Best Practices Summary

Date: May 16, 2012 **Project/Point-Event:** University Housing Residence Hall Lock-Out Process

Team Leader/Dept: Kim Malm, Auxiliary Services Process **Owner/Dept:** Linda Hanson/Student Services Coordinator

Business Need: The customers do not see a transparent business practice as the $10.00 lock out fee may take up to three weeks to be accessed to the students account. Additionally, the process is not documented.

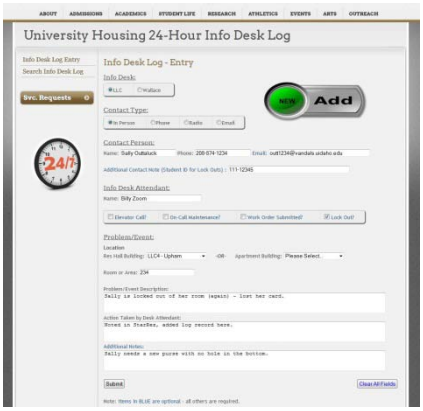
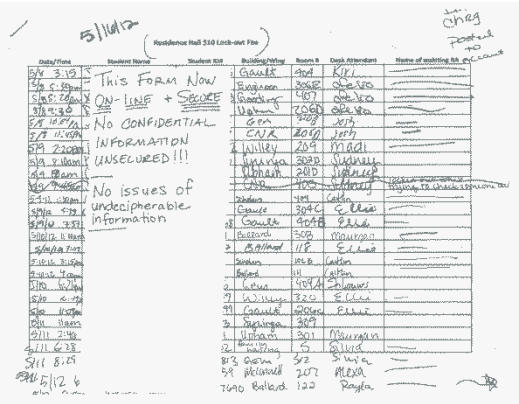
Summary of Event:

1. *The Lock-out Process was documented step by step*
2. *The Residence Hall Lock-Out Fee paper document was completely eliminated (see below)*
   a. *Confidential information liability*
   b. *Undecipherable and disorganized*
   c. *Elimination of hand-off from 24-Hour Information Desk to University Housing Administrative Office to process the assessed fee to student account*
3. *Training conducted and tested with the Student Service Coordinator to access student account charges directly through StarRez*
4. *Lock out option was added to the already established electronic 24-Hour Info Desk Log*
   a. *Paperless process with database for tracking measures*
   b. *Student Service Coordinator will now assess the charges **daily** through the account transactions screen in StarRez system using the electronic 24-Hour Info Desk*

Results: A University Housing Lock-Out procedure that is documented and provides assessment of customer charges in a timely, secure, and computable manner.

Team Members: (Pictured left to right) Linda Hanson, Monte Cooley, and Jennifer Skinner

Pictured Left to Right: *Linda Hanson*, Student Services Coordinator, *Monte Cooley*, Business Technologies Programmer/Analyst, and *Jennifer Skinner*, University Housing, Customer Relations Manager



Pictured Left: Depicts the new paperless 24-Hour Info Desk Log that allows for easy data access with timely and traceable entry. Pictured Right: Depicts the old paper method that took weeks to post charges from this document that was illegible and contained confidential information.