Other Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

O/O 1: Resident requests and complaints addressed in a timely fashion
The UNO Student Housing department will assist in the recruitment and retention efforts by ensuring all student resident requests and complaints be addressed in a timely fashion.

Related Measures

M 1: Percentage of outstanding complaints
Percentage of outstanding complaints and requests be reviewed, processed, dispatched and completed within 48 hours.
Source of Evidence: Administrative measure - other
Target:
Have 95% of all outstanding complaints and requests to the maintenance department and completed within 48 Hours.

O/O 2: Student resident participation
Increase student resident participation in resident assistant programs.

Related Measures

M 2: Participation data
Analysis of participation data.
Source of Evidence: Document Analysis
Target:
20% increase in participation over 2011-2012.

O/O 3: Revenue from conference housing sources.
Increase revenue from conference housing sources.

Related Measures

M 3: Revenue data
Analysis of revenue data.
Source of Evidence: Document Analysis
Target:
10% increase in revenue generated over 2011-12

O/O 4: Enhance resident's experience
Develop new services to enhance the resident's experience in the residence facility.

Related Measures

M 4: Timeliness of installation of services
Measured by the timeliness of installation of services.
Source of Evidence: Administrative measure - other
Target:
Installation of ATM machine and wi-fi in residence facility by Fall 2013