

# Welcome

## **On behalf of the office of Residence Life and Off-Campus Housing, welcome to MICA!**

We know coming to campus can be an exciting time for you, but during these challenging times, we also know you may have a lot of questions and concerns. During this opening week, please take advantage of the following:

### **1. Your Residential Advisor (RA)**

- a. RAs are hired by our office to lead communities within our halls and act as a resource to you! Feel free to ask them anything! Whether you want to know where to find the best food in town, or you're struggling to navigate campus, RAs are here to support you and help you adjust to life at MICA.
- a. RAs will be creating a **Google Hangouts group chat** to help connect you to your hall community, so make sure you are added to that chat so you don't miss any important information.

### **2. Your Residential Coordinator (RC)**

- a. The RC is the full-time staff member responsible for the direct supervision of the RAs and the residence halls. If you have move-in feedback, or any other questions or concerns that you feel would be best heard by a full-time staff member, feel free to email our RC, Sam, at **sferrigno@mica.edu!**

### **3. Welcome Week Events**

- a. **Between January 17 and January 23, we will be having a virtual program every day!** Keep an eye on your email and Google Hangout chat to learn more about these programs. Whether you are here on campus or not, feel free to stop by for these events to **get a head start on connecting with other MICA students.**

### **4. The Zoom Helpdesk**

- a. Last but not least, while we would absolutely love to meet you and support you in person, your health and safety is our top priority. While our office won't be available for an in-person chat, please feel free to use the link or QR code in this welcome packet to connect to our **9am-5pm virtual Zoom Helpdesk. This service will be available Tuesday, January 19 through Friday, January 22. Ask us anything about Baltimore or MICA!**

We're so happy you're here!

The Office of Residence Life and Off-Campus Housing at MICA

# Work orders

If you have a problem in your apartment that needs to be fixed (i.e. burnt out lightbulb, smoke detector batteries, broken appliance, bed needs to be lowered or raised, plumbing issues etc.) fill out a work request. Note that work requests are prioritized by level of urgency and won't always be completed the same day you put them in.

## Steps

1. Google MICA work orders/ go to the work order page on the MICA website where you will find a link to the MICA emaint page.

WORK ORDER  
REQUESTS  
Service Request  
Designations

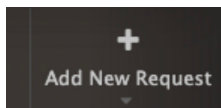
**The Department of Facilities Management uses eMaint for submission and monitoring of service order requests**

Use your MICA email address and password to sign on to eMaint, then click on the service request button at the top of the page.

[Make a work order request through eMaint](#)

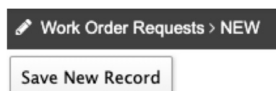
2. Click the link and log in using your MICA id and password, like you are logging into mica.edu or a mica computer. If your credentials don't work, you can use CURREN99 for both the id and password

3. Click "Add New Request" in the upper right-hand corner



4. Fill out the information in the form to the best of your ability, using your MICA email. Be as specific as possible about where the damage is (ex. Leftmost window in room 123A is stuck and cannot be closed)

5. Click "Save New Record" in the upper left corner above the form to send the work order.



6. Look for confirmation and updates in your MICA email.

**Step 3: Click "Add New Request"**

**Step 4: Fill out respected information.**

**Step 5: Under "E-mail" put YOUR MICA email**

**Step 6: "Save New Record" will send the work order through**

**Step 7: Keep an eye out in your email for any updates. You can also check the status on emaint or by calling 410-225-2317**

## Room Condition Form Guide

1. Open and read the [Room Condition Form](#).
2. Inspect your apartment. Complete the form above with any information.
3. If your apartment is satisfactory, email the form to [rcfmica@gmail.com](mailto:rcfmica@gmail.com).
4. If there are any issues in your apartment, complete the two steps below.
  - a. Submit a work order by following the guide below.
    - i. [Work Order Guide](#)
  - b. Email the RCF form and any photos of the issues to [rcfmica@gmail.com](mailto:rcfmica@gmail.com).
5. RCFs must be submitted to [rcfmica@gmail.com](mailto:rcfmica@gmail.com) by February 1st, 2021.

# Spring 2021 Residence Life Guidebook

## General Operations

- The physical Office of Residence Life will be closed this semester.
- All staff will be available for virtual meetings and by appointments only (Monday-Friday 9am-4:30pm). To schedule with a specific person please visit the Residence Life [Meet Our Staff website](#).
- [Residencelife@mica.edu](mailto:Residencelife@mica.edu) is the general main email. This account will be checked Monday-Friday during business hours (Monday-Friday 9am-4:30pm).

## Emergency Contact

There is a Student Affairs staff member available after business hours to assist with major student issues. If a student is experiencing a significant issue after regular business hours and needs to request assistance, contact Campus Safety at 443-423-3333 and ask to speak with the Dean on Call. Campus Safety will contact the staff member available to help with the problem. Campus Safety is available at the Gateway and Leake Hall front desks 24 hours a day for additional help if necessary.

## Primary contacts

- For elevated or time-sensitive concerns, please contact your Residential Coordinator, Sam Ferrigno at [sferrigno@mica.edu](mailto:sferrigno@mica.edu) or the Assistant Director of Residence Life, Sharnelle Henry [shenry@mica.edu](mailto:shenry@mica.edu) during business hours (M-F, 9:00 am-4:30 pm)
- For emergencies, please call Campus Safety's 24-hour dispatch at 443-423-3333. They will be able to connect you to a professional on-call team or appropriate resources.
- Please contact your RA for all general concerns and questions.

## Front Desk

- You will be able to access your residence hall with your MICA ID Card. If you are having issues with your ID or need a replacement, contact Campus Safety's 24-hour dispatch at 443-423-3333 or send an email to [campus\\_safety@mica.edu](mailto:campus_safety@mica.edu).
- A temperature scanning system is in place at the front entrance of your residence hall. Once you scan your ID Card, please step to the designated area and allow the Campus Safety officer to scan your temperature. If the temperature reading is normal, you will receive a color-coded wristband that will be valid for the duration of the day. If a student has an elevated temperature reading, Campus Safety will be providing additional instructions.

## Studios & Lounges

- Common spaces such as studios and lounges will be open in accordance with social distance guidelines. Start on connecting with other MICA students.

## Lockouts

- For assistance with lockouts, please visit the front desk of your residence hall or call the front desk numbers below:
  - » Gateway: (410)-225-5286
  - » Founders Green: (410) 462-7501A Campus Safety Officer will be able to assist you.

## Cleaning Expectations & Supplies

- Each resident is responsible for maintaining the cleanliness of their own space and the common areas in the apartment.
  - » [Detailed Disinfectant Guidance](#)
  - » [Safe and Effective Disinfectant Use](#)
- Disinfect high touch areas daily:
  - » Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, showerhead, AC buttons etc.
- Each apartment will be provided with CDC approved disinfectant wipes. Refills will be available through the [work order request system](#).

## Laundry

- There are laundry facilities located on the 2nd floor of The Gateway and across from Glace Grill in Founders Green. Students can use their flex dollars or quarters to purchase a wash or dry cycle.
- If you need laundry services, we have made arrangements with a local company, at a discount, who can pick up your laundry and return it washed, dried and folded. The laundry company accepts clothing, towels, sheets and light blankets. Standard return delivery is two days later.
  - » To contact laundry services: Utilize MICA's account address at, [www.LaundryCare.biz/login](http://www.LaundryCare.biz/login) and enter:  
**User Name:** cbohaska@mica.edu  
**Password:** random\_b64c1d

## Campus Partners

- Campus safety
  - » A campus safety officer is stationed at the front desk of your residence hall. If you have any concerns, contact Campus Safety's 24-hour dispatch at 443-423-3333 or send an email to [campus\\_safety@mica.edu](mailto:campus_safety@mica.edu).
- Facilities
  - » For general facilities needs, please fill out a work order form or contact Peter Noll at [facman@mica.edu](mailto:facman@mica.edu). Search [www.mica.edu](http://www.mica.edu) for "work order request" to find specific instructions to submit a work order. If you are experiencing a facilities emergency (fire, flood, etc.) please contact Campus Safety's 24-hour dispatch at 443-423-3333.
- MICA Store
  - » Orders for curbside pickup can be made by calling 410-225-2276 or by visiting [shop.mica.edu](http://shop.mica.edu).
- Monitor Health
  - » If you develop a fever (above 100.4 °F) or need medical triage or other assistance while in residence, please call MICA's Student Health Center at 410-225-4118 whose staff can help determine if you should leave the premises to seek medical attention.
  - » Symptoms related to COVID-19 include:
    - fever (above 100.4 °F)
    - cough
    - shortness of breath
    - Change in taste

- Change in smell
- Diarrhea
- Eye irritation
- In more severe cases, infection can cause pneumonia and other complications. This seems more prevalent in older individuals and in those with other health conditions.
- » If you develop a fever (above 100.4 °F) or need medical triage or other assistance while in residence, please call MICA's Student Health Center at 410-225-4118 whose staff can help determine if you should leave the premises to seek medical attention.
- Common Feelings
  - » Everyone reacts differently to stressful situations such as an infectious disease outbreak that require changes in location or behavior. When you are out of circulation for a few days, you may experience a range of feelings, including:
    - Anxiety, worry, or fear related to your health status or that of others
    - Feeling special; like you're having an adventure
    - Anger or resentment of the inconvenience
    - Worry about not having your things with you or not doing your usual routine
    - Uncertainty or concern about how long you will need to remain in this situation
    - Excitement to have some alone time to rest and catch up on reading
    - Loneliness or feeling cut off
    - Boredom and frustration
    - Sadness or depression
    - Symptoms of post-traumatic stress disorder (PTSD).
- Entertainment
  - » Please tune in and stay connected with the MICA community by attending virtual events and programs. The MICAapp (launching in August) is a great way to keep a pulse on what is happening at MICA.

# **Welcome to MICA!**

## **We're here to help. If you'd like assistance during move-in, here are your options.**

1. Scan this QR Code for direct assistance from Residence Life Staff.



2. Visit the front desk of your residence hall and use the laptop there to contact a professional staff member. Instructions will be posted at the desk.

Any other questions or concerns? Email the Assistant Director of Residence Life at [shenry01@mica.edu](mailto:shenry01@mica.edu).

## MICA's COVID-19 SURVEILLANCE TESTING PROGRAM SPRING 2021

Week of January 18, 2021

| Testing Date                   |                            |                   |
|--------------------------------|----------------------------|-------------------|
| <b>Monday January 18, 2021</b> | MLK Holiday/Campus Closure | <b>NO TESTING</b> |
|                                |                            |                   |
|                                |                            |                   |
|                                |                            |                   |
|                                |                            |                   |
|                                |                            |                   |
|                                |                            |                   |

| Testing Day                     | Time Frame            | Students/Faculty/Staff<br>Last Name |
|---------------------------------|-----------------------|-------------------------------------|
| <b>Tuesday January 19, 2021</b> | 9:00am-10:00am        | A                                   |
|                                 | 10:00am-11:00am       | B                                   |
|                                 | 11:00am-12:00pm       | C                                   |
|                                 | <b>12:00pm-1:00pm</b> | <b>BREAK</b>                        |
|                                 | 1:00pm-2:00pm         | D                                   |
|                                 | 2:00pm-3:00pm         | E-F                                 |
|                                 | 3:00pm- 4:00pm        | G                                   |
|                                 | 4:00pm-4:45pm         | H                                   |



| Testing Day                       | Time Frame             | Students/Faculty/Staff<br>Last Name |
|-----------------------------------|------------------------|-------------------------------------|
| <b>Wednesday January 20, 2021</b> | 9:00am-10:00am         | I-J                                 |
|                                   | 10:00am-11:00am        | K                                   |
|                                   | 11:00am- 12:00pm       | L                                   |
|                                   | <b>12:00pm- 1:00pm</b> | <b>BREAK</b>                        |
|                                   | 1:00pm-2:00pm          | M                                   |
|                                   | 2:00pm-3:00pm          | N                                   |
|                                   | 3:00pm-4:00pm          | O-P                                 |
|                                   | 4:00pm-4:45pm          | Q                                   |

| Testing Day                      | Time Frame            | Students/Faculty/Staff<br>Last Name |
|----------------------------------|-----------------------|-------------------------------------|
| <b>Thursday January 21, 2021</b> | 9:00am-10:00am        | R                                   |
|                                  | 10:00am-11:00am       | S                                   |
|                                  | 11:00am-12:00pm       | T                                   |
|                                  | <b>12:00pm-1:00pm</b> | <b>BREAK</b>                        |
|                                  | 1:00pm-2:00pm         | U-V                                 |
|                                  | 2:00pm-3:00pm         | W                                   |
|                                  | 3:00pm-4:00pm         | X-Y                                 |
|                                  | 4:00pm-4:45pm         | Z                                   |

Weekly beginning January 25, 2021 through the remainder of the semester

| Testing Day    | Time Frame            | Students/Faculty/Staff<br>Last Name |
|----------------|-----------------------|-------------------------------------|
| <b>Mondays</b> | 9:00am-10:00am        | A                                   |
|                | 10:00am-11:00am       | B                                   |
|                | 11:00am-12:00pm       | C                                   |
|                | <b>12:00pm-1:00pm</b> | <b>BREAK</b>                        |
|                | 1:00pm-2:00pm         | D                                   |
|                | 2:00pm-3:00pm         | E-F                                 |
|                | 3:00pm- 4:00pm        | G                                   |
|                | 4:00pm-4:45pm         | H                                   |

| Testing Day     | Time Frame             | Students/Faculty/Staff<br>Last Name |
|-----------------|------------------------|-------------------------------------|
| <b>Tuesdays</b> | 9:00am-10:00am         | I-J                                 |
|                 | 10:00am-11:00am        | K                                   |
|                 | 11:00am- 12:00pm       | L                                   |
|                 | <b>12:00pm- 1:00pm</b> | <b>BREAK</b>                        |
|                 | 1:00pm-2:00pm          | M                                   |
|                 | 2:00pm-3:00pm          | N                                   |
|                 | 3:00pm-4:00pm          | O-P                                 |
|                 | 4:00pm-4:45pm          | Q                                   |

| <b>Testing Day</b> | <b>Time Frame</b>     | <b>Students/Faculty/Staff<br/>Last Name</b> |
|--------------------|-----------------------|---|
| <b>Wednesdays</b>  | 9:00am-10:00am        | R   |
|                    | 10:00am-11:00am       | S   |
|                    | 11:00am-12:00pm       | T   |
|                    | <b>12:00pm-1:00pm</b> | <b>BREAK</b>                                |
|                    | 1:00pm-2:00pm         | U-V   |
|                    | 2:00pm-3:00pm         | W   |
|                    | 3:00pm-4:00pm         | X-Y   |
|                    | 4:00pm-4:45pm         | Z   |