

BEST PRACTICES, Housing

Title: Georgia Institute of Technology On-Line

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Source: Georgia Institute of Technology

Co Area:

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2003.html

Abstract: The Georgia Tech Department of Housing partnered with the Office of Information Technology, Enterprise Information Systems (OIT-EIS) to develop a custom web-based room assignment process to serve 4,800 returning residents. Before residents could apply for housing, a \$600 deposit was required or a financial aid deferment could be granted. At log-in, the application automatically checked the student's Institute Bursar account to confirm deposit, and if not, it checked the financial aid status to determine if the student was eligible for a deferment. Due to a shortage of housing, only 2,000 rising sophomores were guaranteed housing. As guaranteed students, these rising sophomores were automatically assigned a space based on submitted preferences and accepted their binding Housing contract on-line, completing the application process in one simple step. The remaining returning students participated in a lottery, determining whether they would select a room or be placed on a waiting list.

The on-line process created a wait list that was automatically updated as assignments were made and that allowed the applicants to check their position at any time. As assignments were made from this wait list, an email was generated to inform the applicants and direct them to the web site to accept their on-line Housing contract.

BEST PRACTICES, Housing

Title: Extending Purchasing Card Power to Resident Assistants

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Source: University of Virginia

Co Area:

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2005.html

Abstract: Resident Assistants for the Residence Life Office at the University of Virginia have often held the responsibility of organizing events and providing morale boosters for other resident students. Previous to this program initiative, the traditional methods available to pay for such activities included: creating a standing purchase order with local vendors, providing direct billing from vendors, using petty cash, and/or requesting students use their own funds and then apply for a reimbursement.

Our Scope: We have over 240 students who make between 1,500-2,000 small dollar transactions over the course of one year. The administrative energy required to track, process, and solve this volume of transactions through the traditional methods listed above has proven itself intensive and time consuming. In addition, we needed stricter controls on the specific vendors the students were allowed to purchase from to ensure the transactions were for approved commodities.

Our major need above all is to limit the methods needed for making small dollar purchases. If we achieve this goal, other beneficial side-effects would follow, such as: the ability to improve training, reduce financial burden on Resident Assistants, save administrative time and effort, and provide an easier way to audit purchasing transactions.

In order to make a change of this magnitude, the Residence Life Office and Procurement Services worked together as a team, evaluating all alternatives and taking the needs of both departments into consideration. After all of the discussions ended, the final result was to include the Resident Assistants into the Purchasing Card program already in place at the University of Virginia.

Through recent research, Procurement Services found we save approximately \$55.00 for each transaction that is created using a purchasing card over the alternative of a purchase order or voucher. Our transactions through March 2004 total 1,432 Resident Assistant Purchasing Card transactions. If we multiply those transactions by the price of \$55.00 each for a purchase order or voucher, the University has saved \$78,760 in only 11 months. Using that same formula, our trial period of 12 months showed 965 transactions for a savings of \$53,075.

From the start of the twelve-month trial period of this program through March 2004, this Resident Assistant program has saved the University of Virginia a total of \$131,835 in processing dollars. From the perspective of Procurement Services, the paramount factor in this project is that we're not limiting the purchases being made to save money, we're just using available alternatives to purchase smarter.

BEST PRACTICES, Housing

Title: Self-Service Automated Housing Sign-Up at the University of Miami # 120
Source: University of Miami **Co Area:**
Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2005.html
Abstract: This year the University of Miami automated the housing sign up process for returning students. The entire sign up process was conducted on the web and spanned over a two week period. The system includes functionality for retaining current rooms, selecting new rooms, holding reservations for friends, viewing room and floor layouts, notifications, completing the financial obligations, etc. This new self-service application replaces a paper-based manual process, eliminating standing in line and saving time and effort for both our students and housing staff.

Title: Student Housing Project # 204
Source: Virginia Commonwealth University **Co Area:**
Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2002.html
Abstract: The University is faced with a distinct disadvantage in not having a sufficient supply of on-campus housing for its continuing upper class students as well as incoming freshman. A partial solution was a creative, off-balance sheet financing that utilized the support and capabilities of an affiliated foundation, the Virginia Commonwealth University Real Estate Foundation (VCUREF).

The VCUREF was established in 1992 for the primary purpose of undertaking real-estate activities for the exclusive benefit of the University. The Virginia General Assembly authorized the University to undertake the building and financing of a housing project using a unique alternative financing structure. Pursuant to the legislation, the University obtained the State Treasury Board's approval of the terms and conditions of the bonds. It was determined that the VCUREF would serve as the borrower and owner of the project. As a 501(c)(3) entity, the VCUREF is qualified to borrow on a tax-exempt basis through an appropriate issuing conduit. The bonds were issued through the Industrial Development Authority of the City of Richmond, Virginia.

BEST PRACTICES, Housing

Title: Housing Turnover

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Source: University of Miami

Co Area: Physical Plant

Add Info: http://www.miami.edu/ci/ci_housing.pdf

Abstract: Team Mission Statement: To develop and implement a process that will reduce costs, worker frustration, the amount of "rework," and increase customer satisfaction.

How Will Success Achieving the Mission Be Measured? Physical Plant tracks key measurement data such as the type and volume of work orders for the week of opening, overall cost of the summer turnover exercise, and the number of service requests per 100 students.

A Brief Description of the Project: There is a common goal to accomplish a large amount of building maintenance during the course of the summer in all of the student housing facilities. However, there is also a simultaneous need for space to house students for summer school, various conferences, and seminars. Our annual exercise is the refinement of an organized process with measurable objectives to address the complex schedule of building maintenance, large-scale projects, and the needs of the Department of Residence Halls.

* The Department of Residence Halls, Physical Plant, and UNICCO developed and identified maintenance and custodial "standards." These standards would drive the maintenance and environmental services labor effort.

* Physical Plant and UNICCO inspection teams were developed and trained in the agreed-upon standards, which had the final approval of the Department of Residence Halls. These inspection teams were crucial, in that the inspectors would identify only those rooms that needed attention, and direct the proper skill set to address the specific need. If a returning student still had dissatisfaction with the room, a work order would be generated to address the specific concern.

* Major cost centers were identified. The maintenance labor effort was very specifically deployed via hang tag. Cleaning and furniture removal were specified into very specific and functional teams. Touch-up painting of rooms, hallways, and doors was outsourced to a contractor.

* A new work order management system was brought on-line. This allowed us to capture a greater level of information regarding requests for service upon the return of the students.

* The group utilized Gantt charts to better manage the CI process. The Gantt charts were created previous to the summer exercise and were continually updated. These charts dictated where and when each process was to occur.

BEST PRACTICES, Housing

Title: Laundry Services # 418

Source: University of Miami **Co Area:**

Addl Info: <http://www6.miami.edu/ci/LS%20Report%202-12-02.pdf>

Abstract: To improve student satisfaction related to Laundry Services in the Residential Colleges and Student Apartments by improving systematically service call cycle time, equipment maintenance, physical plant maintenance, Cane Card maintenance and student training and education processes.

Site includes a lot of narrative, charts and surveys.

Improvements:
A www-based student survey was conducted at the end of the Fall 2002 semester (allowing for enough time for students to at least become aware of the new reengineered system). Using the survey, it is documented that after the implementation of recommendations the overall service rate perceived by students has increased by almost 50% (from 2.00 to 3.06). At the same time 46% of resident students experienced improvements in the laundry service.

Title: SUNY Best Practices Search Facility # 487

Source: State University of New York **Co Area:**

Addl Info: <http://www.suny.edu/BestPractices/Best.Practices.2004.01.27.pdf>

Abstract: As part of the Task Force on Efficiency and Effectiveness, campus presidents were asked to provide initiative they believe they carry out better than any other campus, along with those innovative ideas that have saved or avoided spending resources. The "Best Practices" reported in this document have resulted in significant savings throughout SUNY and, when shared with other campuses, have the potential to realize even greater savings within the system.

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Housing of Student Athletes
Refurbished Dormitory Furniture
Web-based Student Handbook
Automated Housing Management
Part-time Cleaners
Relamping

BEST PRACTICES, Housing

Title: Dump and Run # 531

Source: Acadia University **Co Area:** Student Government

Addl Info: <http://www.dumpandrun.org/dump.htm>

Abstract: We've all heard the phrase "One person's trash is another's treasure" but few people ever go so far as donating the items they no longer have use for. While at Syracuse University, Lisa Heller, the founder of Dump and Run, lost a ring that her grandmother had given her and decided to check the dumpster for it as a last resort. She never found the ring, but was amazed at what she did find. Upon looking in the dumpster Lisa found many perfectly usable items that had been discarded by students. She found, clothing, furniture, lamps, approximately enough canned food to feed a family of four for a week and even a cigar box full of rare stamps, one of which was worth \$400.00.

Students can drop off possessions when they leave for the summer (or graduate) or can purchase items cheaply when looking to furnish their residences. Shortly after Richmond's Dump & Run event for 2000, Dump & Run was granted it's 501C(3) status and this ambitious non-profit was born. What began as a one-time project has evolved into a cutting edge environmental organization.

Title: The Dawg House: Online Roommate Searching Tool # 899

Source: University of Georgia **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices_files/2008_files/Online-Roommate-Searching-Tool.pdf

Abstract: The Dawg House, the University of Georgia's online roommate searching tool, was developed in response to student concerns regarding the lack of a method to meet and communicate with potential roommates prior to attending classes. The Dawg House provides an online outlet for students to create a personal profile and an "ideal roommate" profile and to search for potential matches with other students using the Web site.

Research examining student roommate satisfaction in several areas indicates that students who used The Dawg House are more satisfied than those who knew their roommates prior to living on campus or those who were randomly assigned.

BEST PRACTICES, Housing

Title: Ride the bus and fill the fridge

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Source: Nipissing University

Co Area:

Addl Info: http://www.caubo.ca/awards/documents/QP_Rich_UM_Summer_06_E.pdf page 17

Abstract: Nipissing University now houses over 1,000 in four separate complexes where students live in townhouse or suite-style residences with their own cooking facilities. As the number of students using the city's transit system grew, students often complained about challenges they faced when grocery shopping. If the bus was near capacity, students with groceries had to wait for the next bus or incur taxi expense.

After consultation with students, No Frills was approached to sponsor a school bus that is now chartered once a week to service the four residences from 6 to 9 pm. Students board the 'Grocery Bus' at the entrance of their residence complex, get dropped off at the front doors of the grocery store, and are returned to their complex once they have finished shopping.

The university advertises the service and No Frills pays for the bus. The cost to the retailer is one three hour minimum bus run at \$65 times 26 weeks (December and April excluded). The cost to Nipissing is staff time in scheduling the bus and handing out reminders.