

Service Improvement Area: University Housing

Service Goal: A fundamental commitment to providing quality student services

Area Services Improvement Summary: The following initiatives have been implemented within the last year.

- Online Survey Tool - first survey was posted on-line (Feb 2005) to assess student's opinions about services including laundry, HBO, and security, and to solicit open-ended comments 982 responses posted for one week. This will likely be reposted to obtain additional feedback.
- Created and implemented the "RU Accommodated" program that stresses the importance of good customer service and positive interaction with our students.
 - Expanded office hours 8:30 am - 5:00 pm
 - Instituted employee name tags/ note pads
 - Established Service goal to respond to all inquiries/concerns within 24 hours.
- Expanded to a seven day a week custodial operation in Residence Halls.
- Established an advisory board to address Graduate student concerns.
- Created a new Student Services area to review policies/procedures that impact on students, and coordinated the delivery of services, service assessment and quality assurance.

Future Services Improvements: These future improvements will be implemented within the next year.

- Student Advisory Board - convened by new staff member ADSS - Spring 2005 outreach will be made to the different student government and residence hall associations to discuss and plan for establishment in the Fall of 2005.
- New Website/Online Systems - to provide more useful information and increase communication between students and Housing (important dates, information about scheduled power/water outages, parking lot snow removal, etc.). Enhanced online work order system to submit request but also to obtain updates/status reports of work. Enhanced online system to report problems within the laundry room (machines not working, cleanliness, etc.).
- New Laundry Services - survey results will be used to help develop the specifics, but in addition to new machines, new components may include: card use instead of coins, email notification when wash/dry cycles are completed, electronic monitoring to determine availability, etc.
- Investigating new Room Assignment options - process for both new students and returning students. This includes lottery systems, room selection, roommate identification and matching, etc.
- Working on improving systems/coordination with key partners - Emergency Services - fire alarms/ inspections/violations; Computing Services; Residence Life; RUTV, etc.

Key Contact Person: Mike Imperiale

Department: University Housing

Email: michaeli@rci.rutgers.edu

Phone: 732-932-1002

Fax: 732-932-1014