

Application and Contract Processing

Department of Housing and Residence Life

OEAS

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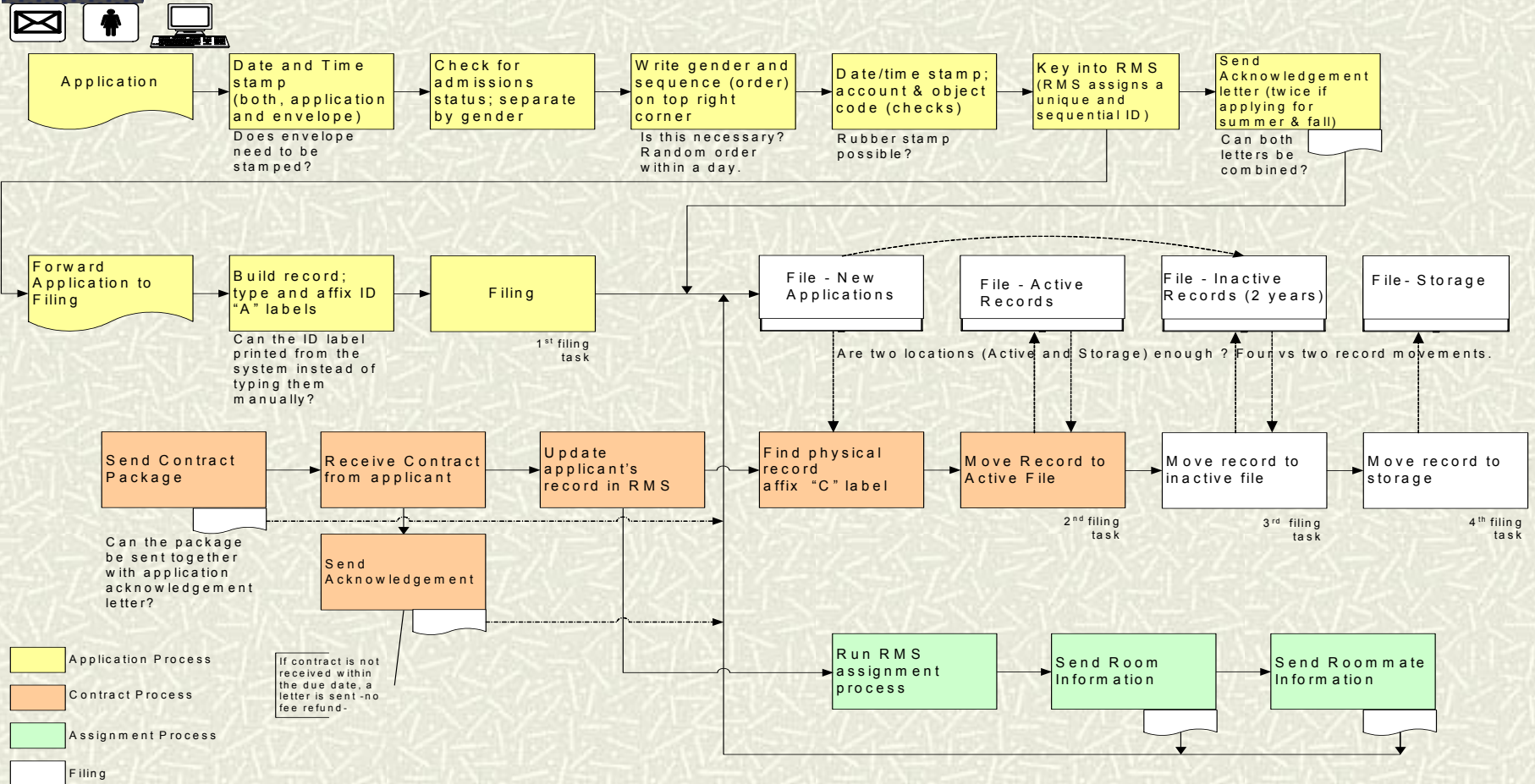
Objective

- # To look for Improvement Opportunities:
 - In customer service – faster service
 - Process efficiency – eliminating non-value-added activities; to make the process simpler

Methodology

- # Interview staff
- # Prepare flowchart of the process
- # Collect data from actual applications and contracts (approximately 130 cases, Fall 2001)

Process Flow



Process Flow, Opportunities

- # Application acknowledgement letter
 - Two letters vs. one; when summer and fall terms are included in same application. (20 cases out 104)
 - Benefit: process is simplified; cost is reduced
- # Date/time stamping
 - Application and envelope vs. application only (eliminate both?)
 - Benefit: process is simplified and process lead time is reduced
- # Priority Assignment System
 - Manual vs. RMS automatic ID #
 - Benefit: process is simplified

Opportunities (continued)

Coding of payment

- Manual vs. Rubber stamp
- Benefit: faster and easier task (minimize errors?)

Record ID Label

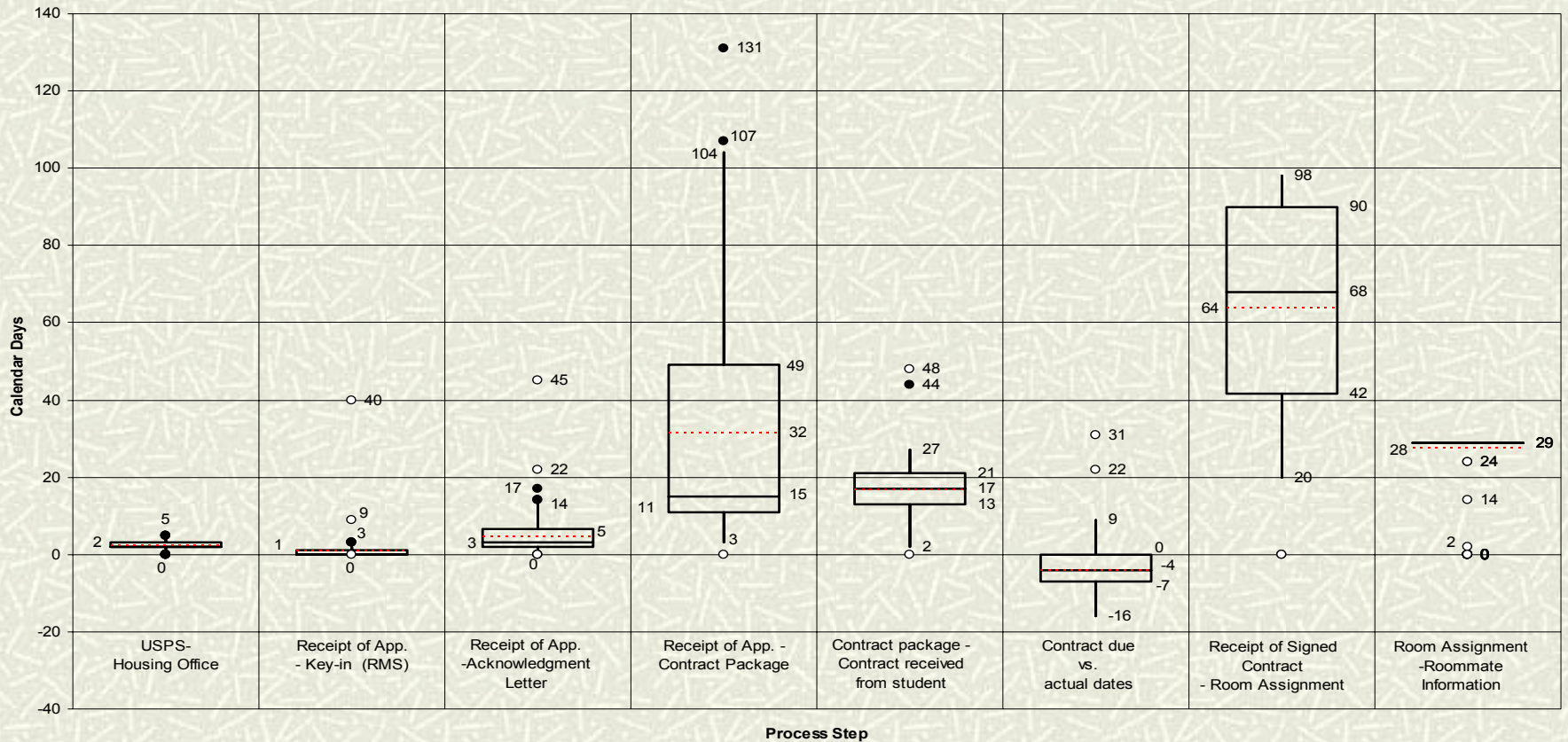
- Typing vs. printing from RMS
- Benefit: lead time and process lead time are reduced

Filing

- Four file “locations” (new, active, inactive, “storage”) vs. two (active, “storage”)
- Benefit: process is simplified, cost is reduced

Process Lead Time

Application, Contract and Assignment Processes Lead Time
(n=104; Fall 2001)



Summary of Process Lead Time

Days (avg.)	Task	Responsible
2	Mail (USPS and Internal)	Applicant and Housing
1	Review and data entry	Housing
5	Acknowledgement	Housing
32 / 15 (median)	Contract Package	Housing
17	Return contract (signed)	Applicant
64	Room Assignment	Housing
28	Roommate Information	Housing
149 / 132	Total Lead time	

Customer Perceptions Survey



Department of Housing and Residence Life

We would like to know your opinion about the quality of our service. Please check the box that best describes your evaluation. **Thank you for your participation.**

This is the first time I visit housing main office ... Purpose of Visit _____

This is the first time I visit the housing main office but I contacted the office by phone before _____

This is **not** my first visit to housing main office ... _____

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Do not Know
1. Overall, I am satisfied with the service received from the staff at housing <i>to day</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The staff were helpful.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The staff provide accurate information.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The service was timely.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other opinion or recommendation you want to share with us : _____
