ISENBERG UNDERGRADUATE CONSULTING GROUP
### COLLABORATE. SOLVE. ACCELERATE.

RESIDENTIAL REALLOCATION: MAKING MOVES TOWARDS EFFICIENCY

A streamlined process was implemented in an on-campus office to increase transparency between staff and make a multi-faceted project seem simple

Client's Challenge — Address issues with the residential reallocation process

- Need to update from an Excel file to store information regarding room changes each semester
- Create transparency between staff to reduce scheduling problems
- Streamline the process for move-in/move-out
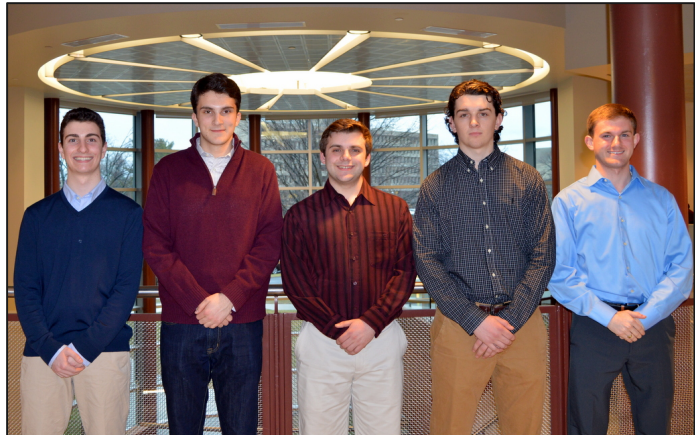
IUCG's Solution — Improve process efficiency, accuracy, and reliability by:

- Research open source software to replace current Excel file (Microsoft Access was chosen)
- Create Access Database and train employees on all tools and possible functions
- Update paper calendars to single shared online calendar to reduce overbooking/scheduling multiple appointments at the same time

Business Impact — Optimize housing assignments through transparent processes and clearer lines of communication

- The Microsoft Access Database has allowed all employees to be able to edit and add information regarding changes in an individual's room status
- Reduce amount of errors involved with double-booking rooms

Client's Challenge:

This semester IUCG partnered with an on-campus organization to improve the process required to move students in and out during winter breaks. This organization is charged with running the logistics behind moving students out of housing at the end of the fall semester, organizing break housing, and moving students who changed their housing assignment for the spring semester.

Before IUCG stepped in, this organization was keeping all of the relevant break housing information in a single Excel file, which was updated by a single employee. All information had to go through this individual before the file could be updated. There was no accessible office calendar; each employee had his or her own paper calendar. The lack of transparency within the organization led to miscommunication as well as errors related to move in, such as moving students into occupied rooms, or failing to fill rooms at all.

IUCG's Solution:

In order to expedite the process related to documenting student activities, the project team created a Microsoft Access Database which could be used by each employee rather than just one manager. This removed the need for a middleman to edit the file, thus increasing the accuracy of information. The Access database also allowed information to remain up-to-date at all times, reducing the possibility for rooms to be double-booked and keeping all room assignments more organized.

The next step in technological updates involved moving each employee's individual paper calendar into a universal online calendar to keep employees cognizant of all appointments and to avoid any potential scheduling conflicts. By eliminating opportunities to improperly file data, and keeping all members of the staff aware and up-to-date of all scheduled appointments, the team was able to create a more efficient organization.

Impact on client's business:

The organization adopted IUCG's Access database, and saw a decrease in errors related to filing data. They are now able to fully optimize housing assignments by maintaining awareness of all open rooms and what rooms have already been filled. By increasing transparency within this organization, improving their technological assets, and reducing the opportunity for human error, the project team has made the entire organization more structured, organized, and efficient.