Activities and Involvement Center
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Account Specialist
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Graduate Assistant, Student Activities and Involvement Center
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Account Specialist
Antonia Dancikova
adanciko@umass.edu

Contracts Coordinator
Susan Matysiewicz
smatys@stuaf.umass.edu
### Student Government Association

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zac Broughton</td>
<td>President</td>
<td><a href="mailto:zbrought@student.umass.edu">zbrought@student.umass.edu</a></td>
</tr>
<tr>
<td>Sionan Barrett</td>
<td>Senate Speaker</td>
<td><a href="mailto:snbarret@student.umass.edu">snbarret@student.umass.edu</a></td>
</tr>
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### RHA Executive Board

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elysia Eastty</td>
<td>Director</td>
<td><a href="mailto:eeastty@student.umass.edu">eeastty@student.umass.edu</a></td>
</tr>
<tr>
<td>Matthew Buono</td>
<td>Associate Director</td>
<td><a href="mailto:mbuono@student.umass.edu">mbuono@student.umass.edu</a></td>
</tr>
<tr>
<td>Mariajose Paton</td>
<td>NCC</td>
<td><a href="mailto:mpaton@student.umass.edu">mpaton@student.umass.edu</a></td>
</tr>
<tr>
<td>Alexa Markarian</td>
<td>NCC-IT</td>
<td><a href="mailto:amarkari@student.umass.edu">amarkari@student.umass.edu</a></td>
</tr>
<tr>
<td>Kimberly Wong</td>
<td>Programming Hospitality Chair</td>
<td><a href="mailto:kfwang@student.umass.edu">kfwang@student.umass.edu</a></td>
</tr>
<tr>
<td>Emily King</td>
<td>Programming Marketing Chair</td>
<td><a href="mailto:ecking@student.umass.edu">ecking@student.umass.edu</a></td>
</tr>
<tr>
<td>Sam Kamlarz</td>
<td>Programming Recognition Chair</td>
<td><a href="mailto:skamlarz@student.umass.edu">skamlarz@student.umass.edu</a></td>
</tr>
</tbody>
</table>

### NRHH Executive Board

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sarah Detore</td>
<td>President</td>
<td><a href="mailto:sdetore@student.umass.edu">sdetore@student.umass.edu</a></td>
</tr>
<tr>
<td>Gina Cherbonneaux</td>
<td>Vice President</td>
<td><a href="mailto:gcherbon@student.umass.edu">gcherbon@student.umass.edu</a></td>
</tr>
<tr>
<td>Sara Lapointe</td>
<td>Secretary/Treasurer</td>
<td><a href="mailto:shlapoin@student.umass.edu">shlapoin@student.umass.edu</a></td>
</tr>
<tr>
<td>Derno Papadopulos</td>
<td>Recognition Chair</td>
<td><a href="mailto:dpapadop@student.umass.edu">dpapadop@student.umass.edu</a></td>
</tr>
<tr>
<td>Rocco Giordano</td>
<td>Community Service Chair</td>
<td><a href="mailto:rgiordan@student.umass.edu">rgiordan@student.umass.edu</a></td>
</tr>
<tr>
<td>Greg Barysky</td>
<td>Leadership Chair</td>
<td><a href="mailto:gbarysky@student.umass.edu">gbarysky@student.umass.edu</a></td>
</tr>
</tbody>
</table>
Section 7: Resources

Working as a Team to Achieve Your Goals

Setting SMART Goals for the Team

Of the Month (OTM) Guide

Ten Quick Tips for Writing OTMs

How to Submit OTM Nominations

100 Ways to Recognize
Working as a Team to Achieve Your Goals:  
The Tuckman Model of Group Development

The Tuckman model was developed by Bruce Tuckman in the 1965, with changes added in the 1970’s. It has become an important tool in understanding group development, dynamics, and behavior. As an Area Government Officer, you can use this model to help you understand our team’s progress and development. Tuckman broke group development down into five stages: forming, storming, norming, performing, and adjourning.

**Forming**
High dependence on leader for guidance and direction. Little shared vision or agreement on goals, except as directed by leader. Individual roles and responsibilities are unclear. Leader must be prepared to answer lots of questions about the team’s purpose, objectives, and external relationships. Processes are often ignored. Members test tolerance of system and leader. Leader *directs*.

**Storming**
Decisions don’t come easily within the group. Members vie for position as they attempt to establish themselves in relation to other team members and the leader, who might receive challenges from members. Clarity of purpose increases, but there are still many uncertainties. Cliques and factions form and there may be power struggles. The team needs to be focused on its goals to avoid becoming distracted by relationships and emotional issues. Compromises may be required to enable progress. Leader *coaches*.

**Norming**
Agreement and consensus is largely formed among team members, who respond well to facilitation by the leader. Roles and responsibilities are clear and accepted. Big decisions are made by group agreement, while smaller decisions may be delegated to individuals or small teams within the group. Commitment and unity are strong. The team may engage in fun and social activities. The team discusses and develops its processes and working style. There is general respect for the leader and some leadership is shared by the team. Leader *facilitates and enables*.

**Performing**
The team is more strategically aware; the team knows clearly what it is doing and why. The team has a shared vision and is able to stand on its own with no interference or participation from the leader. There is a focus on over-achieving goals, and the team makes most decisions against criteria agreed with the leader. The team has a high degree of autonomy. Disagreements may occur, but now they are resolved within the team positively, and necessary changes to structure and processes are made by the team. The team is able to work toward achieving the goal, and also attend to relationship, style, and process issues along the way. Team members look after one another. The team requires delegated tasks and projects from the leader. The team does not need to be instructed or assisted. Team
members might ask for assistance from the leader with personal and interpersonal development. Leader delegates and oversees.

**Adjourning**

Adjourning signifies the break up of the group, hopefully when their task is completed successfully and their purpose has been fulfilled. Everyone can move on to new things, feeling good about what’s been achieved. From an organizational perspective, recognition of and sensitivity to people’s vulnerabilities in Tuckman’s fifth stage is helpful, particularly if members of the group have been closely bonded and feel a sense of insecurity or threat from this change. The Adjourning phase was added to the model in the 1970’s. It is certainly very relevant to the people in the group and their well being, but not to the main task of managing and developing a team, which is clearly central to the original four phases.

All information about the Tuckman Model has been adapted from www.businessballs.com.
Setting SMART Goals for Your Team

Using the SMART method will help you set attainable goals for your organization.

S – Specific
It is important to remember that a goal should not be too general in nature. Setting a vague goal, such as, “our Area Government wants our Spring Event to be more successful this year,” may not be attainable because the aim is too broad. Instead, set SPECIFIC goals. A more specific goal could be “our Area Government wants to have more activities at our Spring Event” or “our Area Government will have greater attendance than last year’s event.”

M – Measurable
Any successful goal or objective must be MEASURABLE. It is not enough to say you want to have more activities at your Spring Event. A measurable version of that goal would be “our Spring Event will have at least 3 different activities” or “our Spring Event will have an estimated attendance of 500 more people than last year’s estimated attendance.”

A – Attainable
If you hope to achieve your objective, your goal must be ATTAINABLE. It is important to know your capabilities and to set goals for yourselves that are reachable. If you know that your Area Government is low on funding for your Spring Event, it may not be attainable for you to hope to hold three activities during your Event. Similarly, if you do not have enough money or volunteers to increase your advertising efforts, hoping to significantly increase attendance may not be an attainable goal.

R – Realistic
The measurable parts of your goal must never be too easy or too difficult to achieve. Your goal must have REALISTIC objectives, or else you are setting your team up to fail. Setting a goal such as “our Spring Event will have an estimated attendance of 1000 more people than last year’s estimated attendance” may be unrealistic for your group. That larger goal can be the ultimate objective, but breaking it down into smaller, more realistic goals is far more likely to result in success. For instance, setting the goal of increasing attendance by 500 people for the next two years is a far more realistic goal.

T – Time bound
Once you have set a specific, measurable, attainable, and realistic goal, it is important to make your goal TIME BOUND. By setting a time limit on your goal, you are motivating your team to take action on the goal in order to achieve it by the deadline. For instance, to make the goal of having three activities at your Spring Event time bound, we could limit it by saying that we want to have all three of the activities completely planned with all PO’s and contracts submitted at least four weeks before the Event.
OTM GUIDE: WHAT ARE OTM’S?

Of The Months, otherwise known as OTMS, are one means of NRHH to recognize outstanding students, advisors, and programs on the campuses of Colleges and Universities across the United States. OTM’s are the primary source of recognition throughout NRHH. OTMs are written at individual schools, graded on their local level, and then graded on regional and national levels.

OTMs are separated into eleven (11) different categories that are graded on the regional and national levels. These categories are:

- Advisor
- Community
- Community Service Program
- Diversity Program
- Educational Program
- Executive Board Member (only RHA or NRHH eligible)
- Organization
- Resident Assistant
- Social Program
- Spotlight
- Student

Determining a good nominee

So…we have a bunch of categories, but what makes a good nominee for an OTM. Well, that’s an easy answer…anyone and everyone…anything and everything. The purpose of an OTM is not to win an award, it is to recognize someone for their great contributions to on campus living during a certain month. It can be something as simple as a student doing great on their academics or a program that was presented by a student to as complex as a week of programs or a resident assistant who did a program every day of the month. The possibilities are endless. When looking at writing an OTMs, take into consideration some of these questions when looking for a nominee in a category.

- Has someone had a positive influence on your campus?
- Has a student helped to better the on campus living environment they live in?
- Did the nominee do something that had never been done before on your campus?
- Was a new and creative program presented on your campus?
- Did someone continually go out of their way to do things to present a program or help out a fellow student?
- Did the nominee create a new found excitement on your campus?
- Did the nominee go above and beyond what is normally expected as a student, staff member, or advisor?
- Is there someone outside of your on campus environment that has had a positive impact on the students?
One of the many services of NACURH, Inc. is the ‘Of the Month’ Award, which is administered through the National Residence Hall Honorary. The ‘Of the Month’ process recognizes outstanding contributions to College and University Residence Halls in the following categories: Advisor, Community, Executive Board Member, Organization, Social Program, Educational Program, Community Service Program, Diversity Program, Residential Assistant, Spotlight, and Student. Any school affiliated with NACURH is eligible to make or receive an ‘Of the Month’ award and/or nomination. The OTM must be specific, meaning the nomination should only focus on the month for which it is written. The information outlined below is designed to assist you in writing a quality nomination.

**ADVISOR**

- How did the individual recognize the students s/he advises in the month of nomination?
- How did the individual impact student s/he advises during the month of nomination?
- Through the course of his/her work, in what ways is this person contributing to the student affairs profession?
- What outstanding accomplishments merit recognition of the individual this month?

Advisors need to create a supportive environment for the student leaders they advise. The focus of the Advisor OTM should be based on the impact s/he makes in the lives of students. Personal examples are often best way to express the intangible contributions of an advisor. The nomination should display how the advisor was instrumental in helping the leaders they work with grow, learn and develop.

**COMMUNITY**

- What brings the group of people together?
- What specific positive contributions did this community make this month to enhance the lives of the group members or those around it?
- How does the community interact with other communities?
- What makes this community different from other communities? (Examples include participation and enthusiasm as a group.)

This award is designed to recognize the contributions of residential and working communities and the impact they have on their students and the rest of campus. The mission of residence halls is to provide a home away from home for students. The community OTM is designed to reward communities to show that their efforts and dedication have not gone unnoticed. It will also help promote pride and unity within on-campus communities. Since a community is difficult to define, a residential life is eligible for this award. For example: wings, halls, floors, complexes, hall councils, exec boards, committees, etc.
EXECUTIVE BOARD MEMBER

♦ Is the individual from the campus-wide residence hall governing body (i.e. Residence Hall Association) or NRHH Chapter, not specific hall government?
♦ Has nominee used the services and resources of NACURH as well as other campus resources?
♦ What outstanding accomplishments merit recognition of this individual this month?
♦ How did the Exec Board Member exceed the responsibilities of his/her position during the month of nomination?
♦ How has the individual grown as a result of the challenges s/he has faced?

Be sure the person you are nominating for this ward is eligible to receive it. The nominee needs to be from a campus wide residence hall governing body, not a hall government. Bring out the nominee’s special efforts, not just fulfilling the job requirements of the position.

ORGANIZATION

♦ What is the focus of the organization? (i.e. is the organization strictly honorary or activity based?)
♦ What sets this month apart from other months?
♦ How did the organization recognize and empower students?
♦ How did the organization contribute or improve Residential Life?

This category is to recognize an outstanding campus organization, not an outstanding member or exec board. Nominations should be organization specific and not concentrate on the efforts of a few individuals. Review the purpose and goals of the organization and before wring the nomination.

PROGRAMS

Educational:

♦ How did the program educate students?
♦ How were the educational needs of the community addressed?
♦ What were the goals of the program and how were they accomplished?
♦ What makes the program unique?

Social:

♦ What was the purpose of the program?
♦ How did it encourage residents to interact with one another?
♦ What makes the program unique?
♦ How can the program be adapted to other campuses?
Community Service:

♦ What was the service project?
♦ Who did it benefit?
♦ How did the project impact the residential community?
♦ What makes this program unique?
♦ How did students take an active part in the program?

Diversity:

♦ What were the goals of the program and how were they accomplished?
♦ How did the program serve to promote diversity and understanding?
♦ What makes this program unique?
♦ Did the programs have a lasting effect on residents?

RESIDENTIAL ASSISTANT

♦ How well does the nominee work with the residents and what impact has s/he had during the month of nomination?
♦ How has the nominee fulfilled and gone above his/her job responsibility during the month of nomination?
♦ Are there any specific projects in support of hall government or committees in which she/he participates?
♦ What outstanding contributions has the individual made for the hall s/he works in during the month of nomination?

A residential assistant should be an undergraduate/graduate student who lives with the residents in order to build and facilitate community. A residential assistant can include, but is not limited to, titles such as resident assistant, community assistant, house manager, area advisor, and complex advisor. Residential assistants typically do not supervise a staff. Include the job requirements and show how the nominee has gone above and beyond those requirements.

SPOTLIGHT

♦ What outstanding contributions did the individual/group make to the students living in the residence halls during the month of nomination?
♦ How has the person or group exceeded what would normally be expected of them in their position?

This category is to recognize the efforts of people who do not fall under any other categories; therefore, the nominee cannot be an advisor, exec board member, residential assistant, or student. Possible nominees could be food service personnel, night security staff. Please include how this person/group has helped an individual or contributed to the well being of the community.
STUDENT

♦ What outstanding contributions did the individual make during the month of nomination?
♦ Has this person impacted the residence halls on campus?
♦ What interaction did the nominee have with his/her residence hall government or individual hall during the month of nomination?
♦ What organizations and activities was the individual involved in during the month of nomination?
♦ How does the student recognize and motivate others?

This category is intended for a student leader who puts forth special effort during the month of nomination. Possible things to include in the nomination could be leadership development, contribution to the people in her/his community, and his/her activities. Please note that this is a campus wide recognition for students and that executive board members, advisors, and residential assistants are not eligible for this award.
Ten Quick Tips for Writing Winning OTMs

10. Always consider how the person or program went above and beyond what’s normally expected and convey this in the OTM.

9. Make sure the person you're writing about isn’t on the Regional Board of Directors for your region as they are not eligible for National OTMs.

8. If you’re enthusiastic and passionate about what you are writing about, it will show through in the OTM!

7. The Of the Month Guide gives specific criteria that we do use in judging; all of these include how the person or program has been impacting student, and most include students in the residence halls, so keep that in mind when writing.

6. Think about how it will look in its final form while writing it – often separating ideas into paragraphs will help points stand out better as well as making them easier to read.

5. Be creative in your writing style – that’s what will truly make your OTM stand out!

4. Define acronyms; they are not always universal! The only you should use are NRHH, NACURM, RHA, and region name.

3. Make sure you are using correct category for your nominee. This is a common error people make. To avoid mistakes look at the criteria on the previous pages.

2. Presentation is the key! Proofread the OTM to make sure you are clearly saying what you want to say. Look out for bad grammar and spelling errors.

1. Make sure your nomination month is month specific! It is very important to highlight the outstanding things that the nominee did and how they did it in the month of nomination. Use phrases like “in the month of… they did….” Keep this in mind throughout the whole OTM nomination.
How to submit OTM Nominations

Nominations are only accepted through the online database.

Setting up an account:

Create an account at least one week prior to submitting a nomination as the account will need to be activated.

Go to the website http://otms.nrhh.org

On the left side of the screen below the log in boxes, click on “Create an Account”

University: Select “University of Massachusetts Amherst”

Your Default Submitting Organization:

   For hall staff and students, select building or cluster name
   For RLM, there is an RLM group name
   For Area Governments – select your Area Government

Complete the remaining blocks with your contact information.

USERNAME: PLEASE USE YOUR UMASS EMAIL NAME. IE: jsmith@student.umass.edu would use jsmith as the username.

Navbar Location: select where you would like the tabs in the navigation bar.

Click Submit and You will be told you have an account.

To Submit an OTM:

Please remember to allow one week after setting up your account!

Go to the website http://otms.nrhh.org

On the left side of the screen log in with your username and password.

If you want to change your user information at any point in time, click the “User Info” tab.

To submit a program nomination, click the “Submit Program” tab.

This tab would be the following programs:

- Community Service
- Diversity
- Educational
- Social
To submit a general nomination, click the “Submit General” tab.

This tab would be the following programs:

- Advisor
- Community
- Executive Board Member (relates to RHA and NRHH only)
- NCC
- RA
- Organization
- Spot Light
- Student

Questions? Contact the OTM Chair at nrhh@sacl.umass.edu
Listed below are acronyms, abbreviations, and lingo that are commonly used within our department and the University community.

**Frequently Used within Residential Life**

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>AA</td>
<td>Student Administrative Assistant</td>
</tr>
<tr>
<td>AEA</td>
<td>RFYE Academic Engagement Awards</td>
</tr>
<tr>
<td>ACC</td>
<td>Apartment Complex Coordinator</td>
</tr>
<tr>
<td>AD</td>
<td>Assistant Director</td>
</tr>
<tr>
<td>ARD</td>
<td>Assistant Resident Director</td>
</tr>
<tr>
<td>ARP</td>
<td>Annual Performance Review</td>
</tr>
<tr>
<td>BASICS</td>
<td>Brief Alcohol Screening and Intervention for College Students</td>
</tr>
<tr>
<td>CSC</td>
<td>Code of Student Conduct</td>
</tr>
<tr>
<td>CSGA</td>
<td>Community Standards Graduate Assistant</td>
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<tr>
<td>DHR</td>
<td>Deferred Housing Removal</td>
</tr>
<tr>
<td>DRCs</td>
<td>Defined Residential Communities</td>
</tr>
<tr>
<td>EA/BE</td>
<td>Expense Approval Business Expense form</td>
</tr>
<tr>
<td>EOY</td>
<td>End of the Year</td>
</tr>
<tr>
<td>FacOps</td>
<td>Facility Operations</td>
</tr>
<tr>
<td>F8W</td>
<td>First Eight Weeks</td>
</tr>
<tr>
<td>FIR</td>
<td>Faculty in Residence</td>
</tr>
<tr>
<td>FYi</td>
<td>First Year Intelligence (Campus wide initiative)</td>
</tr>
<tr>
<td>FYES</td>
<td>First Year Experience Specialist</td>
</tr>
<tr>
<td>FW</td>
<td>First Week</td>
</tr>
<tr>
<td>GA</td>
<td>Graduate Assistant</td>
</tr>
<tr>
<td>GACL</td>
<td>Graduate Assistant for Community Living</td>
</tr>
<tr>
<td>GASE</td>
<td>Graduate Assistant for Student Engagement</td>
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<tr>
<td>HC</td>
<td>House Council</td>
</tr>
<tr>
<td>HCO</td>
<td>House Council Officer</td>
</tr>
<tr>
<td>HSCN</td>
<td>Housing Services Cable Network</td>
</tr>
<tr>
<td>i-Service</td>
<td>Online room repairs &amp; maintenance requests for residents/staff</td>
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<tr>
<td>LCGA</td>
<td>Learning Communities Graduate Assistant</td>
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<tr>
<td>LLC</td>
<td>Living-Learning Community</td>
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<tr>
<td>LLP</td>
<td>Living Learning Plan</td>
</tr>
<tr>
<td>LT</td>
<td>Leadership Team</td>
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<tr>
<td>MM</td>
<td>Minute Mover</td>
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<tr>
<td>MS</td>
<td>Mail Sorter</td>
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<tr>
<td>NOC</td>
<td>Notice of Charge</td>
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<tr>
<td>NRFBP</td>
<td>Not Ready for Bedtime Players</td>
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<tr>
<td>NRHH</td>
<td>National Residence Hall Honorary</td>
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<tr>
<td>NSO</td>
<td>New Student Orientation</td>
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<tr>
<td>OM</td>
<td>Operations Manager</td>
</tr>
<tr>
<td>OMPS</td>
<td>Office of Parent Services</td>
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<tr>
<td>OTM</td>
<td>Of the Month, sponsored by NRHH</td>
</tr>
<tr>
<td>PB</td>
<td>Programming Board</td>
</tr>
<tr>
<td>PM</td>
<td>Peer Mentor</td>
</tr>
<tr>
<td>PMP</td>
<td>Performance Management Program</td>
</tr>
<tr>
<td>PO</td>
<td>Purchase Order</td>
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<tr>
<td>RA</td>
<td>Resident Assistant</td>
</tr>
<tr>
<td>RAC</td>
<td>Resident Assistant Council</td>
</tr>
<tr>
<td>RAPs</td>
<td>Residential Academic Programs</td>
</tr>
<tr>
<td>RASC</td>
<td>Residential Academic Success Center</td>
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<tr>
<td>RD</td>
<td>Residence Director</td>
</tr>
<tr>
<td>RDSC</td>
<td>Residential Desk Services Coordinator</td>
</tr>
<tr>
<td>REL</td>
<td>Residence Education Leadership</td>
</tr>
<tr>
<td>RERC</td>
<td>Residence Education Resource Center</td>
</tr>
<tr>
<td>RFYE</td>
<td>Residential First Year Experience</td>
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<tr>
<td>RHA</td>
<td>Residence Hall Association</td>
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<tr>
<td>RHSM</td>
<td>Residence Hall Services Manager</td>
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<tr>
<td>RE</td>
<td>Residence Education</td>
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<tr>
<td>Res Ed</td>
<td>Residence Education</td>
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<tr>
<td>RL</td>
<td>Residential Life</td>
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<tr>
<td>RLC</td>
<td>Residential Learning Communities (office/staff)</td>
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<tr>
<td>SACL</td>
<td>Student Affairs and Campus Life</td>
</tr>
<tr>
<td>SAHA</td>
<td>Swahili for “The Storytellers,” a Peer Diversity Theatre Troupe</td>
</tr>
<tr>
<td>Si</td>
<td>Supplemental Instructions</td>
</tr>
<tr>
<td>Si Specialist</td>
<td>Terms referring to the FYESs</td>
</tr>
<tr>
<td>SLC</td>
<td>Student Leadership Center</td>
</tr>
<tr>
<td>SophoMORE</td>
<td>Sophomore experience (Campus wide initiative)</td>
</tr>
<tr>
<td>SS</td>
<td>Student Services</td>
</tr>
<tr>
<td>VMV</td>
<td>Vision, Mission, and Values</td>
</tr>
<tr>
<td>VRS</td>
<td>Variable Rate System or “Room Buy Out”</td>
</tr>
</tbody>
</table>
### Acronyms, Abbreviations, and Lingo (AAL)
#### Residential Life – University of Massachusetts Amherst

**Used to Describe Residence Hall Buildings, Clusters, or Areas**

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>B/B/W</td>
<td>Brett/Brooks/Wheeler</td>
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<tr>
<td>BM</td>
<td>Birch/ Maple</td>
</tr>
<tr>
<td>BCG</td>
<td>Baker/Chadbourne/Greenough</td>
</tr>
<tr>
<td>CHCRC</td>
<td>Commonwealth Honors College Residential Complex</td>
</tr>
<tr>
<td>ComCol</td>
<td>Commonwealth Honors College Residential Complex</td>
</tr>
<tr>
<td>EL</td>
<td>Elm/Linden</td>
</tr>
<tr>
<td>E/RFYE</td>
<td>East Residential First Year</td>
</tr>
<tr>
<td>E/MY</td>
<td>East Multi-Year</td>
</tr>
<tr>
<td>GrayFie or GF</td>
<td>Grayson/Field</td>
</tr>
<tr>
<td>JA</td>
<td>John Adams</td>
</tr>
<tr>
<td>JE</td>
<td>James/Emerson</td>
</tr>
<tr>
<td>JQA</td>
<td>John Quincy Adams</td>
</tr>
<tr>
<td>LH</td>
<td>Leach/Hamlin</td>
</tr>
<tr>
<td>MLD</td>
<td>Mary Lyon/Dwight</td>
</tr>
<tr>
<td>MT</td>
<td>Melville/Thoreau</td>
</tr>
<tr>
<td>NE/S/N</td>
<td>Northeast/Sylvan/North</td>
</tr>
<tr>
<td>North</td>
<td>North Area Apartments</td>
</tr>
<tr>
<td>OH/C</td>
<td>Orchard Hill/Central</td>
</tr>
<tr>
<td>O-Hill or The Hill</td>
<td>Orchard Hill</td>
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<tr>
<td>Patt-Mack</td>
<td>Patterson/MacKimmie</td>
</tr>
<tr>
<td>PC</td>
<td>Prince/Crampton</td>
</tr>
<tr>
<td>SW</td>
<td>Southwest</td>
</tr>
<tr>
<td>SW/RFYE</td>
<td>Southwest Residential First Year Experience</td>
</tr>
<tr>
<td>SWMY</td>
<td>Southwest Multi-year</td>
</tr>
<tr>
<td>TLJ or Jolt</td>
<td>Thatcher/Johnson/Lewis</td>
</tr>
<tr>
<td>VMB</td>
<td>Van Meter/Butterfield</td>
</tr>
</tbody>
</table>
### Frequently Used On Campus and with Student Groups

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AASA</td>
<td>Asian American Student Association</td>
</tr>
<tr>
<td>AG</td>
<td>Area Government</td>
</tr>
<tr>
<td>AGO</td>
<td>Area Government Officer</td>
</tr>
<tr>
<td>ASA</td>
<td>African Students Association</td>
</tr>
<tr>
<td>ASC</td>
<td>Arab Students Club</td>
</tr>
<tr>
<td>BDIC</td>
<td>Bachelor’s Degree with Individual Concentration program</td>
</tr>
<tr>
<td>BSU</td>
<td>Black Student Union</td>
</tr>
<tr>
<td>CAG</td>
<td>Central Area Government</td>
</tr>
<tr>
<td>Campus Pulse</td>
<td>A web-based interactive program that allows one to connect with hundreds of campus activities, campus offices, and more than 200 student organizations.</td>
</tr>
<tr>
<td>CC</td>
<td>Campus Center</td>
</tr>
<tr>
<td>CCC</td>
<td>Campus Community Coalition</td>
</tr>
<tr>
<td>CCPH</td>
<td>UHS’ Center for Counseling and Psychological Health</td>
</tr>
<tr>
<td>CEPA</td>
<td>Center for Educational Policy and Advocacy</td>
</tr>
<tr>
<td>CHC</td>
<td>Commonwealth Honors College</td>
</tr>
<tr>
<td>CMASS</td>
<td>Center for Multicultural Advancement and Student Success</td>
</tr>
<tr>
<td>CSB</td>
<td>Center for Student Businesses</td>
</tr>
<tr>
<td>CSD</td>
<td>Center for Student Development</td>
</tr>
<tr>
<td>CSVSA</td>
<td>Cape Verdean Student Association</td>
</tr>
<tr>
<td>CWC</td>
<td>Center for Women and Community</td>
</tr>
<tr>
<td>DC</td>
<td>Dining Commons</td>
</tr>
<tr>
<td>DiMES</td>
<td>Diversity in Management Education Services</td>
</tr>
<tr>
<td>DOS</td>
<td>Dean of Students</td>
</tr>
<tr>
<td>EH&amp;S</td>
<td>Environmental Health and Safety</td>
</tr>
<tr>
<td>FAC</td>
<td>Fine Arts Center</td>
</tr>
<tr>
<td>FAFSA</td>
<td>Free Application for Federal Students Aid</td>
</tr>
<tr>
<td>FERPA</td>
<td>Family Educational Rights and Privacy Act</td>
</tr>
<tr>
<td>GEO</td>
<td>Graduate Employee Organization</td>
</tr>
<tr>
<td>GLBTQQA</td>
<td>Gay, Lesbian, Bisexual, Transgender, Queer, Questioning, &amp; Ally</td>
</tr>
<tr>
<td>HASA</td>
<td>Haitian American Student Association</td>
</tr>
<tr>
<td>HFA</td>
<td>College of Humanities &amp; Fine Arts</td>
</tr>
<tr>
<td>IPO</td>
<td>International Program Office</td>
</tr>
<tr>
<td>ISOM</td>
<td>Isenberg School of Management</td>
</tr>
<tr>
<td>MASSPIRG</td>
<td>Massachusetts Public Interest Research Group</td>
</tr>
<tr>
<td>Moodle</td>
<td>Learning Management System used for on-campus courses at UMass</td>
</tr>
<tr>
<td>MTA</td>
<td>Massachusetts Teachers Association</td>
</tr>
<tr>
<td>NAH</td>
<td>New Africa House</td>
</tr>
<tr>
<td>NEAG</td>
<td>Northeast Area Government</td>
</tr>
<tr>
<td>NSO</td>
<td>New Students Orientation</td>
</tr>
<tr>
<td>OHAG</td>
<td>Orchard Hill Area Government</td>
</tr>
<tr>
<td>OIT</td>
<td>Office of Information Technologies</td>
</tr>
<tr>
<td>OPS</td>
<td>Office of Parent Services</td>
</tr>
<tr>
<td>OWL</td>
<td>Online Web-based Learning - is an online homework system, first developed by UMass for use in the Chemistry department.</td>
</tr>
<tr>
<td>PSU</td>
<td>Professional Staff Union</td>
</tr>
<tr>
<td>PVTIA</td>
<td>Pioneer Valley Transit Authority</td>
</tr>
<tr>
<td>RSO</td>
<td>Registered Student Organization</td>
</tr>
<tr>
<td>SACL</td>
<td>Student Affairs &amp; Campus Life</td>
</tr>
<tr>
<td>SAG</td>
<td>Sylvan Area Government</td>
</tr>
<tr>
<td>SALAD</td>
<td>Student Affairs Leaders and Directors</td>
</tr>
<tr>
<td>SALT</td>
<td>Student Affairs Leadership Team</td>
</tr>
<tr>
<td>SBS</td>
<td>College of Social and Behavioral Sciences</td>
</tr>
<tr>
<td>SGA</td>
<td>Student Government Association</td>
</tr>
<tr>
<td>SPHHS</td>
<td>School of Public Health &amp; Health Sciences</td>
</tr>
<tr>
<td>SPIRE</td>
<td>Web Information System (check grades, schedules, and other important information on the web)</td>
</tr>
<tr>
<td>STARS</td>
<td>Student Alumni Relations Society</td>
</tr>
<tr>
<td>SUB</td>
<td>Student Union Ballroom</td>
</tr>
<tr>
<td>SWAG</td>
<td>Southwest Area Government</td>
</tr>
<tr>
<td>SSC</td>
<td>Student Success Centers</td>
</tr>
<tr>
<td>TA</td>
<td>Teaching Assistant</td>
</tr>
<tr>
<td>UAW</td>
<td>United Automobile Aerospace and Agricultural Implement Workers (RA Union)</td>
</tr>
<tr>
<td>UHS</td>
<td>University Health Services</td>
</tr>
<tr>
<td>UMPD</td>
<td>University of Massachusetts Police Department</td>
</tr>
<tr>
<td>UPC</td>
<td>University Programming Council</td>
</tr>
<tr>
<td>USA/MTA</td>
<td>University Staff Association/Mass Teachers Association</td>
</tr>
<tr>
<td>UVC</td>
<td>UMass Amherst Student Television Station (TV19)</td>
</tr>
<tr>
<td>WMUA</td>
<td>UMass Amherst Student Radio Station</td>
</tr>
<tr>
<td>WOCLN</td>
<td>Women of Color Leadership Network</td>
</tr>
</tbody>
</table>
Lingo You Might Find Helpful

Blue Wall
Eatery in the Campus Center; famed for ice cream and cookies

The Bowl
Center of Orchard Hill residential area

The Cage
Curry Hicks Cage

The FAC
The Fine Arts Center

Haigis Mall
Grass area surrounded by the Fine Arts Center, SOM, and Whitmore

The Hatch
Another eatery in the Campus Center

The Hill
Grassy hill between Field and Van Meter

Hippie Beach
Grass area outside of the Student Union, near the Campus Pond

The Horseshoe or The Shoe
U-shaped area near Hampden D.C. with a basketball court in the middle

Munchies or The Munchie Store
UMass Amherst Convenience Stores, also known as C-Stores, three locations for quick snacks/light lunches: one at Hampden DC (in Southwest), Franklin DC (in Central), and Worcester DC (in Northeast)

NoHo
Chic name for Northampton

The Pit
Small parking lot surrounded by JA, JQA, and Patterson/MacKimmie

The Quad
Center of Northeast residential area

SW Beach
The grassy area located within “The Horseshoe”

The Trod
Center of Sylvan residential area

The Tunnel
Underpass leaving Southwest/North in route to Berkshire House

The U
U-shaped road which encloses the 3 buildings of Sylvan

UCard
Student ID Card, which gives students swipe access to residence halls

UStore
Store in the Campus Center where you can purchase office supplies and anything UMass Amherst you could want

The X
Malcolm X Cultural Center

Berk
Berkshire DC

Hamp
Hampshire DC