Reinvention: The Reimagined and Continued Evolution of a Housing Program

John R. Johnson
DEOL Candidate
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Project Deliverables Categories

• Mission
• Occupancy Management
• Facilities Management
• Staff Training and Development
• Staffing
• Marketing
• Assessment

Mission

• Mission Statement with Goals and Objectives
  – Approved April 29, 2014.
  – Improve focus of Department
Occupancy Management

- Housing Management Software
  - Reviewed Three Products
  - Selected Adirondack Solutions. The Housing Director (THD)

- Select Benefits
  - Online Housing Applications
  - Room Selection
  - Check-In/Check-Out
  - Break Request Process
  - Data Reporting

Facilities Management

- Identify Facilities Needs/Concerns
- Prioritize Identified Needs/Concerns
- Approximately $1,317,767.00 in Updates over 4 Years

Staff Training

- Identified Issues with Old Training Curriculum
- Devise New Training Curriculum
  - Policy
  - Community Building
  - Programming
    - Interactions
  - Policy Enforcement
  - Teaching Intervention Procedures
  - Fire Safety
  - Cardio Pulmonary Resuscitation (CPR)
- Create New Staff Manual
- Assess Effectiveness
  - Pre-Test/Post-Test
  - Satisfaction Survey
Staffing

- Identify Strengths and Weaknesses of Existing Staffing Pattern
- Make Recommendations Concerning Staffing Pattern
  - Area Coordinator Proposal
  - Reorganization of Existing Staffing Pattern

Marketing

- Create new Marketing / Promotional material, and update existing Marketing / Promotional material.
  - Create Multiple Marketing/Promotional Materials
    - Residential Hall Flyer: Generation 1 completed on February 6, 2014
    - University Commons Flyer: Generation 1 completed February 6, 2014
    - Housing Quick Facts Flyer: Generation 1 completed May 2, 2014
    - Guide to Residential Living: Generation 1 completed October 10, 2014
  - Generation 4 Materials completed June 2017
  - Creation of Video Tutorial Guides: Completed January 28, 2016
  - Website Updates

Assessment

- Housing Satisfaction Survey
  - Created in 2014
  - Dispersed Annually
- Methods
- Analysis