## **Best Practices Summary**

Date: April 20, 2012 **Project/Point-Event:** University Housing Residence Hall Check-Out Process

Team Leader/Dept: Krista Bateman, University Housing Process Owner/Dept: Jennifer Skinner/Customer Relations Mgr.

**Business Need:** The current residence hall check-out process is too time consuming, confusing, and hinders customer success.

**Summary of Event:** The team began by seeing the process in its entirety and eliminating misconceptions about the process. The team walked through the process step by step, documenting the actions taken at each point. The gaps, improvement ideas and opportunities, and new process were identified. The improvements were as follows:

- The original check in/out/room move sheet was eliminated and re-written as it contained irrelevant information, had unclear instructional information for customer, and contained confidential information. Will become a 2 part form for improved record keeping in the housing office.
- The Housing Record Sheet was rewritten and combined with the new check out document as it contained confidential information and previously made it available for other students to see.
- The need for a more concise and clearly subjected email was identified and the front desk staff will receive training on the format by Jennifer Skinner.
- Established clear directions for RA's and 24 hour desk staff to be included in their training process, manuals and reference materials. The RA instructions will be posted in the RCF storage area as a reminder when the RA's pick up the RCF to complete the check out.
- Established & documented best standard procedures of the process including all departments involved.
  - o providing "How To" Instructions for all aspects related to check-out
  - o eliminating confidential information on the check-out documentation with creation of new form

**Results:** A University Housing Check-Out procedure that provides clear customer instructions in a timely manner. This new process will be implemented in the Fall 2012.

Team Members: (Pictured left to right) Linda Hanson, Lisa LaPlant, Cassandra Yardley

## HOW TO CHECK OUT of UNIVERSITY HOUSING:

Step 1: Bring this form to the LLC 24 Hour desk (8pm-10pm). The RA on-call will check you out of your room by having you complete and sign your check-out room condition form.

Step 2: You must complete a room condition form for your room with an RA and have the RA sign this slip.

Step 3: Return this completed slip and your room key to the LLC 24 Hour Desk to avoid a \$50.00 improper check-out fee. Mail keys should be returned to the desk near your MSC box

Your check-out must be completed by: \_\_\_\_\_\_(specific date given by staff)

The new Check-Out sheet provides customers with pertinent information and "how to" instructions versus the old form that was confusing and contained irrelevant information.

