

# PROCESS INNOVATION: IMPROVING GSU HOUSING

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CIS 4120

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# BUSINESS CONTEXT



- Committed to providing quality on-campus housing to enhance students' personal growth and development
- Aims to cultivate a safe, inclusive, learning environment
- Values based in integrity, synergy, excellence, learning, and diversity

- Housing office located at 75 Piedmont Avenue NE Suite 110
- Process takes place at dorms: Piedmont North, Piedmont Central, Patton Hall, University Lofts, and University Commons

## Key performance indicators

- Retention Rate
- Occupancy Rate
- Cost per Student
- Number of Safety Incidents
- Student Satisfaction

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# PROCESS EXAMINED

- Process for students to check into residential housing dorms
- Distributing keys, access cards and housing sticker
- Ensure a positive move-in experience
- Address challenges and uncertainties in process



**Student reaches the front of the queue at check-in location**

**Resident Assistant (RA) provides the Student with keys and access card for their room**

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# PROCESS METRICS

## Process/Operation

- **Rate of Errors on Application**
  - Percentage of applications that have errors or missing information
- **Lead Time for Registration**
  - Measure of time taken for student to complete the entire registration process

## Customer/Value

- **Ease of Use**
  - Evaluate how easy and user-friendly students find the registration process



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# AS-IS PROCESS

The process begins when a student arrives at the designated check-in location.

Resident Assistant (RA)

RA asks student for Panther ID.

If student does not have Panther ID,

RA directs student to Panther Card Office to obtain.

End Process.

RA checks for student reservation.

If student has confirmed reservation,

RA confirms building and room number with student.

If student does not have confirmed reservation,

RA directs student to the Central Housing Office.

End Process.

RA asks student for financial clearance confirmation email.

If student not cleared financially,

RA directs student to Student Financial Services.

End Process.

RA checks Fire Safety Module score > 8/9 and Resident Information Record completion.

If fire safety module not complete, score < 8/9 or Resident Information Record completed,

RA asks student to complete documents.

RA directs student to waiting area.

When student returns RA can re-check Module and Record.

If student doesn't return by end of day,

End Process.

RA applies current semester sticker Panther ID and explains housing policies. At the same time, Key Manager checks for keys and access card.

If keys available,

Key Manager fetches key and access card.

If keys not available,

Key Manager asks student if out of state student or requested accommodation.

If student doesn't agree,

Front Desk will check the key and access card.

If keys and access card are not found,

Front Desk retrieves loaner key.

Front Desk emails Residence Hall Director (RHD) about missing keys and access card.

Key Manager directs student to Residence Hall.

When Student Arrives at Residence Hall

Front Desk "checks in" student in database.

Front Desk compares key and access card numbers with database.

If key or access card do not match database,

Front Desk sends RHD form for database update.

Front Desk issues the key and access card to student.

Front Desk returns items.

Process Complete.

RA "checks in" student in database.

RA compares key and access card numbers with database.

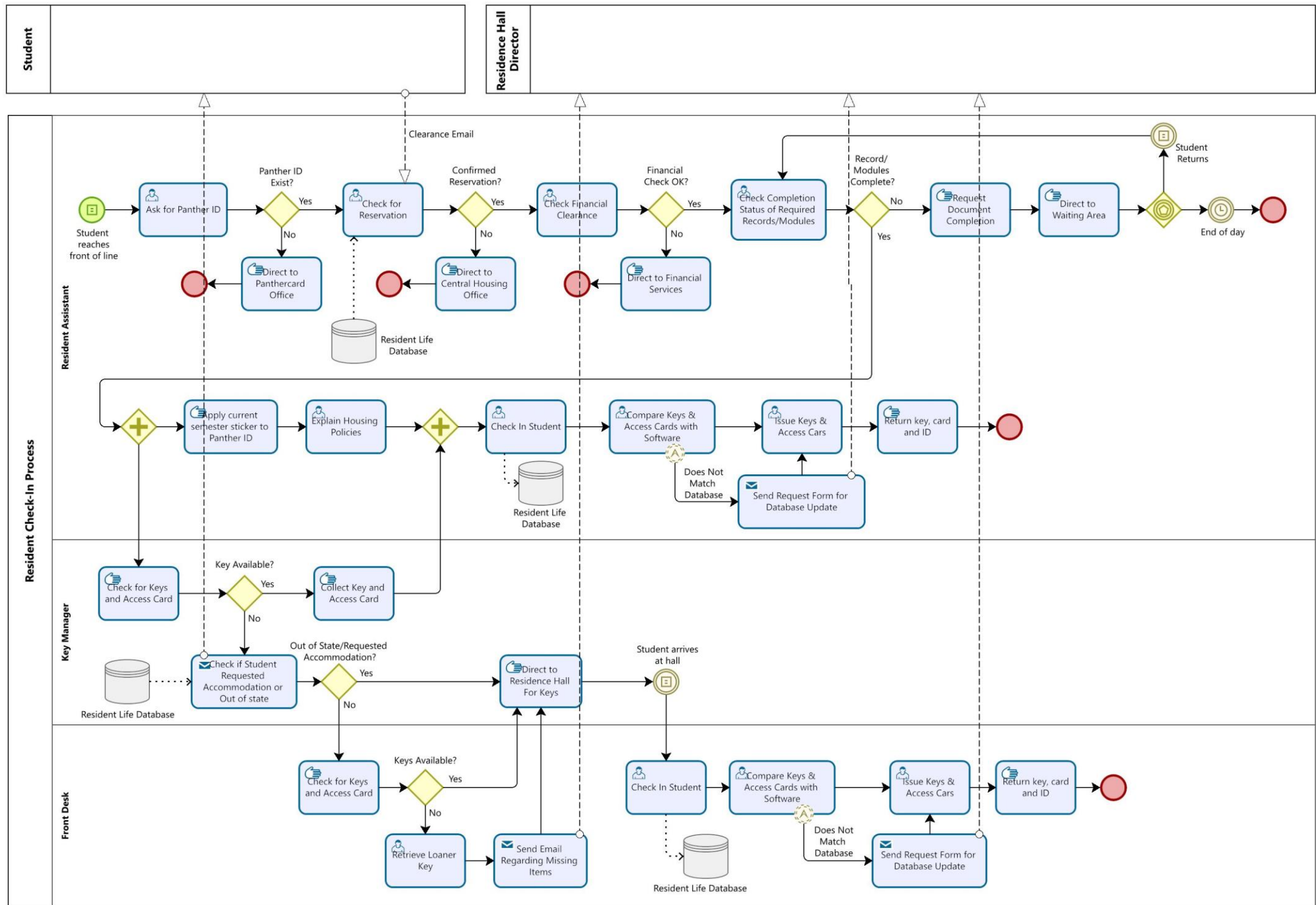
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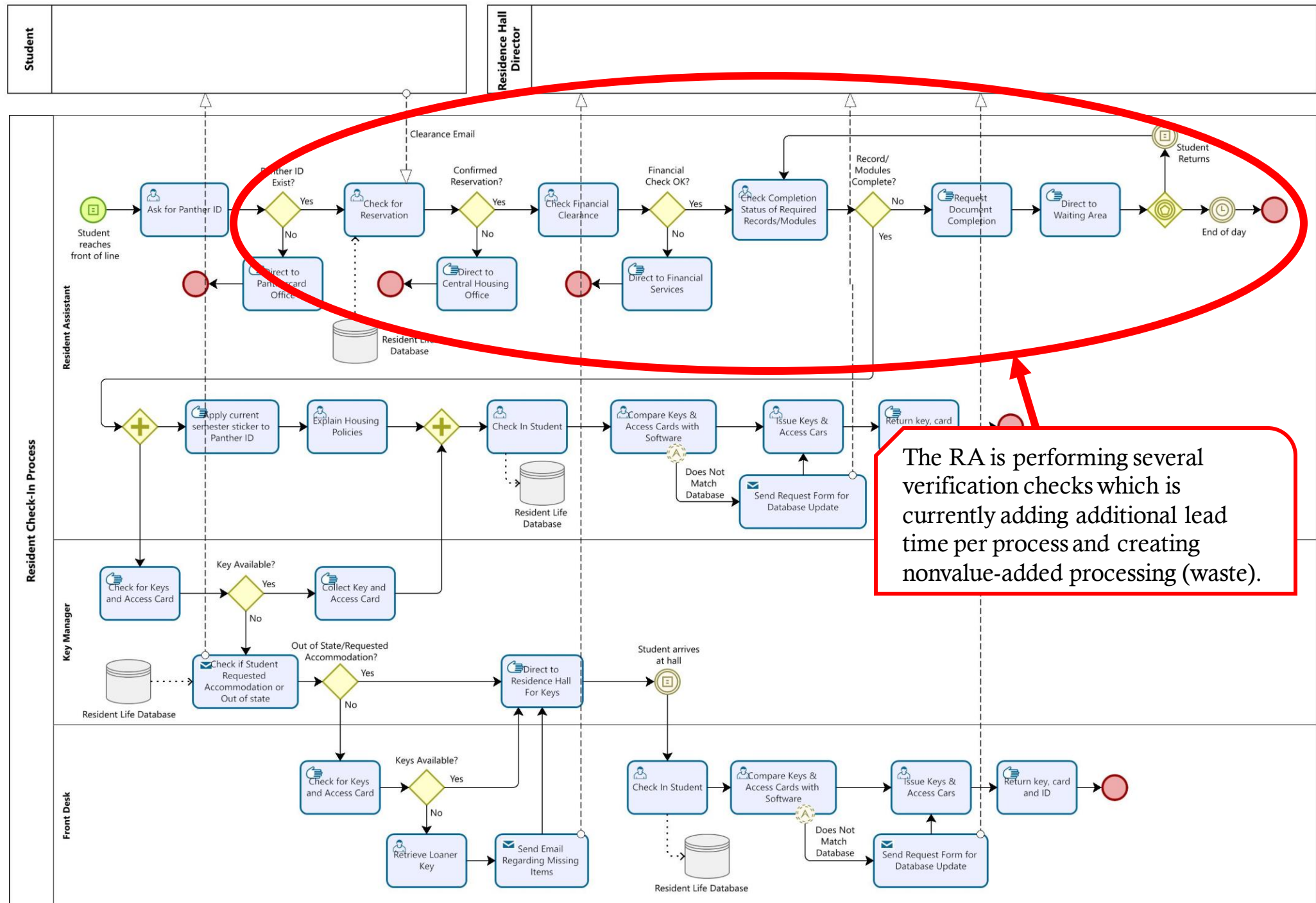
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Process Complete.







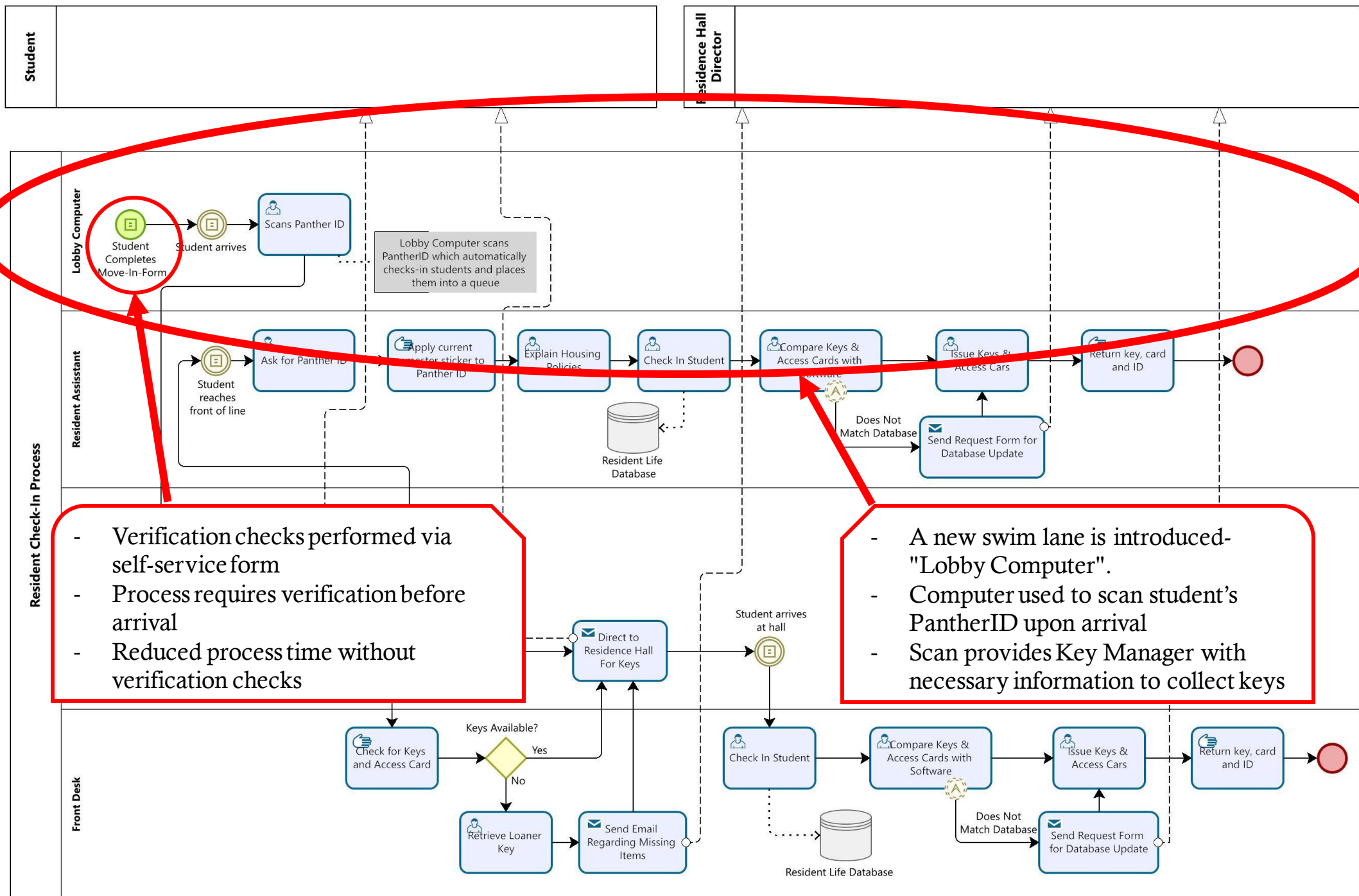
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# CRITIQUE OF PROCESS

Pain Point	Solution
<ul style="list-style-type: none"><li>- RAs perform several verification checks causing unnecessary lead time per cycle.</li><li>- RAs encounter same student if checks not completed causing nonvalue-added process.</li><li>- Process causes longer wait time for students in line</li></ul>	<ul style="list-style-type: none"><li>- Eliminate initial verification checks by screening script task.</li><li>- Process begins upon form completion.<ul style="list-style-type: none"><li>• Single precursory check</li><li>• Upon error, instructions are provided</li></ul></li></ul>







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# POTENTIAL IMPLEMENTATION OBSTACLES

Challenges	Potential Solution
Cost to build precursory check system	Make use of existing systems' data (Housing portal) Use university provided tools such as Qualtrics
Loss of human interaction	Elimination of Moment of Truth
Lobby Computer Failure	Create backup systems for RAs Use of on-site IT personnel
Resistance to change	We would solve this by emphasizing the improvements of the new system rather than focus on the fact that it's changing
Scope creep	We would solve this by sticking to project requirements