

MOVE-IN VOLUNTEER PROGRAM



**Housing and
Residence Life**

DIRECTORS WELCOME



<https://youtu.be/B-zxKYIsItE>



<https://www.youtube.com/watch?v=ZM1jNN2xoiM&t=5s>



WELCOME TO MOVE-IN VOLUNTEER PROGRAM TRAINING

WELCOME AND TIMELINE

Welcome to the Housing and Residence Life Move-in Volunteer Training Webcourse

Individuals who are not associated with UCF will solely use this document, which identically mimics the online webcourse. Please note that volunteers must be 18 years of age or older. The organization volunteer lead for the organization must be identified on this document.

This document is divided into six modules:

[Director's Welcome](#)
[Move-in Overview](#)
[Roles & Responsibilities](#)
[MVP Expectations](#)
[Next Steps](#)
[Reminders & Resources](#)

Please review each module carefully and fully understand the MVP experience and requirements. The "Next Steps" module includes instructions for two additional tasks to be completed by August 3rd.

Timeline for MVP recruitment and move-in:

Volunteers seeking to move in early and receive a fee waiver must sign up for an Early Move-In Appointment and complete the Webcourse prior to August 3rd. Students who miss the deadline can still move in early but cannot serve as an MVP and will not be eligible for a fee waiver.

Early Move-In will be August 12th and August 13th from 8:30 am - 3:30 pm.

Faculty and staff serving as MVPs MUST receive supervisor approval before signing-up to serve during official business hours. Additionally, faculty and staff will not receive compensation

Early Move-in Fee Waiver for MVPs

The Department of Housing and Residence Life will automatically waive the early move-in fee for move-in volunteers who meet the following conditions:

- Complete the WebCourse training
- Complete the Volunteer Waiver
- Work 4 shifts (4 hours each) during the 4-day move-in period, for a total of 16 hours.
- Sign in and out of each shift at the assigned Information Station.

Provide excellent service to our new Knights.

Late arrivals (more than 10 minutes) will not count as a completed shift. You'll need to work an additional shift.

Failing to work **ALL** 4 shifts will result in forfeiture of the early move-in fee waiver. Volunteering for move-in may also count towards community service hours for student organizations and classes. HRL will complete our standard form after move-in has concluded at the student's request.

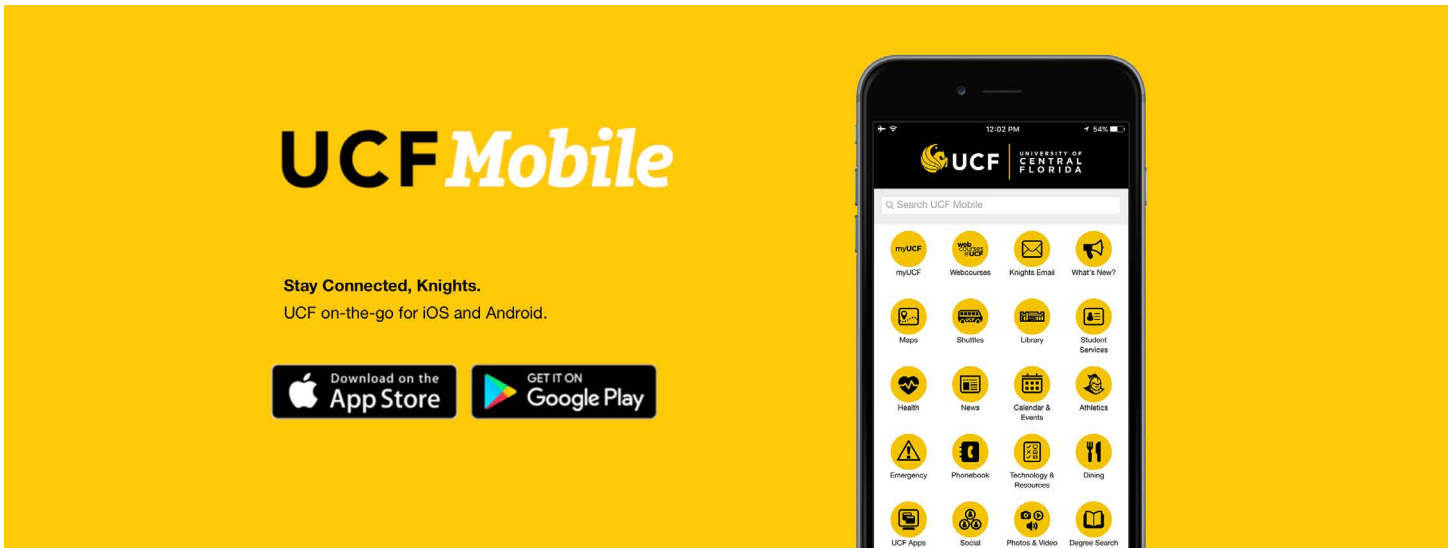
Allow 3 weeks for the fee waiver to be applied to your account. If you meet the conditions and have not received the waiver after 3 weeks, email hrlmoveinvolunteers@ucf.edu with the subject "Early Move-In Fee Waiver" and include:

- Name and Last Name
- UCF ID
- Dates/times of volunteer shifts
- Tent number/location of shifts.

Helpful Terms

- **RA:** Resident Assistant: Student Staff employees assigned to a floor or building. Responsible for creating a positive community, safe living, and department representation
- **AD:** Assistant Director: Supervises Coordinators and leads a residential area
- **MVP:** Move-In Volunteer Personnel/Program
- **DHRL:** Department of Housing and Residence Life
- **UCFPD/PD:** University Police Department
- **HS:** Housing Services: Located next to the B15 surface lot. The following offices are located in this building: Residence Life and Education, Marketing, Conference Services, and Key Services.
- **HAB:** Housing Admin. Bldg.
- **Coordinator:** leads the day-to-day management of a community and supervises RAs
- **Grad. Coordinator:** Assists the Coordinator
- **Info Tent:** These tents are located near unloading zones, Students and parents can find information, volunteers check-in, and move-in equipment rentals
- **Unloading Zones:** These are designated surface lots you can find on your Community move-in maps via the UCF Mobile app. They are typically next to or close to residence halls. UPD manages traffic in, and around Unloading zones.

UCF Mobile App



The UCF Mobile App is a great resource and provides volunteers, students, and families with great resources and information. Please download the UCF Mobile app from your mobile app store.

[Link to UCF Mobile App](#)

On the app, users can find:

- Community maps
- Wayfinding
- UCF IT information
- Cable and internet setup instructions
- Ability to place work orders with facilities and housekeeping
- Dining options
- Community Living Guide



THE EXPERIENCE: MOVE-IN OVERVIEW

The Experience

The Experience for students and families arriving at our communities is a step-by-step process that will be consistent across all communities. Here's how it works:

1. Students sign up for a move-in appointment that specifies a day and time.
2. The student confirms the appointment as instructed by HRL via email.
3. The student and their family review the Community Move-in Maps to identify unloading zones and overnight parking.
4. The student and family travel to campus and head to their designated unloading zone for their community.
5. Volunteers assigned to the surface lot greet the driver and instruct them to immediately unload and move their vehicle to long-term parking. Vehicles cannot be left unattended in unloading zones, and all items must be moved out of the car at that time.
6. Spots in the parking lot will be designated for those with a handicap hang tag, and these cars may be issued additional time for parking.
7. Overnight parking is not permitted in unloading zones until move-in weekend is over. Families with mobility concerns may be issued a pass for extended temporary unloading by a parking attendant.
8. Once the vehicle has parked, volunteer movers (with carts, dollies, or bins) will approach the vehicle and offer to assist with unloading and moving items to the resident's room. The volunteers will inform the resident to go directly to the community office to check-in while the volunteer helps their friends and family unload the vehicle.
9. Once all items have been unloaded and moved to the resident's room, the volunteer movers will instruct the family to move their vehicle from the unloading zone to the long-term parking lot assigned to that community.
10. Residents may not know their exact room number when they are first greeted by the volunteer movers, but they should know the building and floor. In such cases, the volunteer movers will assist with taking the individual's items to that floor and work with the student's friends and family to find a suitable place to drop off all items.
11. Volunteer movers will then return to the unloading zone and assist other families.

Community Directional and Parking Maps

To facilitate move-ins, residents are given instructions on their designated unloading zone prior to arrival. Below are hyperlinks to community directional maps that contain helpful information about loading and unloading zones, parking, and check-in stations.

- A green tent icon indicates the information station on the community map. Check the icon key for additional resources and locations.
- Volunteer, staff, faculty, and vendors should review the map(s) of the communities they'll be working in during move-in.
- Purchase parking passes online before the first day of classes; physical passes are no longer given out. Students can buy passes at www.parking.ucf.edu.
- Vendors will park employee buses and personal vehicles in a pre-designated lot (back of B9)
- Red lines on each community map indicate special event physical boundaries.
- HRL and UPD reserves the right to remove or relocate anyone outside of these boundaries during move-in periods
- Parking lots with an asterisk also serve as reserved spaces for faculty and staff during business hours.

COMMUNITY	INFORMATION STATION DESIGNATION	UNLOADING ZONE	OVERNIGHT/ OVER-FLOW PARKING
Apollo Community Map	1	Parking Lot B4	Garage B
Hercules Community Map	2	Parking Lot B8	Garage B
Libra Community Map	3	Seminole, Orange, Brevard, Citrus, Halls - Parking Lot B9* Flagler and Sumter Hall - Parking Lot C3*	Libra Garage and Garage B
Neptune Community Map	4	Neptune 158 - Parking Lot B8 Neptune 156 and 157 - Parking Lot B15	Libra Garage
Nike Community Map	5	Parking Lot B15	Libra Garage and Garage B

Northview Community Map	6	Northview Garage (residents should unload on the garage floor their housing assignment)	Northview Garage
Lake Claire Community Map	7	LC Bldgs. 55, 56, 60, and 64 - Parking Lot H5 LC Bldgs. 63 and 66 - Parking Lot H6 LC Bldgs. 69 and 70 - Parking Lot H7 LC Bldgs. 57, 58, 59, 61 - Parking Lot H8 LC Bldgs. 62, 67, 68 - Parking Lot H9	Garage H
Towers 1&2 Community Map	8	1st & 2nd Floor of Garage G	3rd Floor and Above Garage G & Garage F
Tower 3&4 Community Map	9	1st & 2nd Floor of Garage E	3rd Floor and Above Garage E & Garage F
Rosen	N/A	Rosen College Parking Lot	Rosen College Parking Lot

Unloading Zones

Parking lots near residence halls are designated as unloading zones. UPD manages traffic to avoid congestion. Volunteers help unload vehicles quickly and wait with items until students return.

After unloading, vehicles must be moved to long-term parking. Volunteers give instructions to:

- Proceed to community check-in station
- Find housing assignment on MYUCF portal
- Visit Information Station to sign out move-in equipment (45-minute rental; photo ID required)
- Move vehicles immediately to long-term parking.

Information Tents

Information Tents are located near unloading zones, providing support for MVPs, vendors, students, and families. They offer:

- Information about move-in, UCF, and housing
- Check-in/out for MVP shifts
- Workspace for vendors
- Shaded break area for MVPs
- First aid kit (report injuries to MVP Lead)
- Water, limited seating, limited equipment
- Bins, carts, and dollies (check out with photo ID at the tent; return within 45 minutes)
- Move-In Tent Lead handles check-in/out of items, which are only available if there are more items than MVPs.

Check-in Stations

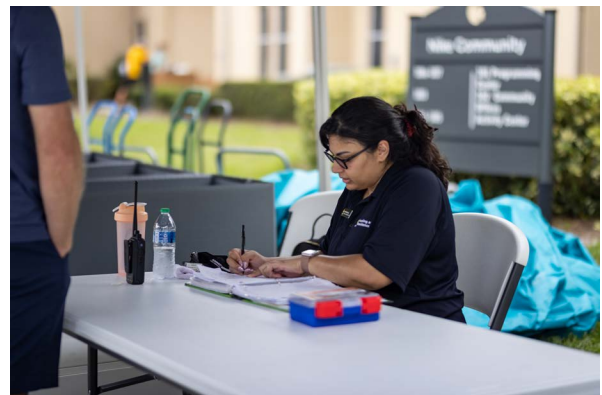
Check-in Stations are located in community lounges near the community office.

Students are prompted multiple times throughout this process not to head to the Check-In Station unless they have their UCF ID card.

Students with their university ID proceed to a check-in station. Upon arrival staff will encode students' ID for building and/or room access.

Typical wait times are under 20 minutes, but we encourage residents to go alone to avoid congestion.

Staff will provide keys, encode ID cards, and direct to information stations if needed.



ROLES, RESPONSIBILITIES, AND EXPECTATIONS

Roles and Responsibilities

Customer service and student support are two of the most important services we provide student and families during their move-in experience.

During move-in, customer service and student support are crucial. There are four classifications of move-in volunteers:

Volunteer Tent Lead:

- Oversee information tent set-up/tear-down and daily operation
- Track MVP sign-in/sign-out and cart/dolly assignments
- Provide accurate move-in information
- Assist MVP lead with cart/dolly check-out process
- Ensure all carts and dollies are returned to the information station or community office

Unloaders/Movers:

- Assist with unloading and moving belongings
- Provide accurate move-in information
- Assist MVP lead with cart/dolly check-out process
- Work in pairs and use assigned carts to move belongings

UPD (Surface Lot Management):

- Monitor unloading zones and long-term parking
- Direct traffic and work with MVPs to ensure compliance with UCFPD officers
- Manage handicap and reserved spaces are available.

Faculty and Staff (Greeters and Way Finders)

- Faculty and Staff can sign up for as many shifts as they prefer.
- Stationed in specific areas throughout residential communities
- Assist people in navigating residential communities by pointing out signage, surfaces lots, buildings and other landmarks throughout the community
- Actively look for individuals that may look lost or confused and provides them with guidance or directions. If someone is looking lost or confused, they help them find their way
- Should be comfortable using and instructing individuals on how to use the UCF mobile app (i.e. community directional maps)
- At specific times, you may be asked to pass out water, ice pops, or disposable ponchos (if it is raining).
- At specific times, you may be asked to pass out water, ice pops or ponchos (if raining) to students and parents.

Visit <http://www.housing.ucf.edu/movein/day/> for loading/unloading maps. Follow UPD instructions to avoid accidents and traffic congestion. Unloading zones are designated for prompt relocation to long-term parking.

Recap of Volunteer Expectations

Volunteer tent Leads will be responsible for monitoring and enforcing these expectations at each station. If an MVP is unable to consistently meet these expectations, they may lose their eligibility to receive an early move-in fee waiver (if applicable) and/or may be released from their shifts.

- Bring photo ID/UCF ID with you when volunteering.
- Complete the volunteer waiver by the established deadline.
- Wear Volunteer t-shirt you are provided (or a UCF t-shirt if one was not provided)
- Wear climate-appropriate apparel that allows for range of movement. Avoid wearing torn, ripped clothing and apparel bearing advertisements.
- Must wear closed-toed shoes during all shifts.

Arrive at least 15 minutes early for your shift to sign-in and receive instructions from your Tent Lead.

- If you are assigned for the 7:30am shift, please arrive by 7:15am.
- If you are assigned to the 11:00 am shift, please arrive by 10:45am.

Must sign in and out, personally, at the tent for their assigned shift location.

- Keep your assigned cart/dolly/bin with you at all times, for the entirety of your shift.
- Be present and engaged for the entirety of your shift.
- Act professionally and appropriately at all times.
- Comply with all Housing and Residence Life staff and MVP Tent Lead requests.
- Anticipate needs and actively seek out students and families in need of assistance.
- Return to your assigned Information Tent for short breaks.

MVPs, regardless of affiliation, may not actively recruit students to join any organizations.

- Speak positively about UCF and Housing and Residence Life
- Speak positively about all student organizations
- Notify MVP Tent Lead or HRL staff immediately in case of injury to self or others
- Notify MVP Tent Lead, HRL staff, or UCFPD of any suspicious or concerning behavior you may encounter
- Stay hydrated and pay attention to your personal well-being throughout the day. It will be hot, so please bring a reusable water bottle and make sure you are taking care of yourself! Have fun and enjoy the day!

What Volunteers Should Not Do

- Wear inappropriate apparel. Inappropriate apparel includes:
- Any open-toe shoes, including, but not limited to: flip flops, sandals, footbed sandals, activewear sandals, slides, etc. Please also refrain from wearing boat shoes, shoes with a heel or platform (unless medically necessary), or Crocs.
- Attire with advertisements. This includes UCF clubs, student organizations, fraternities or sororities.
- Ripped, torn, or stained clothing.
- If you would not wear it to a workplace, do not wear it during your MVP shift.
- Invite students to parties or social gatherings either on or off campus.
- Actively recruit or distribute information for any organization (regardless of UCF affiliation)
- Discuss topics involving drugs, alcohol, partying, etc.
- Make any inappropriate comments or advances to students, family members or other staff

- Bring non-registered guests to participate with you. If they did not sign up to be a MVP and did not complete the Webcourse, they may not be with you during your shift
- Excessive socializing with other MVPs that result in ignoring the needs of students and families
- Participate in unsafe behavior (riding carts, carrying too much at one time, etc.)
- Lend out a dolly or cart that is assigned to you

Attire Expectations

T-Shirts

- Housing and Residence Life will provide volunteers with a t-shirt to wear during their shifts. You must wear the provided t-shirt so you are easily identifiable as an official MVP.
- You will enter your preferred t-shirt size on the shift selection form. Be sure to request the size you need.
- T-shirts will be available for pick up at your first shift.

Footwear

- All MVPs must wear closed-toe, athletic-type shoes. We ask that you wear closed-toe shoes for safety reasons.
- Do NOT wear flip-flops, sandals, boat shoes, or Crocs.

Pants/Shorts

- Move-in days are long and hot. HRL wants you to feel comfortable while you volunteer. Shorts are permitted, but should be a suitable/appropriate length to allow for full/comfortable movement.

If you arrive to your shift without wearing appropriate attire, your Tent Lead will ask you to change and then return. You will only be able to check in for your shift once you are dressed according to the above attire requirements.

MVP NEXT STEPS

Move-In Volunteer Waiver Form

In accordance with university policy and per the guidance of UCF Risk Management, All volunteers (faculty, staff, students, and non-UCF affiliated community member) MUST complete a University at Central Florida Volunteer Waiver Form before their first shift.

This will be verified by the Information Station Lead at check-in. Those that do not complete the form will not be allowed to participate in The Experience.

Please complete this form by August 3rd at 11:59 pm.

[UCF HRL Move-In Volunteer Waiver Form](#)

Scheduling/Shift Sign-Up Overview

Anyone who would like to serve as a Move-In Volunteer must complete our UCF Volunteer form and sign up via our Sign Up Genius.

Employee/Participant Type

Information to help you determine your status here:

<https://hr.ucf.edu/prospective-employees/time-off/>

Exempt Faculty, A&P, USPS, and OPS (student and non-student) employee

You acknowledge you have approval from your supervisor and while assisting with this program during your normal working hours, your services are compensable and in the event of an injury while performing these services you likely would be covered through worker's compensation.

Non-exempt USPS employee

You acknowledge that you have approval from your supervisor and this will not place the you into an overtime status but if it does, your supervisor is aware that their department would be responsible for payment of OT. While assisting with this program during your normal working hours, your services are compensable and in the event of an injury while performing these services you likely would be covered through worker's compensation.

Non-exempt OPS (student and non-student) employee

You acknowledge you have approval from your supervisor and that your department will be responsible to pay for any hours worked. While assisting with this program during your normal working hours, your services are compensable and in the event of an injury while performing these services you likely would be covered through worker's compensation.

Non-employee (Volunteer)

If you are not an employee and would like to volunteer, please communicate that in the sign-up and review UCF's volunteer policy at <https://policies.ucf.edu/documents/3-128.pdf>

Students, Alumni, non UCF affiliated community members

Anyone that wishes to participate as a move-in volunteer MUST sign up via our Sign Up Genius.

This form opens on June 2, 2023 at 12:00 AM and closes on August 3, 2023 at 11:59 PM. Please follow the instructions on the following page to sign up for your volunteer shifts. ALL volunteers that wish to be considered for a move-in fee waiver must sign up for a minimum of four (4) shifts. Each shift is four hours in length.

Please Note: Shifts are available on a first come first serve basis. Additional slots may be added, but only if all original slots have been filled.

Food will not be provided. Bottled water will be available to everyone at Information and Check-In Stations.

Recap

- You will receive an email from Sign Up Genius with your selected shifts. Save them to your personal calendar.
- You must report to the Information Stations and work the unloading zone where you have signed up.
- You cannot change locations during your shift, unless directed to do so by an HRL staff member or MVP Tent Lead.
- Please monitor your health. IT IS EXTREMELY HOT ON MOVE-IN DAYS!

MVP Shift Selection Form - Sign Up Genius

Click Here to access the volunteer shift selection form:
<https://www.signupgenius.com/go/10C0944A4AB2DAAFBC61-2023>

To select your shifts, please follow the instructions below:

1. Select the shifts you would like to volunteer -- be mindful to double check the date and time for your selected location.
2. Fill out your information -- please use an email you use regularly and have access to as your shifts will be emailed to you.
3. Complete the acknowledgement statements and select your t-shirt size.
4. Click Sign Up Now and you're done!

***Reminder!** Faculty/Staff and Alumni are not required to work at least 4 shifts.

If you have any questions about the Move In Volunteer program,
please contact hrlmoveinvolunteers@ucf.edu.

Reminders

Your well-being is important. Please make sure you are drinking plenty of water and taking breaks periodically.

- Housing and Residence Life will not provide food or snacks. Please plan appropriately and provide your own snacks as needed.
- Review the weather forecast and ensure you are prepared for rain or shine (items to consider bringing: rain jacket, umbrella, sunscreen, bug spray)
- Do not loan out carts to parents or students indefinitely. Carts should stay with an MVP at all times.
- MVPs should park in garages and parking lots designated for long-term move-in weekend parking. We need to clear surface lots next to communities to save space for arriving students.

In the event of thunder/lightning:

- If, during the course of your shifts, you hear the THOR lightning alarm system (1, 15 second long horn blast) seek shelter inside of a building immediately.
- All external move-in operations will resume once the system has issued the all clear alarm (3, separate short horn blasts)
- Multiple interruptions may result in Information Stations being relocated to internal community spaces to continue MVP sign in and equipment check out. Your Information Station Tent Lead will make the decision.

Know your limitations

- Do not overexert yourself or carry more than you are capable of carrying.
- Temperature have been unusually high this summer season - Stay hydrated - bring a reusable water bottle to refill throughout your shift.
- Take brief breaks as needed.

Community Office Referrals

- The Community Office is able to assist with additional questions and concerns

Emergency Contact information

- In an emergency, call 911 immediately and then notify your Move In Tent Lead

If you have any questions about the Move In Volunteer program, please contact hrlmoveinvolunteers@ucf.edu.

END OF COURSE

Thank you for your interest in helping welcome our **NEW KNIGHTS!!!**

If you have any questions, please email us at hrlmoveinvolunteers@ucf.edu

Given the high email and call volume leading up to and through move-in, please expect at least 48 hours before messages are returned.

