

University of Delaware

Student Life

Housing Assignment Services

Program Review

Fall 2009

CHARGE

- Facilitate a series of conversations with key stakeholders at UD on their experiences and expectations for Housing Assignment Services (HAS).
- Conduct in-depth conversations with HAS staff and study the department's processes, policies, and services to assess strengths, weaknesses and their relationship to best practices in the field.
- Assess the current organizational structure, technological support, and resource base in the unit.
- Draft the Housing Assignment Services Review Report documenting your observations and recommendations for this department at the University of Delaware. Draft a 2-page executive summary for presentation to senior administrators and Student Life Directors.

REPORT

The report should place HAS in the larger context of University priorities and of developments within the housing assignment services field. It should take into account the department's role within the university. It should address the major issues facing the department, comment on the compatibility of the department's purpose, achievements, plans and goals with those of Student Life and the University's priorities, and suggest strategies for achieving these goals. The report should also assess the policies, procedures, and services within the context of best practices in the housing assignment services field. To accomplish these purposes the report should consider the following points as appropriate to the mission of the department.

Competitiveness

- Identify one or two departments in other institutions that can serve as a model for future growth of HAS in the next five to ten years.
- In comparison to similar departments in other institutions, what are HAS's strengths and weaknesses?
- Identify benchmarks be used to measure HAS's effectiveness and efficiency in the use of its resource.

- What will HAS have to do to achieve or maintain national or regional technological competitiveness in the next decade?

Processes, Procedures, & Services

- What additional services should be provided to undergraduate and graduate students to reflect best customer service practices? Include services to student groups such as Resident Student Association, student athletes, students with disabilities, etc.
- What additional services should be provided to departments in Student Life and in other areas of the University? What additional interaction with other university departments is needed to reflect best practices in the field?
- What procedures and services are lacking and should be offered to reflect best practices in the field?
- What changes to technological housing programs, hardware, software, or on-line services would HAS need to develop and implement to reflect the best practices in the field?
- What innovations should be implemented to the following processes and policies to reflect the best practices in the field:
 1. Housing Application Processes
 2. Room Change Processes
 3. Student Housing Agreement Policies
 4. Cancellation/Request for Releases/Binding Dates
 5. Housing Deposits and Billing Process
 6. Housing Guarantees
- What changes are recommended to marketing efforts and publications in order to reflect the best practices in the field?
- What changes need to be made so that undergraduate and graduate students and parents receive appropriate communication through websites, e-mail, publications, and other methods?
- What new occupancy management strategies should be implemented to meet the goals and objectives of HAS?
- What assessment procedures should be implemented to best measure student satisfaction and best practices?

Staff

- How does HAS rank among those in similar institutions regarding productivity and quality of work?

- What organizational changes are recommended to best meet goals and objectives?
- Are staff positions and expectations clearly defined?
- How should staff resources be used to reflect best practices in the field?
- Are staff workloads equitable?
- What development and training programs are needed by HAS staff?

Big Ideas

What 5-10 big ideas does the external review team recommend that the University consider for enhancing the impact of the Housing Assignment Services program at the University of Delaware?