

University of Louisiana at Lafayette

Detailed Assessment Report 2015-2016 Housing Business Operations and Contracts Management

As of: 11/21/2016 01:52 PM CENTRAL

*(Includes those Action Plans with Budget Amounts marked **One-Time, Recurring, No Request.**)*

Other Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

O/O 1: Increase Guest Satisfaction

Increase Guest Satisfaction by providing housekeeping services two times per week.

Related Measures

M 1: Benchmarking

Results are to be measured by satisfaction ratings from the Educational Benchmarking Institute (EBI) survey results. In particular the question regarding "Cleanliness of Restrooms".

Source of Evidence: Benchmarking

Target:

To increase satisfaction from a rating of 5.12 to 5.50 for the Academic Year 2015-2016.

Finding (2015-2016) - Target: Not Met

Target was not met. Overall program received a rating of 5.02. What is noted is that not all housing areas were fully staffed during the evaluation period. Areas of campus that were not fully staffed received a rating of 5.05, and areas of campus that were fully staffed received a rating of 5.31. This objective will remain in place next cycle.

Related Action Plans (by Established cycle, then alpha):

Supervisor and Housekeeper Training

Supervisor and Housekeeper training will be completed for more awareness from the Housekeeping staff of the importance of their role in guest satisfaction. Also, a new communication tool will be installed on the back of the suite doors. This will allow the housekeeping staff and supervisors to communicate to the students when the rooms are cleaned.

Established in Cycle: 2015-2016

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Benchmarking | **Outcome/Objective:** Increase Guest Satisfaction

O/O 2: Improve Guest Experience

Improve guest experience of Housing Residents by providing same day maintenance

repairs.

Related Measures

M 2: Satisfaction Ratings

Results are to be measured by satisfaction ratings from the Educational Benchmarking Institute (EBI) survey results. In particular the question regarding "Timeliness of Repairs", and by the percentage of work orders completed within the target time frame.

Source of Evidence: Benchmarking

Target:

To increase satisfaction from a rating of 4.06 to 4.75. 75% of work orders completed within the target time frame of 24 hours.

Finding (2015-2016) - Target: Not Met

Target was not met. The survey results were 3.40 and 13% of work orders were completed within the target time frame. This objective will remain in place next cycle.

Related Action Plans (by Established cycle, then alpha):

Guest Experience Training

Continue Guest Experience training, along with increase of maintenance staffing numbers (2 required for full staffing). Additionally, a communications plan is to be implemented with automatic notification of work order status updates. Weekly monitoring of work order completion rates, supplies and equipment par level setting and inventory monitoring will be implemented to reduce time needed for supplies gathering.

Established in Cycle: 2015-2016

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Satisfaction Ratings | **Outcome/Objective:**
Improve Guest Experience

O/O 3: Housing Signup and Assignment Process

Improve guest experience satisfaction through the housing signup and assignment process.

Related Measures

M 3: EBI Survey

Results are to be measured by satisfaction ratings from the Educational Benchmarking Institute (EBI) survey results. In particular the question regarding "Room Assignment Process"

Source of Evidence: Benchmarking

Target:

Target EBI Score of 4.75

Finding (2015-2016) - Target: Not Met

EBI score received 4.23

Related Action Plans (by Established cycle, then alpha):

Adjust Housing Assignment Process

Adjust housing assignment process to Room Self Selection through the online portal. Automate the sign up and assignment process through property management system StarRez.

Established in Cycle: 2015-2016

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: EBI Survey | **Outcome/Objective:** Housing Signup and Assignment Process

Analysis Questions and Analysis Answers

How were assessment results shared and evaluated within the unit?

Generally, reports are generated weekly/monthly/and each semester and are shared in weekly team meetings. This will continue going forward.

Identify which action plans [created in prior cycle(s)] were implemented in this current cycle. For each of these implemented plans, were there any measurable or perceivable effects? How, if at all, did the findings appear to be affected by the implemented action plan?

1. Satisfaction of housekeeping services overall decreased, but where staffing was full and turnover was low, an increase in satisfaction was measured.

What changes will be made to improve outcomes next year?

1. Regular report audits, to be certain inspections are being completed.
2. Regular report reviews of work orders and the completion rates.
3. Extensive overhaul of the assignment process.

What has the unit learned from the current assessment cycle? What is working well, and what is working less well in achieving desired outcomes?

Through this year's assessment cycle the unit has learned that more training is needed on customer service perception. While the work may be being completed (Housekeeping), the customer perception of the work is needed to be emphasized.