# 2020-2021 Room Condition Reports

Overview

This report gives an examination of the Room Condition Reports (RCRs) submitted by residents in Roompact within the 2020-2021 Academic Year. These forms allow housing administrators to review the condition of spaces and is primarily referred to while assessing damage after residents have moved out, so that residents will not be billed for pre-existing damage in a space. These forms are intended to be completed within 72 hours of a student moving into a space, and they provide an array of specific categories to prompt a thorough review of their space. The form also encourages residents to upload photos.

Between July 2020 and May 2021, there were **a total of 626 individual RCRs** completed in Roompact (648 less than 2019-2020; possibly due to less residents residing on campus due to COVID-19 restrictions). When comparing 2019-2020 and 2020-2021 Completed RCRs by Hall, there was a 5% decrease in the average completion rate for Traditional and 9% for Suites and Apartments.

Highlights

The RCR form is intended to be completed by residents within 72 hours of moving into their room. Of the forms that were completed, 70% were completed in the Fall Semester during dates for early arrivals (July 28th-August 11th), official move-in dates (12th- 16th), and within 72 hours of opening days (August 17th-19th).   This is considerably lower than the number submitted during a similar time in the Fall of 2019 (80%). This is most likely due to the schedule disruptions and changes to the move-in process due to COVID-19 concerns. In the Spring Semester, 7% were completed during the dates for Spring Opening (January 14th-21st) and Open Room Change (January 22nd-29th); higher than Spring of 2020 (2%). The remaining dates account for 23% of the RCRs, which may be a reflection of room changes that happened during the semester or perhaps delayed submission, however room-change data is not currently collected in a way to identify this trend directly.
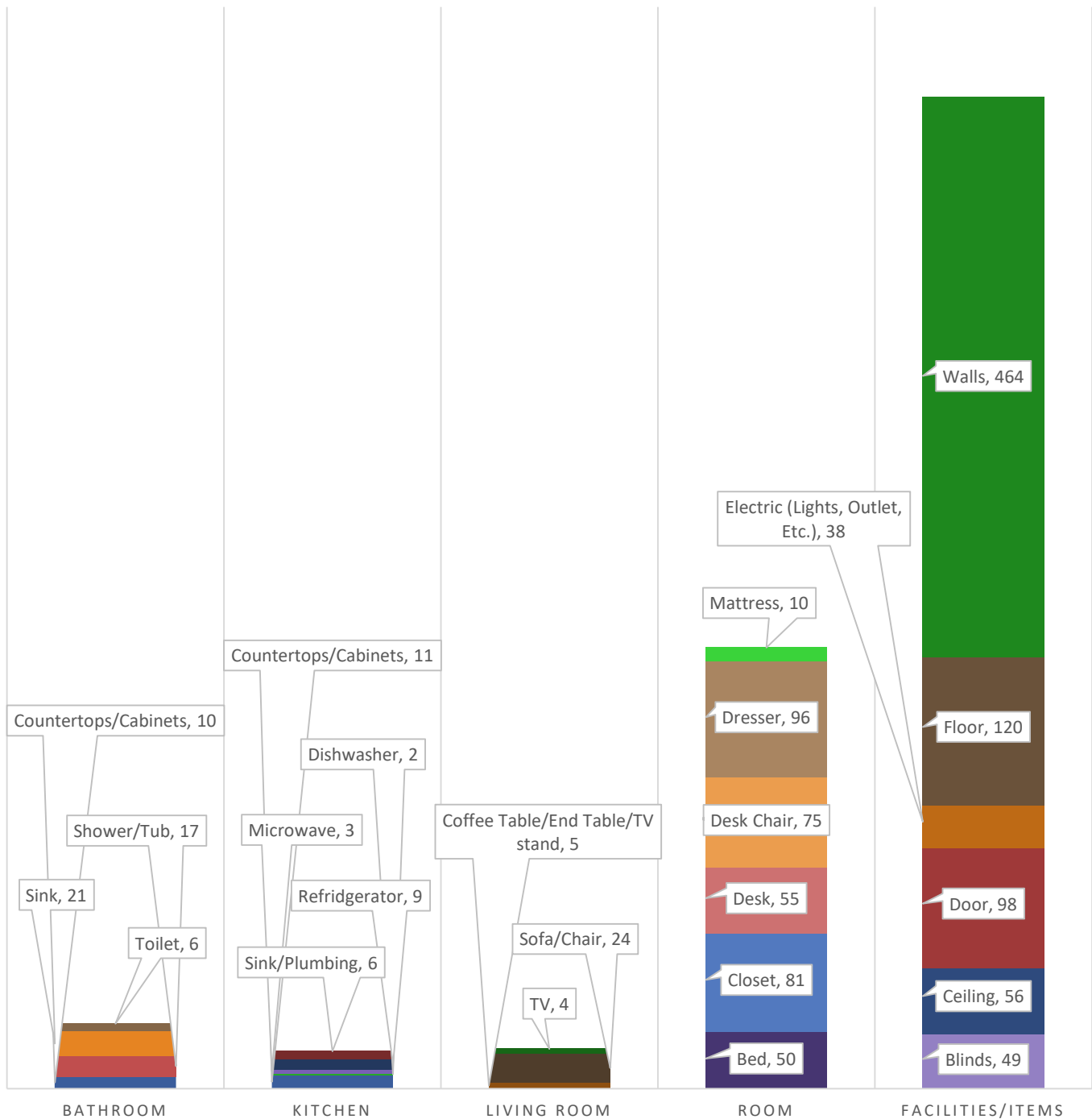
Completed RCRs by Hall
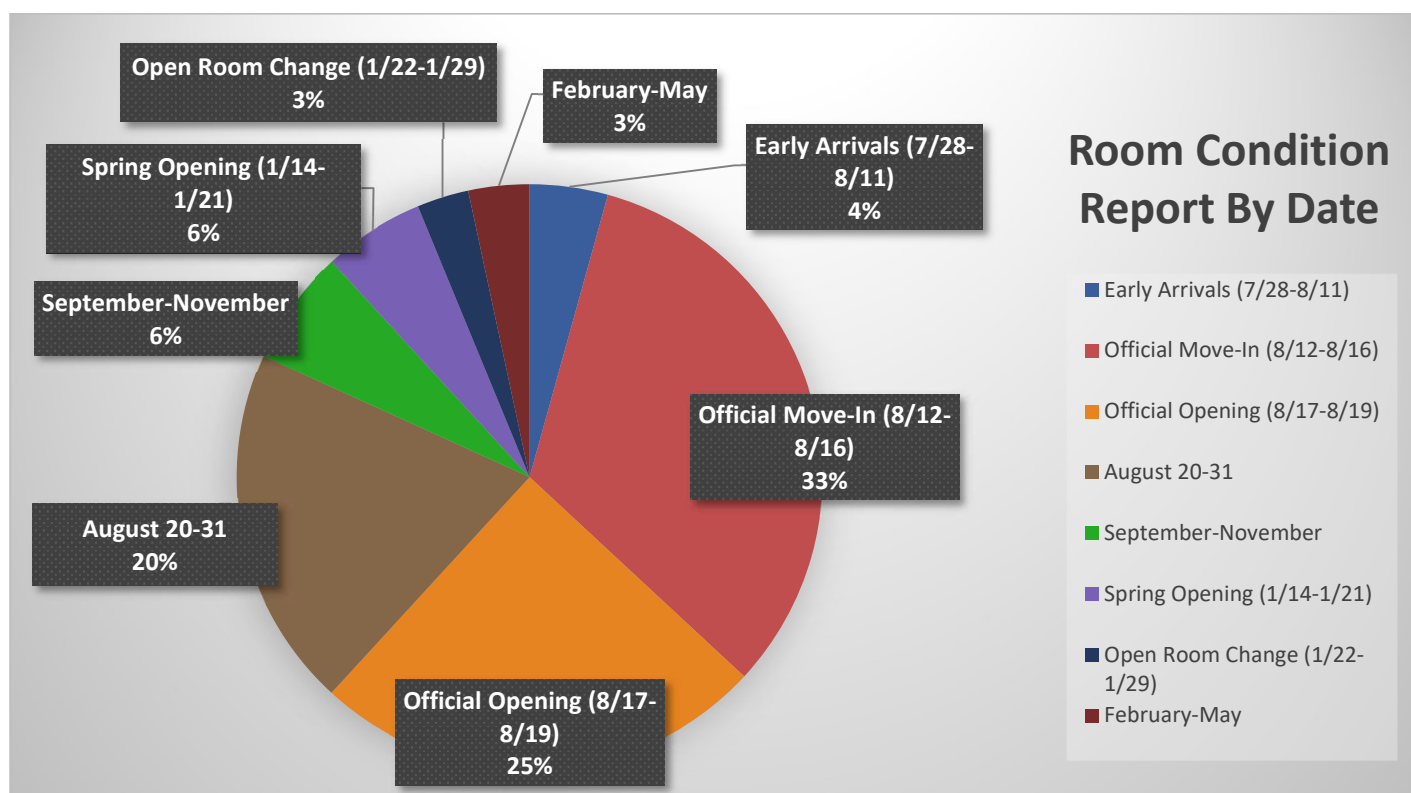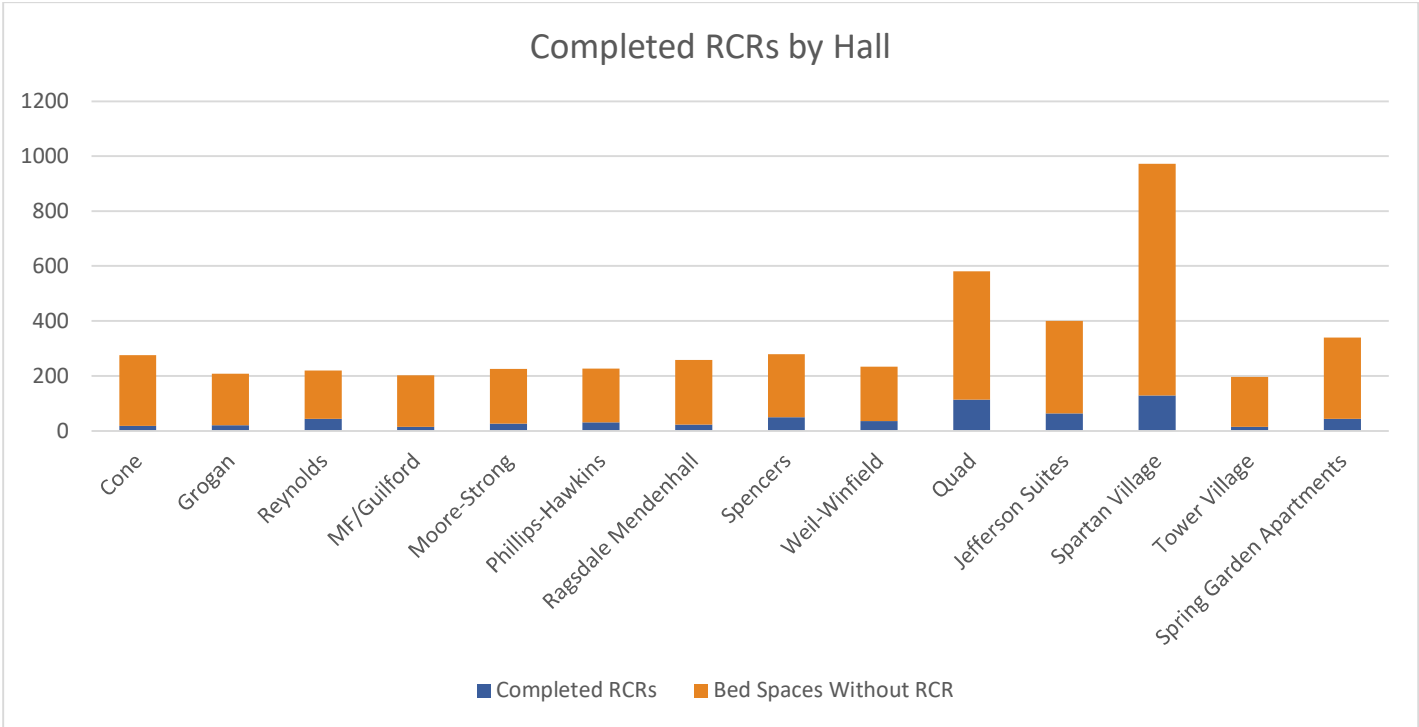
The majority of each community's population, though, did not complete RCRs. Of the total RCRs that were completed, Traditional Halls had an average of 14% of their communities completing an RCR (ranging from 7% to 25%), where as Suites and Apartments had an average of 16% of their residents completing the form (in a range of 8%-24%). This may have a correlation to student population, since the majority of residents in Traditional Halls are first-year residents, whereas the majority of Suites and Apartments' residents are upper-class students. Within some specific communities, there are some noteworthy outliers to the averages, such as Reynolds, where 25% of residents completed RCRs, the highest percentage in any community, which is particularly noteworthy because as a Traditional Hall it has more than double the population percentage who completed RCRs of the other communities of it's type.

Completed RCRs by Community
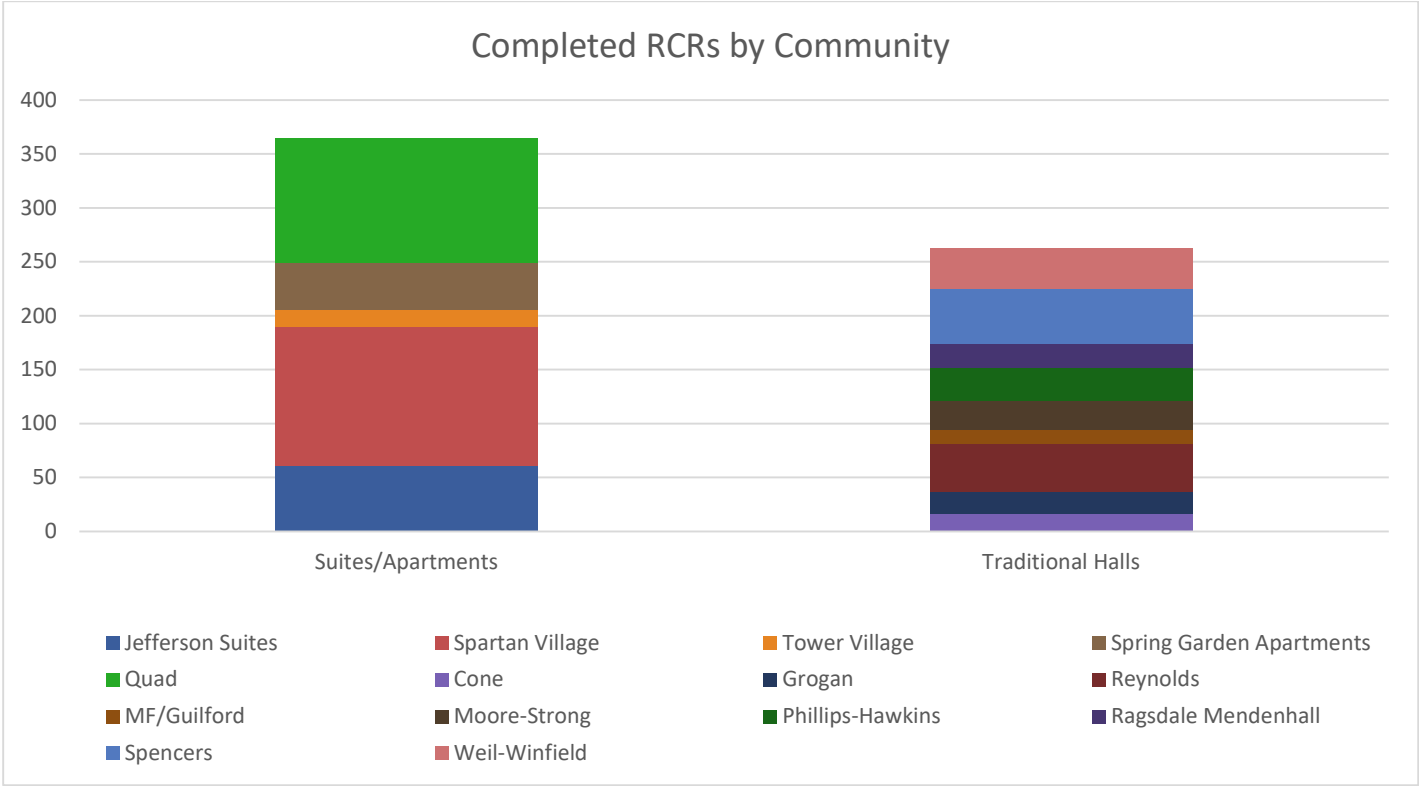
SUBMISSIONS TO CATERGORIES BY AREA

Legend:
- Countertops/Cabinets
- Shower/Tub
- Sink
- Toilet
- Dishwasher
- Microwave
- Refridgerator
- Sink/Plumbing
- Coffee Table/End Table/TV stand
- Sofa/Chair
- TV
- Bed
- Closet
- Desk
- Desk Chair
- Dresser
- Mattress
- Blinds
- Ceiling
- Door
- Electric (Lights, Outlet, Etc.)
- Floor
- Walls

BATHROOM
- Countertops/Cabinets, 10
- Shower/Tub, 17
- Sink, 21
- Toilet, 6

KITCHEN
- Countertops/Cabinets, 11
- Dishwasher, 2
- Microwave, 3
- Refridgerator, 9
- Sink/Plumbing, 6

LIVING ROOM
- Coffee Table/End Table/TV stand, 5
- Sofa/Chair, 24
- TV, 4

ROOM
- Mattress, 10
- Dresser, 96
- Desk Chair, 75
- Desk, 55
- Closet, 81
- Bed, 50

FACILITIES/ITEMS
- Walls, 464
- Electric (Lights, Outlet, Etc.), 38
- Floor, 120
- Door, 98
- Ceiling, 56
- Blinds, 49

Within the types of items reported, there were significant fewer reported items reported to bathrooms, kitchens, and living rooms, which likely due to a lower number of these specific spaces, compared to the numbers of residential rooms that exist on campus. However, due to a low number of submissions for these spaces, and the fact that each of those spaces may have between 2 and 4 residents associated with them, there may only be one resident submitting an RCR for those spaces, while their apartment- or suite-mates do not submit that information.

Through 626 Room Condition Reports, a total of 1310 individual issues were noted. The greatest number of submissions relate to walls (464 or 35%) and floors (120 or 1%), and, as these are the things that compose each room, it seems intuitive that that would be the case, however, it is worth noting that items of concern are also perhaps most obvious in those areas as someone is moving in as well. Identifying if the dishwasher works, for example, within the first 72 hours, may be a less obvious concern to note in a report.

Future Implications

What should be considered going forward?

- What could be done to increase the number of RCRs that are completed throughout the year (for room changes)?
- What education do residents need to best understand what damage to look for and how to describe it in the RCR?
- How do we convey RCR information past the HRL website, emails, and floor meetings to meet residents where they are (one on one support, step by step videos, etc.)?
- How do we convey individual responsibility for shared spaces (particularly in apartments and suites) from within the first 72 hours?
- How should we make sure residents understand the difference between RCRs and FIXT requests?
- What considerations should we make for following up with residents about damages that occur in their spaces that were not reflected in an RCR (increase in completion time, individual meetings during the first week, etc.)?