



DIVISION OF  
**UNIVERSITY HOUSING**  
University of Wisconsin–Madison

# Priorities and Strategies 2009–2012

## **Mission**

Be The Place Where Everyone Wants To Live

## **Ethical Responsibilities**

Keep our promises, speak the truth, avoid harm,  
repair harm when it is done, practice justice.

## **Diversity Statement**

Each individual brings uniqueness to our community. All are valued  
for who they are and their skills and contributions.

We actively seek this diversity and work hard to help all staff and all  
residents feel that they are affirmed members of the community.  
By working together, we can create and maintain a work and living  
environment in which no individual is advantaged or disadvantaged  
for being different and where everyone has the opportunity to  
develop their potential and contribute fully to our community.

We know that our residents and staff will thrive as a result.

## SUSTAIN OUR BUSINESS

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- Sustain our tradition of providing high quality facilities, programs and services from generation to generation.
- Improve our effectiveness and efficiency.
- Develop and maintain a long-term financial plan based on realistic assumptions.

Improve supervisors' ability to make financial decisions, monitor spending and labor costs, and develop sound budgets.

- Improve current and/or create new financial and management reports.
- Train supervisors on how to use financial and management reports and develop a budget.
- Increase use of technology to create, distribute, and enhance reports.
- Improve ability of Residence Hall Facilities and Apartment Services staff to verify Physical Plant charges and utility costs.

Continue implementation of the Residence Halls and Dining Services Master Plan and the University Houses Master Plan.

Cultivate a culture of streamlined processes and effective project management.

- Train selected staff in Lean Six Sigma and project management.
- Improve the Division's ability to maintain operations by developing depth and well-documented processes.
- Create structures to support on-going operation throughout phases of change implementation.

Further develop our brand.

- Strengthen our hold on our current market niches.
- Using customer feedback and market research, select new growth markets and implement strategies to accomplish target goals.

Implement best practices for managing a multi-lingual workplace and aging work force.

Improve processes in the delivery of conference services to summer programs guests.

Develop and maintain familiarity with local and regional social, health, and human services.

- Focus in the areas of cultural and linguistic outreach and support, aging, and special needs.
- Identify and develop opportunities for shared information, strategies, and resources for residents and staff.

Establish a grant program that provides funds for students with financial need to pay learning community program fees.

## SUSTAIN OUR ENVIRONMENT

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Incorporate principles of sustainability in our everyday business practices, energy use, dining services, buildings, recycling and waste management.

Review, select, and implement sustainable practices that have a measurable impact while taking into account the cost.

Develop a method to record and measure selected sustainable practices and strategies.

Partner with "We Conserve" and Lakeshore Nature Preserve.

Increase awareness and involvement of our residents, summer guests, and staff in sustainable initiatives and daily sustainable practices.

Explore the feasibility of a learning community focused on sustainable issues.

## ENHANCE SUPERVISORS' EFFECTIVENESS

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Create an environment, structures, processes and systems that will make it possible for all supervisors to be successful.

Develop and implement a training program to enhance supervisors' effectiveness.

- University Housing's Leadership Standards and Operating Principles.
- Critical thinking.
- Creating a positive workplace climate.
- Becoming a skilled trainer.
- Interviewing, selection, and performance reviews.
- Communication.

Develop and implement new communication models to make it easier for supervisors to keep informed.

Develop methods to evaluate supervisor effectiveness.

## TAKE FULL ADVANTAGE OF TECHNOLOGY

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- Fully utilize new and existing technologies to improve operational effectiveness and efficiencies and customer service.
- Make it easier for customers to access our programs and services.

Formally evaluate every Division web page and application.

Establish a project management process for the development and maintenance of web pages and applications.

- Implement an on-going process to prioritize web and application projects.
- Establish a Division internal coordination process that facilitates the exchange of information regarding technology projects, updates, and new developments.

Review existing support systems for all Division IT services and applications.

- Enhance or establish new support models for discovered support gaps.
- Carefully review where 24/7 support is required and establish support systems to accomplish.

Provide on-site access to the web for all Housing staff by September 1, 2009.

- Implementation plans will include protocols and use policies.
- Develop and implement "how to use the web" training.

Create new measurable ways of effectively communicating with residents.

Enhance training of new and current Division staff on web and other Housing applications.



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of  
**WISCONSIN**  
MADISON