

# Annual Goals for Housing

2010-2011

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<b>Title:</b>	Residence Hall/Apartments Assignment Process
<b>Description:</b>	To revamp the current process that returning residents reclaim their rooms for the following year. Need to create more living opportunities for first time full time freshman. Also, to revamp the assignment process in the on campus apartment in order to maximize the occupancy per bed space.
<b>Budget:</b>	\$2,500,000.00
<b>University Goals:</b>	1,2
<b>Strategic Goals:</b>	
<b>Responsibility:</b>	Director of Housing
<b>Participation:</b>	Director of Residence Life; Vice President for Student Affairs
<b>Results:</b>	<ul style="list-style-type: none"><li>• VP Shields, Kevin and Audrey began in the fall semester meeting to discuss ways of increasing our number of first time full time freshman. We decided that we needed to reserve some buildings and/or rooms/floors specifically for FTFT freshman.</li><li>• The residence hall reclaim process was revamped. Certain buildings and rooms within other halls were blocked for first time full time freshman only. Returners reclaim process was moved up from April to January. The process was extended from three days to one month.</li><li>• We decided that we would guarantee housing for first time full time freshman until February 1st of any given year.</li><li>• We decided that we would get a proposal together to renovate Rivers Hall and make this our first time full time freshman only building.</li><li>• This initiative with the apartment's piece will be revisited in 2011-2012. Housing decided to revamp the first time full time freshman occupancy within the residence halls this year and begin discussions about the apartments next year.</li></ul>
<b>Actions:</b>	Housing has pushed harder for the online process for incoming students to apply for Housing. This they can immediately fill out an application and contract as soon as they decide.
<b>Improvements:</b>	We will compare our FTFT freshman numbers for this year to last fall to see if there have been significant improvements. We will evaluate the results and make any necessary changes.

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<b>Title:</b>	Returning Residents Assessment Surveys
<b>Description:</b>	In order to get a complete picture of how well certain areas in Housing is functions and what areas need to be improved we need to make sure that all returning residents have the opportunity to fill out a Mane Event survey. Currently sororities' residents are missed because they do not go through the online application process to reserve their spaces. The majority of the theme housing returning residents do not go online as well. When a student goes online they must complete a survey before they are allowed to reclaim a space.
<b>Budget:</b>	0.00
<b>University Goals:</b>	1,2
<b>Strategic Goals:</b>	
<b>Responsibility:</b>	Director of Housing
<b>Participation:</b>	Director of Residence Life
<b>Results:</b>	<ul style="list-style-type: none"> <li>• Letters went out to all residents in theme housing including Resident Assistants detailing the steps that they needed to take if they intended to come back to LaGrange. Residence Life also did reminder letters to all of the residents in theme housing to encourage them to do the online process so that they complete the survey. Everyone but two or three did the survey this year.</li> <li>• More discussions and planning needs to happen to include the Greeks. Their process is more difficult because Housing packets are given to them and they work with their young ladies to choose you will live on the floor and which room they will occupy. Either Housing needs to be more involved with the young ladies filling out their applications so that we can help determine who needs to fill out the survey and who does not or more training needs to happen with the House Managers, Advisors and Presidents. We will begin discussions with the Assistant Director of Greek Life in the fall semester to devise the best plan.</li> </ul>
<b>Actions:</b>	
<b>Improvements:</b>	Housing will follow up with Greek Affairs and devise a procedure that will include the returning residents filling out an assessment. It may involve a paper survey instead of the online process that everyone else uses.

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<b>Title:</b>	Online Work order system
<b>Description:</b>	This will cut down on the time it takes for Housing/Facilities to be informed about items that need to be repaired or replaced. It will also allow students to

track the progress of their request. It will alleviate the issue of items reported but already repaired or replaced.

**Budget:** \$9,210.00

**University Goals:** 1,2

**Strategic Goals:**

**Responsibility:** Director of Housing

**Participation:** Assistant Director ; Facilities Administration and Planning and Housing Coordinator

**Results:**

- Housing and Facilities began discussions in the fall semester concerning the best avenue to accomplish an online system. We decided that the existing TMA system that is currently used would be the cheapest and best avenue.
- We began discussing the best procedures to follow so that involved would benefit. Both areas wanted to make sure that the residents received immediate feedback through email that their work order request was received. We also wanted to make sure that the receive status updates as the work order was completed or if a part was order and there would be a delay in repairing. We decided to use LaGrange Hall this summer as a test and both areas began making sure that all locations in LaGrange were located in the TMA system.
- Housing and Facilities will begin testing the online work order system this summer with the residents of LaGrange Hall. Beginning this Fall all residents and apartment tenants will use the online TMA system to report maintenance.

**Actions:**

**Improvements:** We will evaluate the results of the online system in July to make sure that all of the bugs are worked out. Beginning this fall all 8 residence halls and 3 apartment complexes will use the online system.

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**Title:** Additional Cameras

**Description:** This will address the problem of vandalism in common areas and not being able to pinpoint who is responsible. It will cut down on the number of man hours spent tracking down furniture and putting students through the judicial process. If students know that cameras are recording they will most likely respect the area.

**Budget:** 0.00

**University Goals:** 1,2

**Strategic  
Goals:**

**Responsibility:** Director of Housing

**Participation:** Chief of University Police; Vice President for Student Affairs

**Results:**       • Proposed areas and number of additional cameras were submitted to Chief Pastula. Housing will begin discussions with University Police concerning which vendor we will choose. • This project was placed on hold until the University decides which camera security vendor we will use.

**Actions:**

**Improvements:** Housing will work on the goal next year.