Process Name: Room Assignment Process

Narrative/Description: Need to determine type of housing need. If it is a family housing application, need to determine eligibility and the size of family. Assignment will be done based on availability and size of family. Once a unit is available it will be offered to the family. If they accept, assignment will be entered into SIS. When family moves in, they fill out the check-in paperwork & keys are issued. Once the paperwork is received a copy of the check-in card is sent to accounting. Rent will be prorated depending on the day the family moves in. Also enrollment will be confirmed and housing charges will be applied. If application is for an efficiency apartment, eligibility has to be determined to see if student meets the off-campus requirements. If student is eligible, they are placed on waiting list. Once an apartment is available, it will be offered to the next student on the waiting list. If student accepts the apartment, then the assignment is made and rent charges are applied to the bill. When the student arrives to check-in they fill out the check-in paperwork & a key is issued. Rent will be prorated depending on day the student moves in. Enrollment will be confirmed at this time and the housing payment will be applied. When an application for the Residence halls is received, the proper forms are then completed by the resident and staff. After the forms are reviewed, a deposit is then submitted. Room assignments will be made based upon the resident’s roommate request provided on the application and roommate questionnaire. Room assignment letters will be sent out one month prior to the student check-in date. If the student has no changes, then room and board charges will be added to the account. On the day of check-in, the student will fill out all paperwork and a key will be issued to them. A copy of the check-in card will be sent to accounting where they will make sure the room & board charges are correct.

Manual/Paper Inputs: application forms

Manual/Paper Outputs: deposit lists, application lists, assignment letters

Customer(s): students

Potential Break Points: Not being able to contact students.

Automation:

Issues: