
Document title: **[Missing Student Notification Policy – June 2017]**

Approval date: **[June 2017]**

Purpose of document: **[A policy document to indicate the procedures followed by The Office of Residential Life to identify and report missing students residing at the On-Campus Residence along with the notifications procedures to the contact persons/departments concerned]**

Office/department responsible: **[Office of Residential Life]**

Approved by: **[Maissa F. Ragab – Director, Office of Residential Life]**

Document classification level: **[Public]**

Document accessible: **[<http://www.aucegypt.edu/students/services/student-residences>]**

Document includes: **[Policy]**

Related documents/see also: **[N/A]**

Missing Students Notification Policy

Policy Statement

This policy is created to state the procedures followed by The Office of Residential Life to report missing residents along with the notifications procedures to the parents and the concerned AUC departments. This policy is applicable to AUC students residing at the AUC Residences who are identified as missing for more than 24 hours.

Reason for Policy/Purpose

As AUC and The Office of Residential Life are committed to providing a student centered experience through residing at the AUC Residence, one of the main factors is the residents' safety and well-being. This policy is a crucial and an integral part of ensuring the proper tracking, follow up and the overall well-being of the students residing at the AUC Residences.

Who Approved This Policy

Maissa F. Ragab – Director, Office of Residential Life
Noel H. Knille – AVP for Campus Services

Who Needs to Know This Policy

All AUC.

Web Address for this Policy

<http://www.aucegypt.edu/students/services/student-residences>

Contacts

Responsible University Official: Yasser Allam

Responsible University Office: Office of Residential Life

If you have any questions on the policy or procedure for Missing Students policy, you may:

1. Call [Yasser Allam] at [02.2615.4035], or [Office of Residential Life] at [02.2615.4019]
2. Send an e-mail to y.allam@aucegypt.edu or reslife@aucegypt.edu

Definitions

Term (alphabetical order)	Definition as it relates to this policy
Missing Student	A student is identified as missing under any of the following circumstances: <ol style="list-style-type: none"> a. A friend/classmate reported that the student has not been attending classes. b. A roommate reported that the student did not show up in his/her room for more than 24 hours without filling in a vacation form. c. The RA/service point has reported that the student did not show up in the unit/room for more than 24 hours without filling in a vacation form. d. The resident did not show up in the designated arrival date/time specified in the vacation form.
RA	Resident Advisor
RD	Resident Director
Service Point	Front/Reception Desk at the entrance of the AUC Residences. There are two service points, one at the entrance of each section (male and female) which are operating on a 24/7 basis.
Vacation Form	A form which is filled by the residents who are leaving the residences for more than 24 hours stating the student's destination, date of departure/return, contact information of the student's destination and emergency contact information. This form is mandatory for all residents leaving for more than 24 hours.

Policy/Procedures

Residents have to abide by filling in the sign-in, sign-out and vacation forms so that staff members, RAs and RDs would be able to track their presence. In case a student is found missing, the standard procedure followed by The Office of Residential Life is as follows:

1. Missing students are identified by the service point/reception desk and their names and ID numbers are sent to the Resident Directors, Residential Life Manager and the Security Office within 24 hours of identifying the missing student.
2. If a student or a staff member identifies or suspects a student is missing, they should report the incident to both the Service Point and the Resident Directors immediately.
3. The Resident Director and the Residential Life Manager then proceeds to contact the missing student on his/her mobile phone immediately.
4. In case the student could not be reached, the parent/guardian is contacted immediately. The parent/guardian's information is retrieved from the parental release form and/or the student's information on Banner (SPAIDEN).
5. The Office of Residential Life also notifies the following offices/departments within 24 hours of identifying a missing student in case the student cannot be reached:
 - a. Security Office
 - b. International Students Office (If the student is non-Egyptian)
 - c. Scholarship Office (If the student is on a scholarship)
6. The residents' contact information is accessed confidentially by authorized campus official and only in the cases of emergencies.
7. Important Contact Information (Fall 2017)
 - a. Male Service Point Phone: 02-2615-4020
 - b. Female Service Point Phone: 02-2615-4010
 - c. Male Resident Director: Mr. Walid R. Beshr 010-9223-8875
 - d. Female Resident Director: Ms. Lamis Morsy 010-0374-4585
 - e. Security Office Emergency: 02-2615-4444
 - f. Security Office Director Gen. Mohamed Ebeid 012-7000-1144
 - g. International Students Office Mr. Ibrahim Louris 012-2766-9769

Forms/Instructions

Sign-in/out and vacation forms are located at the reception desk/service point. These forms are created to track the entrances and exits of residents after 10:30 PM on weekdays and 11:30 PM on weekends. Vacation forms are to identify residents on leave for more than 24 hours.

Related Information

Financial and Social Rules and Regulations located on the website link
“<https://documents.aucegypt.edu/Docs/Policies/Finantial%20and%20Social%20Regulations%20Policy.pdf>”

Appendices (optional)

N/A

History/Revision Dates

Origination Date: June, 5, 2017

Last Amended Date: June, 7, 2017

Next Review Date: Month, Day, Year