

UNIVERSITY HOUSING

University Housing Strategic Plan 2007

Integrating Technological Changeover

Helix Design and Creation

Contained herein a strategic plan to implement a technological solution addressing student and staff management concerns for University Housing.

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2007 Housing Strategic Plan

Introduction

University Housing serves as a home away from home for students beginning their college career and transitioning into their adult life. As such, University Housing's first responsibility is to the students in its charge. University Housing recognizes the student's will to explore and grow and that we must offer them an environment that is conducive to that growth while at the same time providing an environment that is reminiscent of home and the security that home affords. The student's development at all levels is our first priority.

Housing Strategic Vision

Existing implementations of University Housing Management currently lacks the technological and automated processes necessary to enhance the student living experience in a way comparable to other departments that have embraced technological assistance. Furthermore our professional staff and student workers are without the tools necessary to perform the tasks their positions require in the best possible manner. Advances in technology, software availability, and technical proficiency demand a drive toward an integrated modular approach which can address the specific needs of individual positions and departments while integrating their workflows into dynamic processes which offer better auditing, tracking, and analysis capabilities. Furthermore, an integrated computerized system can harness the copious amounts of data that exist within the University Housing Environment. Currently, these data sets are collected in too poor a fashion to be utilized for anything more than surface analysis.

With this in mind it is necessary to develop the Housing Department's resources and provide an effective management system to properly coordinate and communicate with the different areas within the Housing Department. All levels of staff within the Housing Department expect a unified system to assist them in their own core needs while allowing the greater capabilities to coordinate and interact within their own levels and other levels of staff.

In an effort to respond to these growing needs, University Housing is focusing on the following areas:

- Improving building security and front desk management

- Improving building resource management; both personnel and equipment
- Enhancing management capabilities of professional and administrative staff

By addressing each of these concerns and integrating them into a singular architecture with a modular design we can enhance ease of use and coordination among various levels while providing improved resources and automated feature sets that will help achieve our vision.

Area 1 – Improving Building Security/Front Desk Management

The Strategic Planning process has found that security and safety are key areas that both parents and students look for in a housing situation. To better equip our residences with the safety levels desired by students and parents we must address growing student populations which translates into more students per residence as well as current security safeguards for entrance into the building coupled with front desk staff management of student entry. Front Desks must continually monitor building entrances and maintain a healthy flow of student traffic while quickly ascertaining student residency and visitor situation. Furthermore front desks are called upon more and more to offer secondary services to aid the residents. A feature set must include the ability to quickly manage the flow of students while providing the desk staff ample time to meet its secondary objectives.

Area 2 – Improving Building Resource Management

Residences are quickly becoming bastions of student life. No longer does housing act as a simple place for sleep and study, but more time and energy is being spent within the residence. As such, University Housing must address the growing needs of the students and their interest in having ample amenities at their disposal. These resources can be great heralds of student interaction and growth but require additional monies and staff to monitor and manage. To keep up with the growing list of amenities offered by housing, a single source available in different layers is needed to afford the staff the best possible chance of providing these amenities to the students in a timely and quality fashion.

Area 3 – Enhancing Management Capabilities

Housing staff; student, professional, and administrative, are all in need of tools to help them perform their ever growing duties. More students dictates that more time