

## **Best Practices Summary**

**Date:** April 23, 2012 **Project/Point-Event:** University Housing Community Damages Process

**Team Leader/Dept:** Dee Dee Kanikkeberg, University Housing **Process Owner/Dept:** Krista Bateman, University Housing

**Business Need:** Redefine damage process so that it is equally applied to all customers

**Summary of Event:** The team began by mapping the current process. The team then identified gaps and opportunities. After identifying gaps, the group worked to identify improvements. Each idea was then plotted to assess its impact and difficulty. The team concluded by moving forward with the ideas that offered the greatest impact with the least amount of difficulty. Several improvements were made to the current process. For example:

- The Administrative Assistant's role was transferred to the Customer Service Representative who is already part of the process.
- Email templates were created for use by the professional housing staff so that communication to the customer becomes consistent.
- Established and documented clear expectations and timelines for residential services staff regarding their role in the process.
- Revised current document to reflect changes made to current procedure. Each respective housing member's role is clearly defined.
  - Training of all members involved in process to occur after spring 2012 closing.

**Results:** The current process was refined and unnecessary personnel were removed to increase efficiency from beginning to end. Implementation of community damages protocol will occur Fall 2012 semester.

**Team Members:** (Pictured left to right –  
Cassandra Yardley and Lisa LaPlant)



### **Procedure for Common Area/Vandalism Charges**

For **public area damages**, whether caused by a known individual or not, the following outlines individual staff responsibilities:

1. Customer Service Rep responsibilities are as follows:
  - After receiving notice of damages, CSR will within 24 hours, create a Work Order (WO) flagged as "**\*\*Charges\*\***"
  - A copy of the work order will be sent to the uih-reslife list serve.
  - Upon completion of the WO, Customer Service Rep will e-mail the total charge to the respective reslife staff member.
  - Charges will be placed onto the accounts; the charges will not be put onto accounts for at least three business days following the written notification to students.
2. Residential Service Team responsibilities are as follows:
  - Take photo of damage/vandalism.
    - Camera may be checked out through the CSR. If using your own camera, pictures must be to the CSR by the end of the business day.
  - Upon assignment of work order respective staff person has three business days to complete or update CSR as to status of work order.
  - Building supervisor, paint foreperson, and carpentry lead are responsible for the management and completion of damage work orders.
3. Professional Residence Life Staff responsibilities are as follows:
  - Professional Residence Life staff has 5 business days to notify the hall and or entire community upon receiving the work order.
    - Staff may use multiple formats such as; hall meetings, flyers & postings, Resident Assistants & through email if appropriate.
  - At the end of the month, should an individual not be identified for damages, professional Residence Life Staff will notify students by e-mail via the Star Rez common damage template and include the CSR.
  - If during this process the student responsible for damages is identified, then update the CSR immediately.