

Best Practices Summary

Date: April 5, 2012 **Project/Point-Event:** University Housing Check-In Process

Team Leader/Dept: Kim Malm/Auxiliary Administration **Process Owner/Dept:** Jennifer Skinner/Customer Relations Mgr.

Business Need: The current check-in 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:

- *A standard procedure was identified* for the Critical Policies and Liability Waiver documents.
- The *original check in sheet was eliminated* as it contained irrelevant information, had no instructional information for customer, and contained confidential information.
- The *Housing Record Sheet was eliminated* as it did not apply to check in; only room change or room termination.
- *Standardized email template was created* to eliminate use of personal email addresses and utilize departmental addresses.
- *Eliminated step in issuing building access*, by having the 24 hour desk staff issue both room and building access; versus waiting for VandalCard Office to grant building access.
- *Provided 24 hour desk staff the access to update* key and mail programs; this will ensure data is current.
- *Established & documented best standard procedures of the process* including all departments involved.
- *Created & printed PDF's of Room Condition Form* to eliminate printing errors, and to have form on hand.
- *Increased Customer Success* by:
 - now offering moving equipment on **initial** visit to 24 hour desk
 - providing "How To" Instructions for all aspects related to check-in
 - eliminating confidential information on the check-in documentation
 - now initiating courtesy calls in addition to the confirmation emails to existing customers

Results: A University Housing Check-In procedure that provides clear customer instructions in a timely manner.

Team Members: (Pictured left to right) Ruth Sanders, Jami Hinshaw, Leo Stephens, and Linda Hanson .

HOW TO CHECK INTO YOUR ROOM:

Step 1: Go to the LLC 24 Hour Desk (Monday – Friday, between 8 pm – 10 pm. Saturday – Sunday, between 10 am-10 pm).

Step 2: The Resident Assistant on duty will check you into your new room. You will complete the Room Condition Form, and then take possession of your room key. The Resident Assistant will take your completed Room Condition Form for check out purposes.

Step 3: Your mailbox key will be available for check out at the LLC 24 Hour Desk if you are living in an LLC building or Targhee. If you are a resident of McConnell, Tower or Wallace, you will need to go to the Wallace Basement, Information Desk and check out your mail key.

*Once checked into your room, if you find any maintenance concerns, please log into www.vandalweb.uidaho.edu, click on Student Housing Information and then Service Request at the bottom of the page. Complete the form and submit, our staff will respond to address your request. If there are any emergency maintenance concerns you may call the LLC 24-HR Desk at 885-7379.



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