



Reinvention: The Reimagined and Continued Evolution of a Housing Program



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Project Deliverables Categories



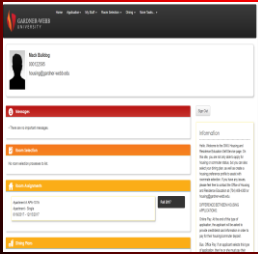
- Mission
- Occupancy Management
- Facilities Management
- Staff Training and Development
- Staffing
- Marketing
- Assessment

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

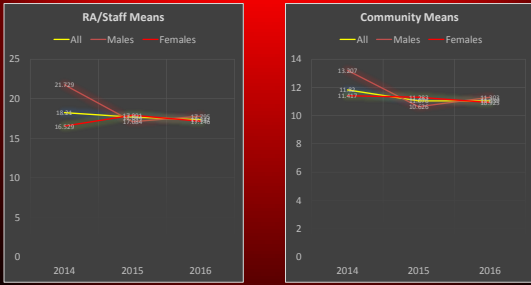


- Create new Marketing / Promotional material, and update existing Marketing / Promotional material.
 - Create Multiple Marketing/Promotional Materials
 - Residential Hall Flyer: Generation 1 completed on February 6, 2014
 - University Commons Flyer: Generation 1 completed February 6, 2014
 - Housing 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

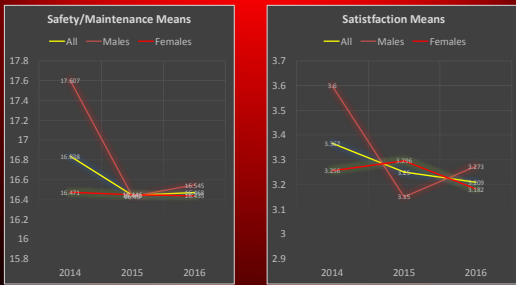
Assessment

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

Assessment Results



Assessment Results



Questions?