



University Housing
Student Affairs
UNIVERSITY OF GEORGIA

UGA HOUSING PROCESS

PROCESS DISCOVERY

The three primary sources of information/data for discovery used:

- **Email Communication with UGA Housing's community and IT departments**
- **In-Person Interviews with Current UGA Freshman Residents**
- **Online Forums (e.g., Reddit and Others)**



OVERVIEW

**1) Organizational
Context**

**2-3) Process
Discovery**

4-8) As-Is Model

**9) Strengths +
Weaknesses of “As-
Is”**

**10-12) Flow
Analysis**

**13) Lean/Waste +
Stakeholder**

14) Redesign Ideas

**15-18) To-Be
Model**

19) Expected Benefits


20) Questions?




ORGANIZATIONAL CONTEXT

The University of Georgia's Student Housing is responsible for distributing campus living spaces to students. By the university's rule, all freshmen are required to live on campus, making freshmen the primary clients. Student Housing operates through back-and-forth exchange of information and documents to the students.

PROCESS DISCOVERY


←  r/UGA • 1 yr. ago
osiful

When can we start registering for next years housing?

 llovepie007 • 1y ago •


Had the same question...the option to register isn't showing up even though it's 20th

↑ 1 ↓ Reply Award Share ...

 osiful OP • 1y ago •

Yea, I haven't gotten the green light email from housing either

↑ 1 ↓ Reply Award Share ...

←  r/UGA • 2 yr. ago
univ3287

incoming freshman - housing

for those who've recently selected their dorm, i wanted to know which halls are still available. i still haven't gotten my appointment time and i'm getting worried...

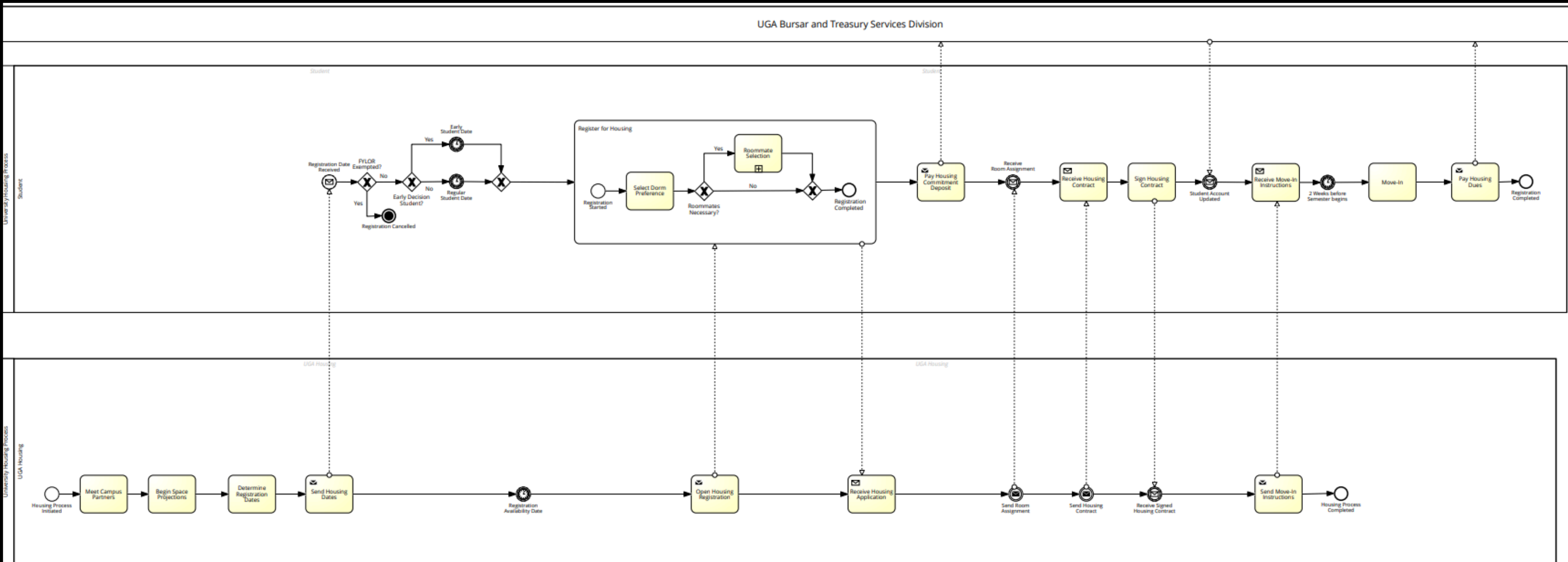
↑ 1 ↓ 3 Award Share

How to do Housing??

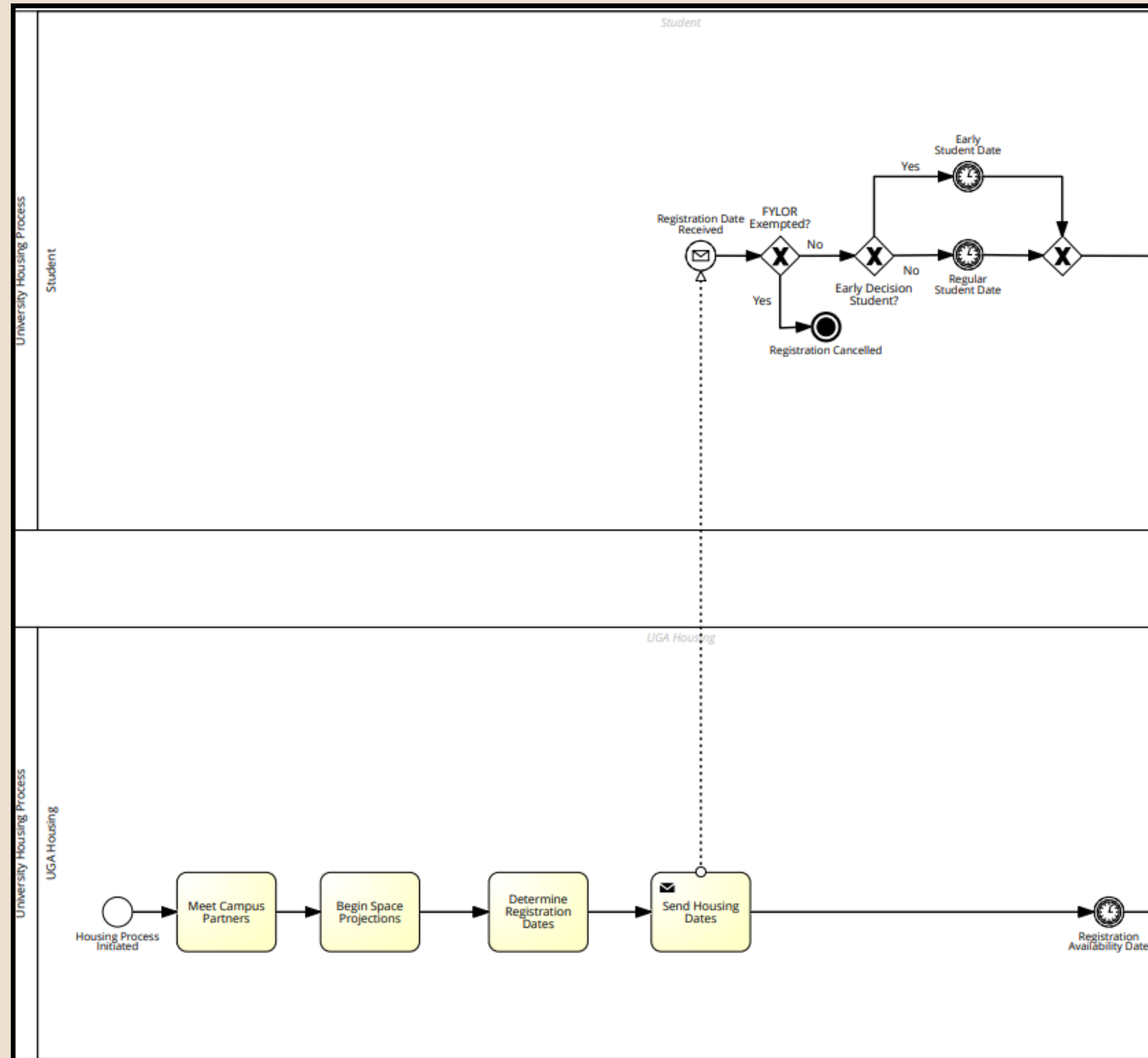
Hey Dawg Community! I'm a recent admit and I think I'm committing soon, but have no idea how housing works so I would appreciate some insight.

Which freshman halls do not have communal bathrooms? I've heard east campus housing is good but far from classes.

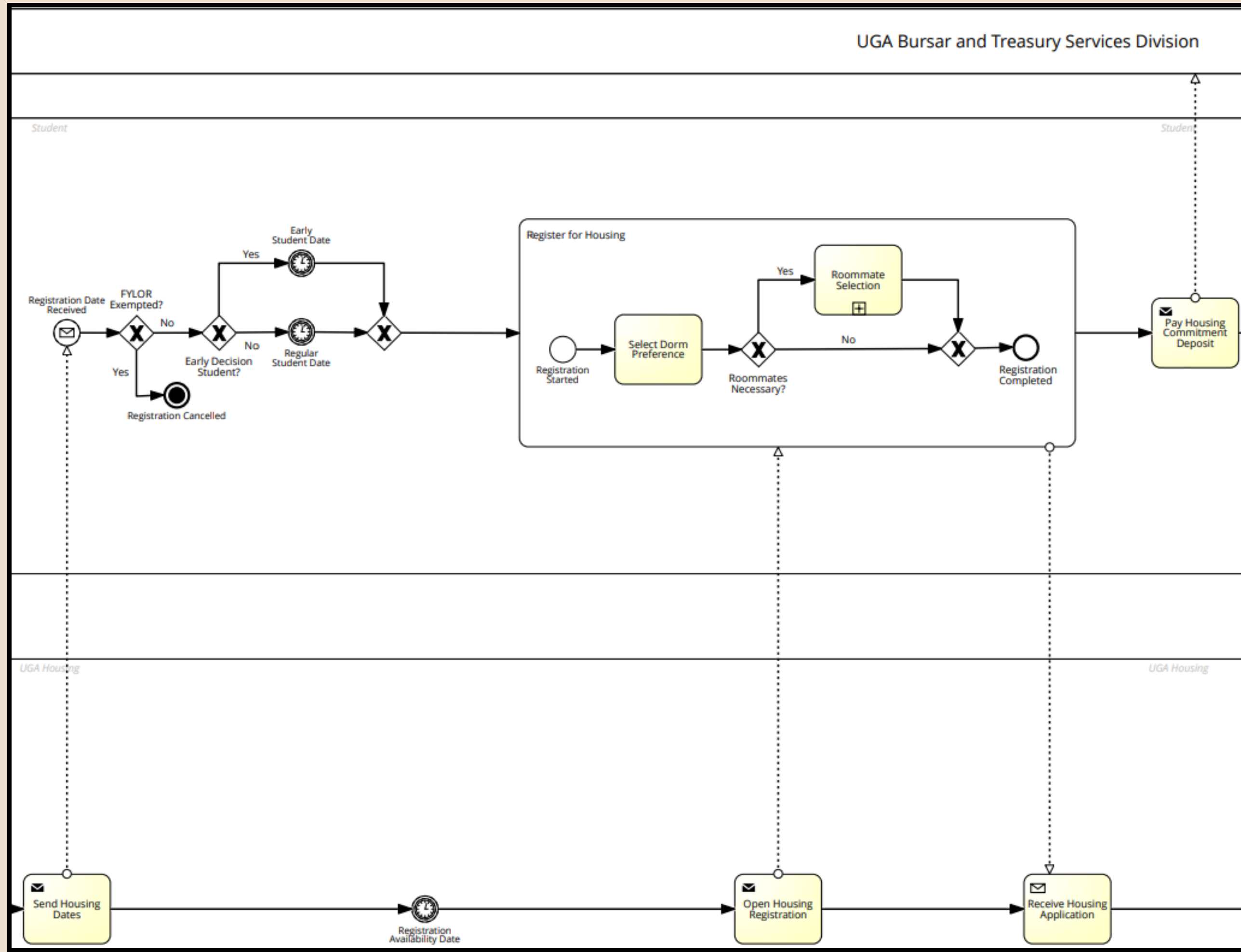
AS-IS MODEL



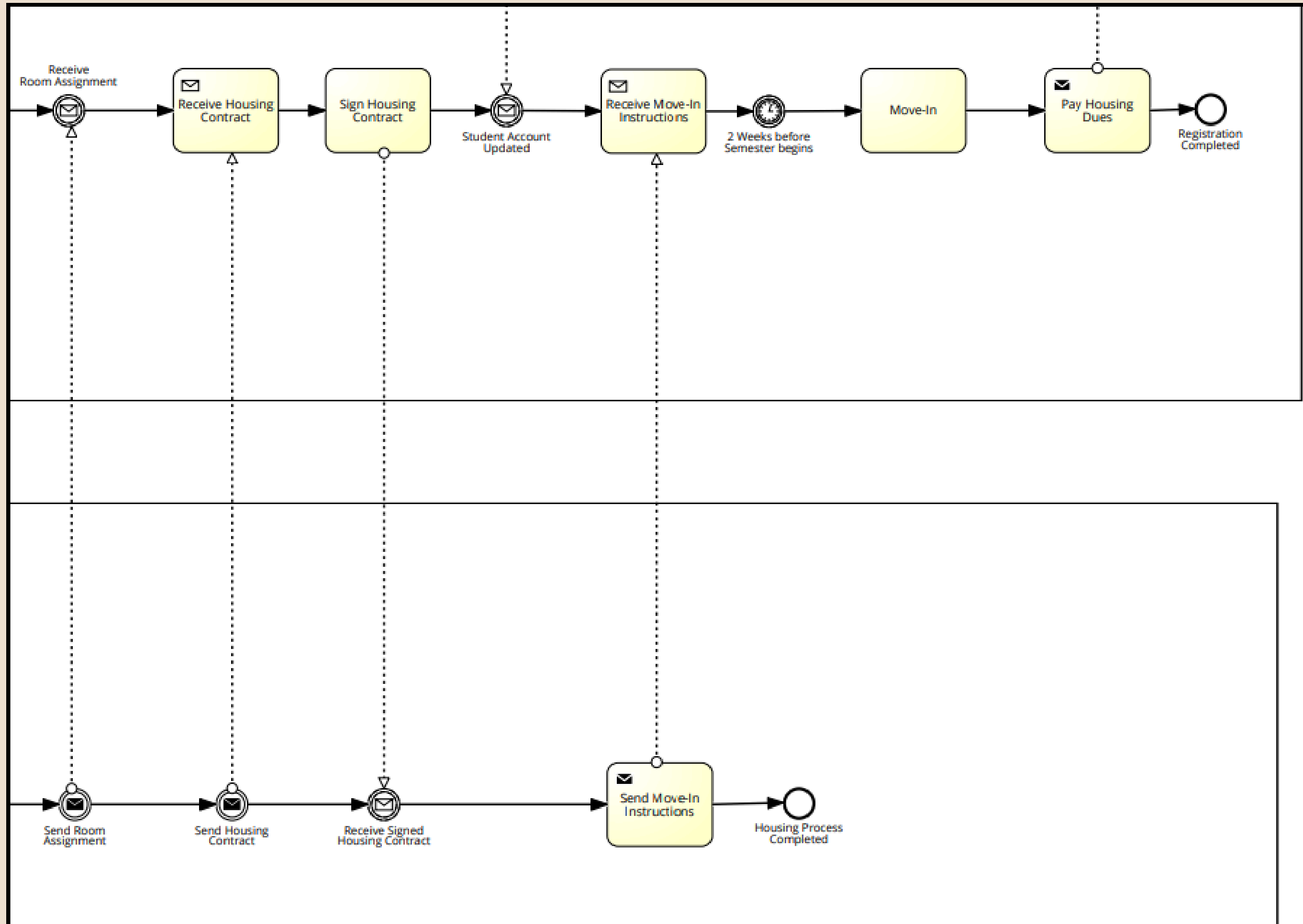
AS-IS MODEL



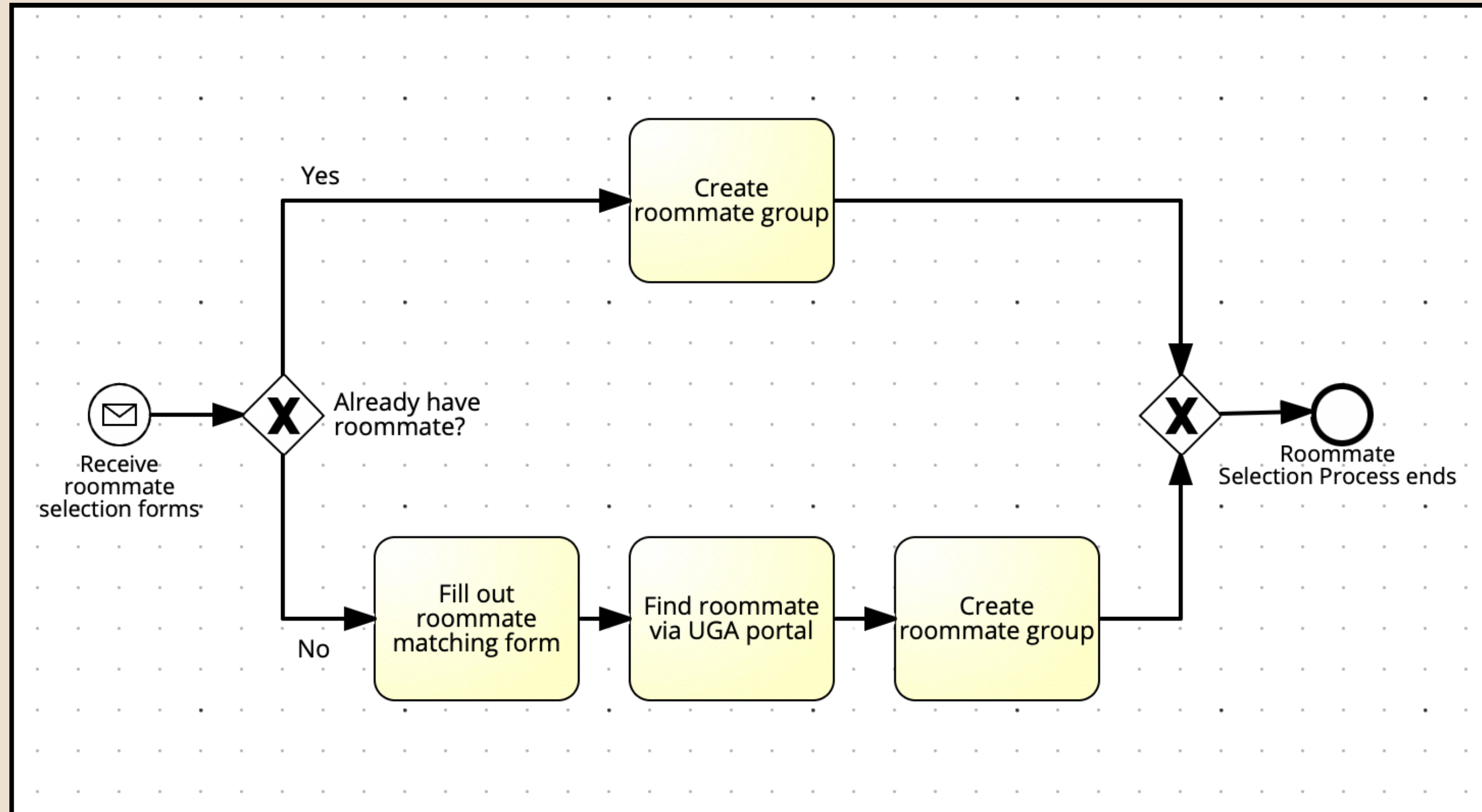
AS-IS MODEL



AS-IS MODEL



SUB-PROCESS



STRENGTHS + WEAKNESSES

Strength/Weakness:

By giving students relatively lengthy deadlines for document signing, task completion, etc., this gives student's substantial time to gather their finances, evaluate their options, etc. at the expense of inflating processing time (and overall cycle time).

Strength:

A positive aspect of the UGA Housing process is its integration of automation- resulting in a reduction in processing time and removes opportunities for human error.

Weakness:

In the UGA Housing Process, the primary weaknesses that it currently faces is its long turn-around times and high usage of handoffs.



FLOW ANALYSIS



- **Approximate Cycle Time**

17.25 hours [**Process Time**] + 37.37 days [**Waiting Time**] =
38.08 days

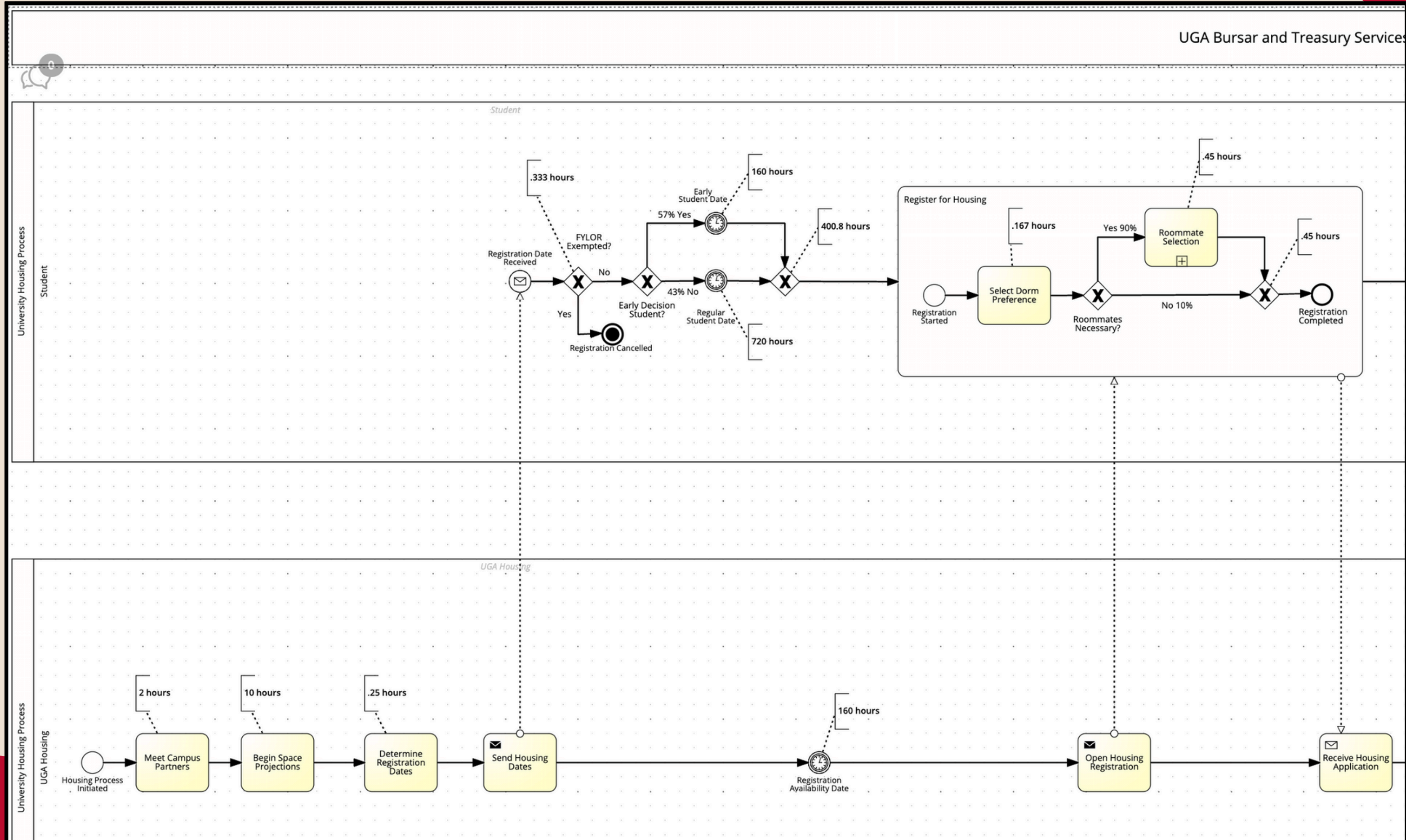
- **Process Efficiency**

17.25 hours ÷ 913.92 hours (38.08 days) = **1.89% approx**

***The numbers above are approximations.**

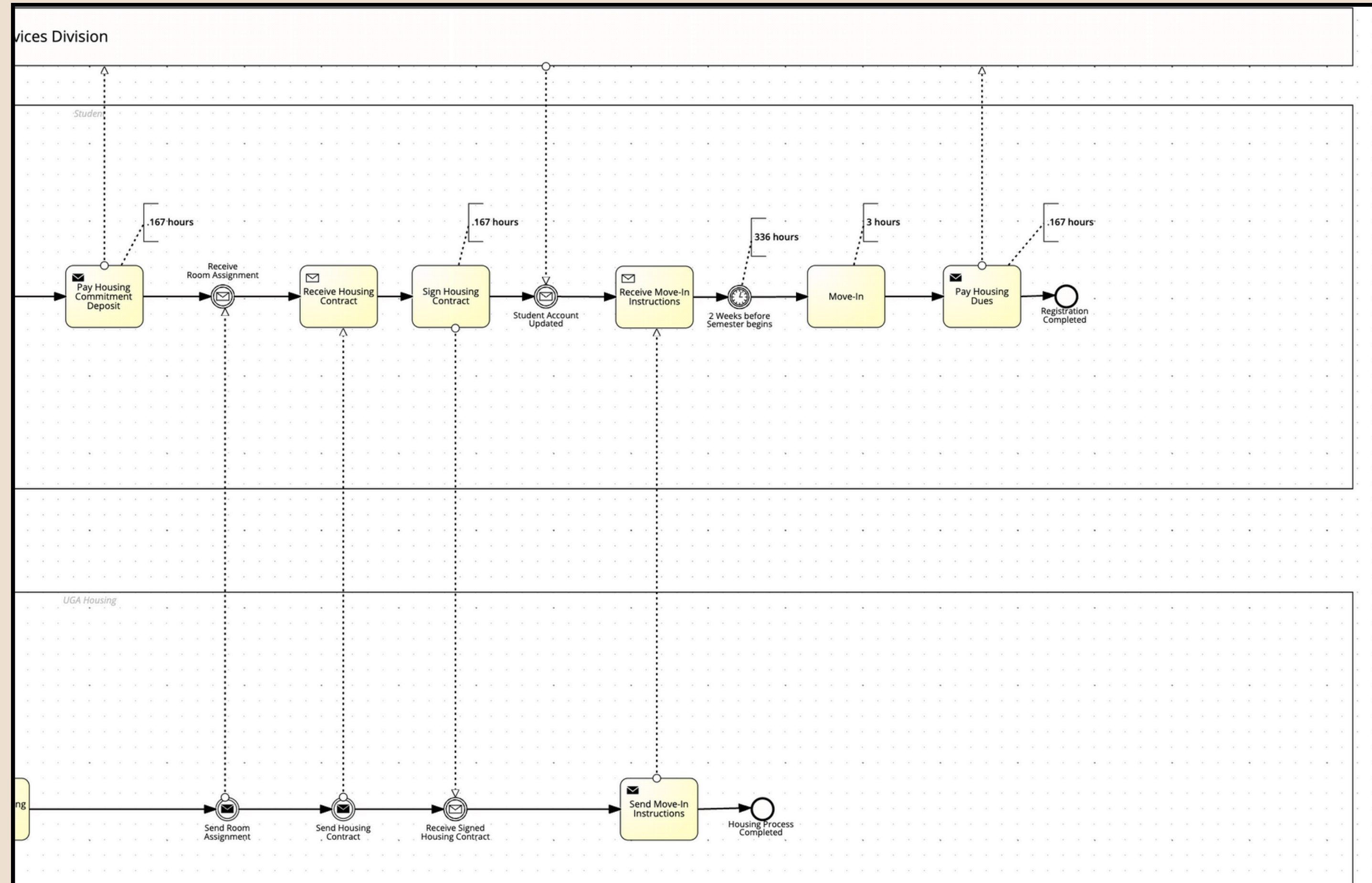
FLOW ANALYSIS

UGA Bursar and Treasury Services



*The numbers above are approximations.

FLOW ANALYSIS



***The numbers above are approximations.**

LEAN/WASTE + STAKEHOLDER

● Lean/Waste

- **Lengthy Waiting Times:** Delays in student input, contract distribution, and communication create inefficiencies in the process.
- **Excessive Communication:** Frequent exchanges of documents and emails between students and housing add unnecessary complexity.

● Stakeholder

- **Student Feedback:** Informal interviews revealed pain points in the UGA Housing process, including backlogs in support.
- **Delays in Assistance:** High request volumes around key deadlines result in slow response times, frustrating students.

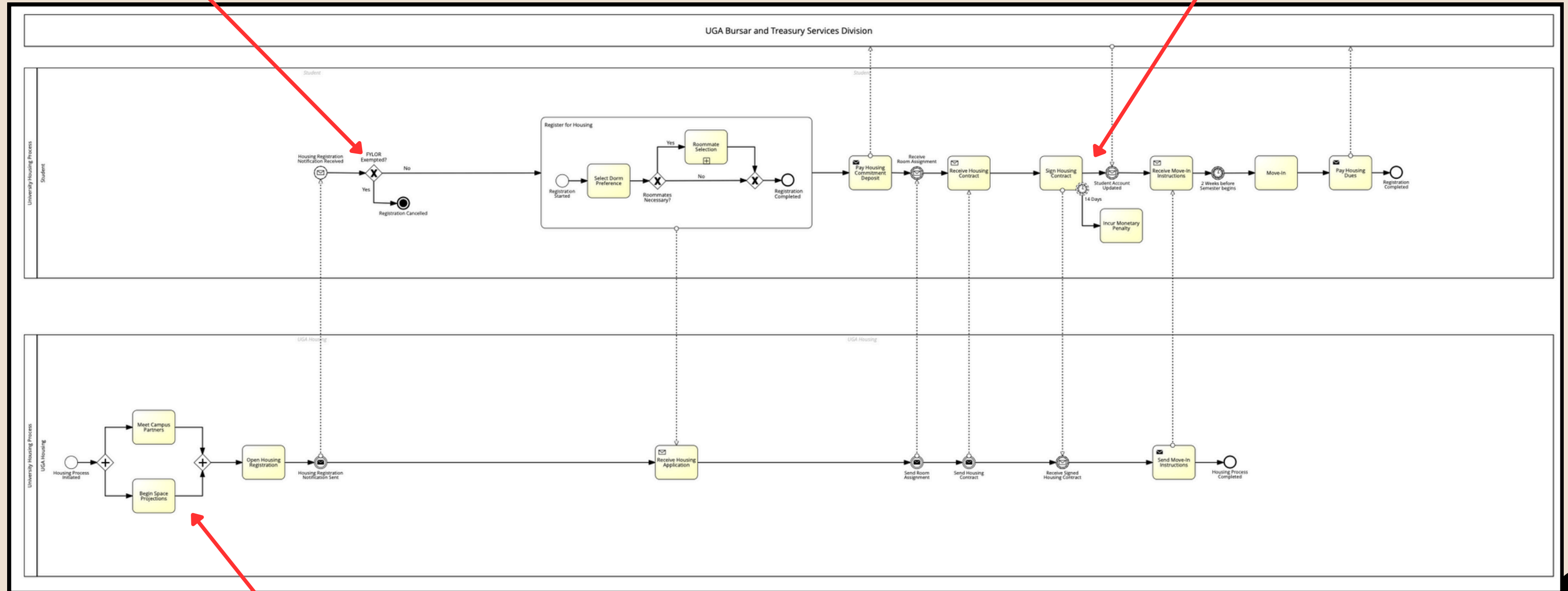
REDESIGN

- **Made "Meet Campus Partners" and "Begin Space Projections" parallel tasks instead of sequential ones.**
- **Removed the strict 30-day deadline and replaced it with a monetary penalty.**
- **Changed the registration structure to a rolling, first-come-first-serve system instead of using priority tiers.**
- **Adjusted the consequences for missing deadlines to ensure clarity and accountability.**
- **Enabled housing registration to open earlier with a rolling timeline, eliminating set dates for large groups.**

TO-BE MODEL

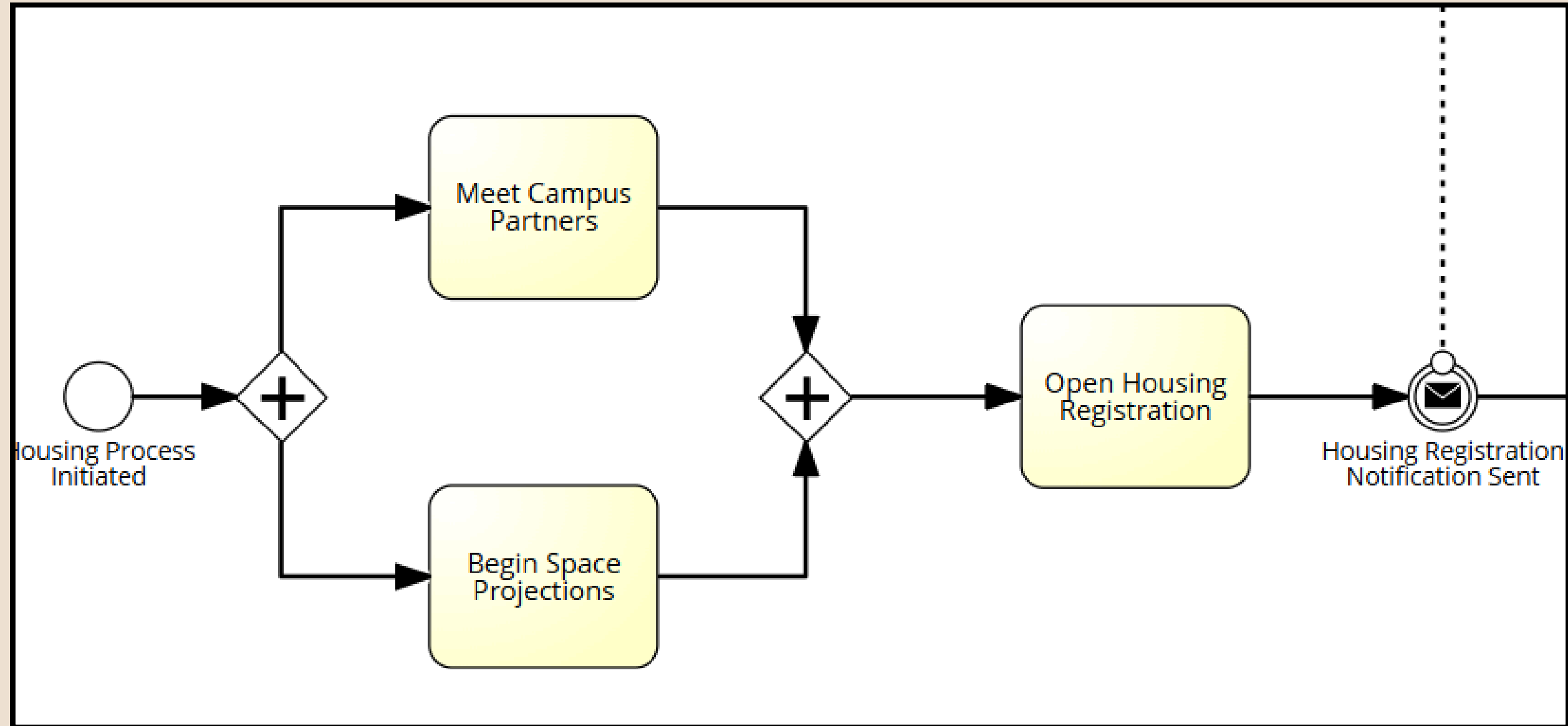
★ Tiered --> Rolling

Set Deadline --> Monetary Penalty ★

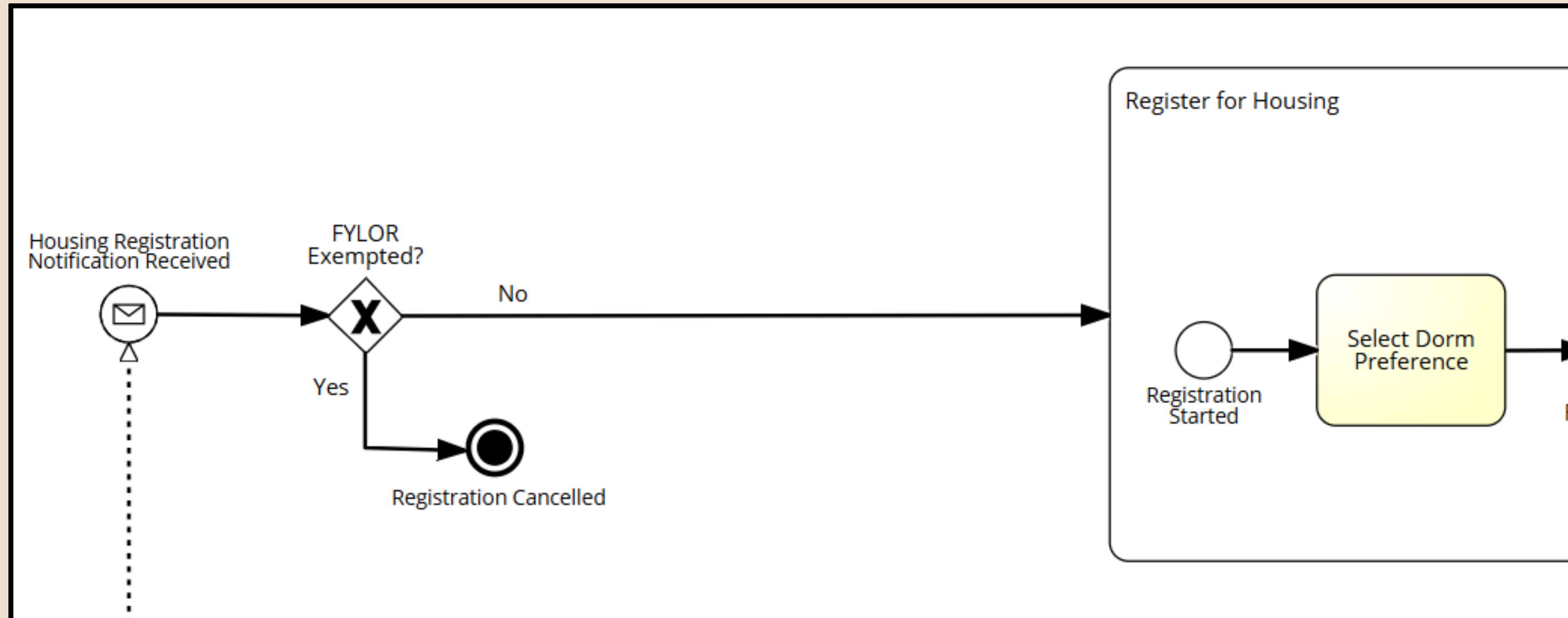


★ Sequential --> Parallel

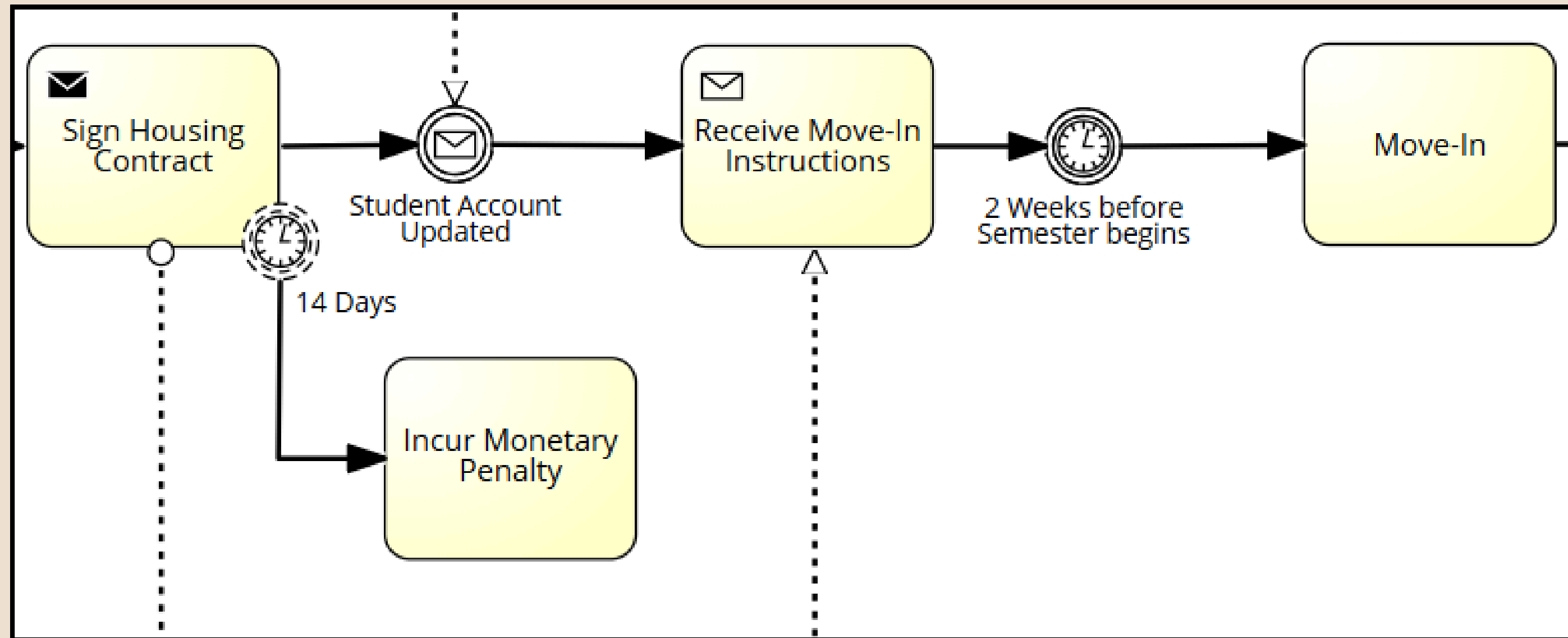
TO-BE MODEL - PARALLEL



TO-BE MODEL - ROLLING



TO-BE MODEL - PENALTY



EXPECTED BENEFITS

Change to Rolling Admissions

Transitioning from a “tiered” model to a rolling admissions model, this incentivizes students to complete their housing application related tasks as soon as possible.

Monetary Penalty

By implementing a stacking monetary penalty in place of a set deadline, this pressures the student to complete the task of signing the housing contract quicker.

Sequential to Parallel

Combining tasks (by making them parallel) that could have been completed simultaneously rather than sequentially helps in reducing processing/cycle time.



Questions?