2019-2020 Room Condition Reports

EXECUTIVE SUMMARY
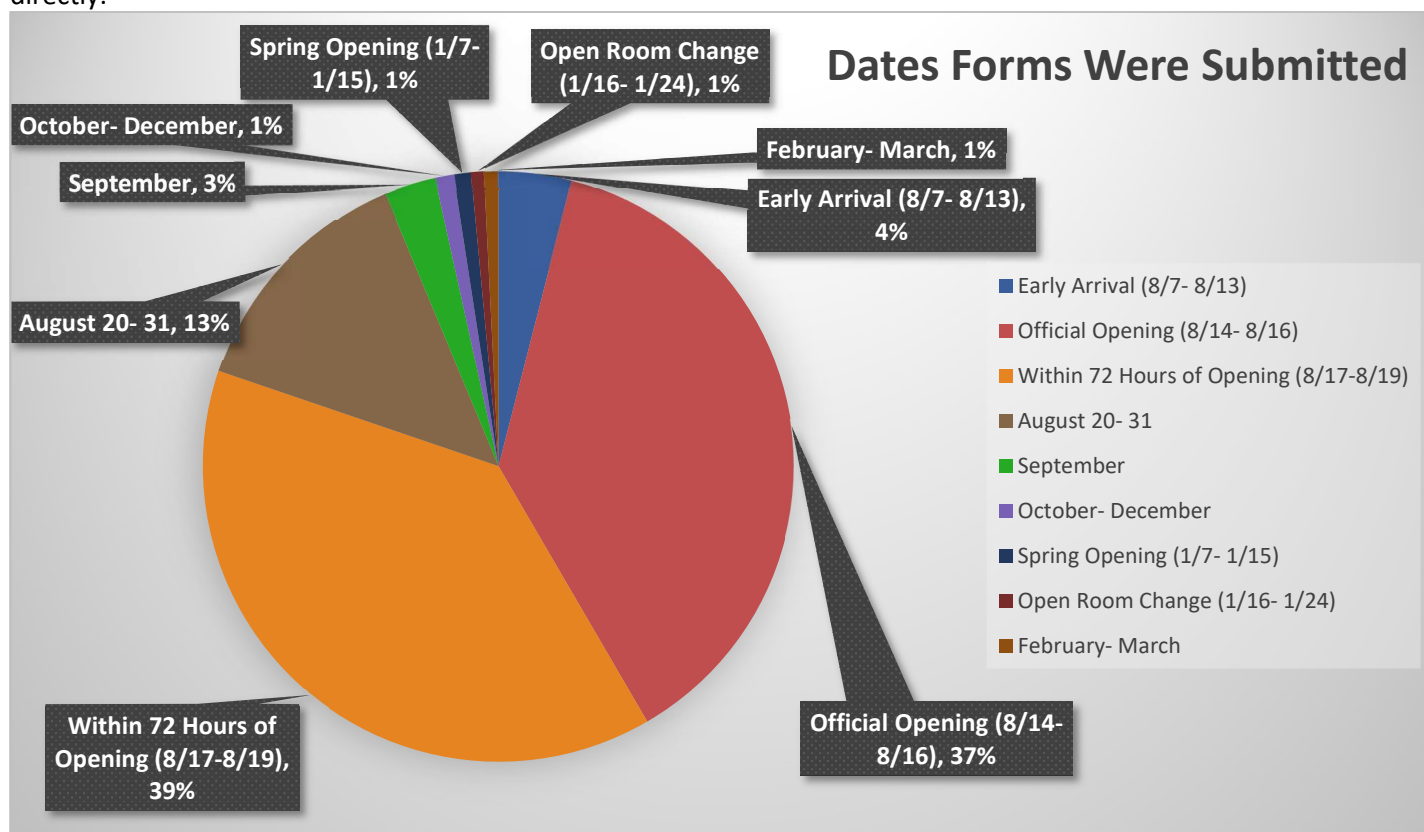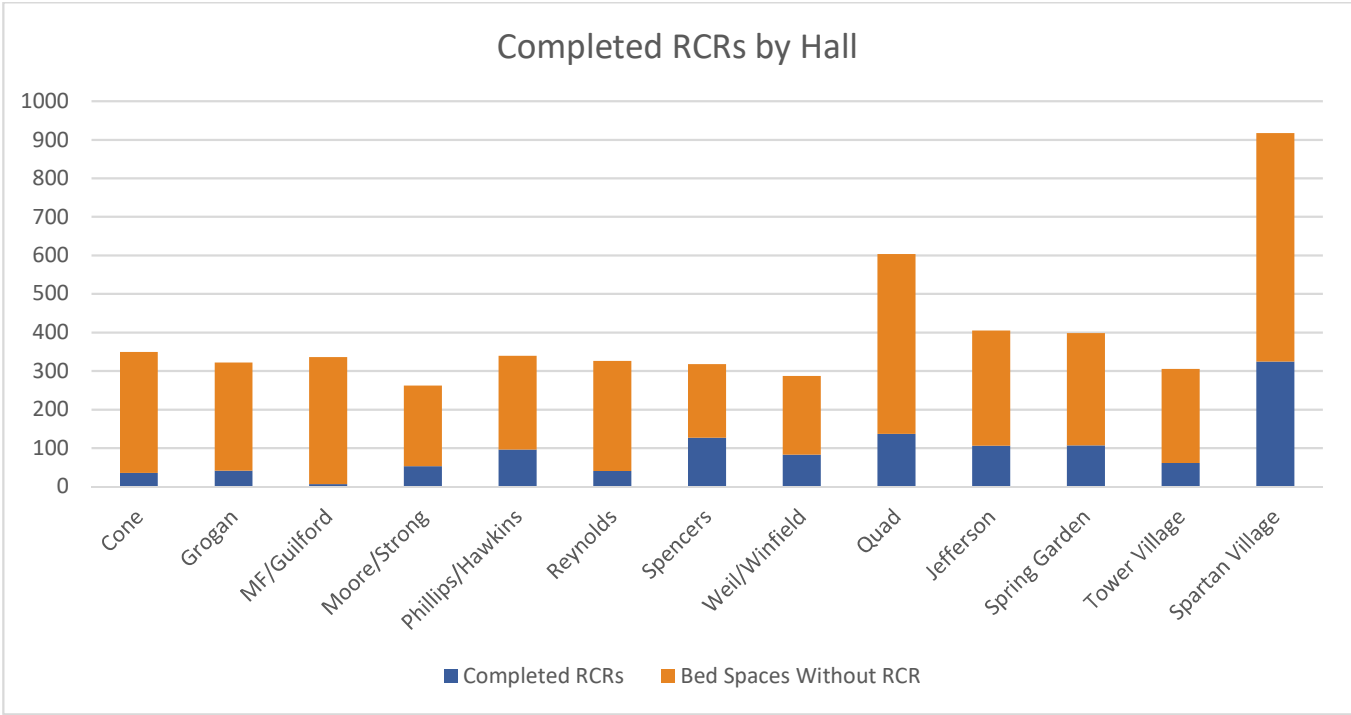
Overview

This report gives an examination of the Room Condition Reports (RCRs) submitted by residents in Roompact within the 2019-2020 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 August 2019 and March 2020, there were **a total of 1,274 individual RCRs** completed in Roompact (dates were affected by the early closure of the halls in response to Covid-19).

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, 80% were completed in the Fall Semester during dates for early arrivals (August 7th through 13th), official opening dates (August 14th- 16th), and within 72 hours of opening days (August 17th through 19th). This percentage indicates that of the RCRs submitted, the majority are being completed in real time, in the Fall semester during official hall openings. That trend has a stark difference to Spring Opening (January 7th through 15th) and Open Room Change (January 16th through 24th), which only accounts for 2% of all RCRs completed. The remaining dates account for 18% 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.

Dates Forms Were Submitted

- Spring Opening (1/7- 1/15), 1%
- Open Room Change (1/16- 1/24), 1%
- October- December, 1%
- September, 3%
- February- March, 1%
- Early Arrival (8/7- 8/13), 4%
- August 20- 31, 13%
- Within 72 Hours of Opening (8/17-8/19), 39%
- Official Opening (8/14-8/16), 37%

Legend:
- Early Arrival (8/7- 8/13)
- Official Opening (8/14- 8/16)
- Within 72 Hours of Opening (8/17-8/19)
- August 20- 31
- September
- October- December
- Spring Opening (1/7- 1/15)
- Open Room Change (1/16- 1/24)
- February- March
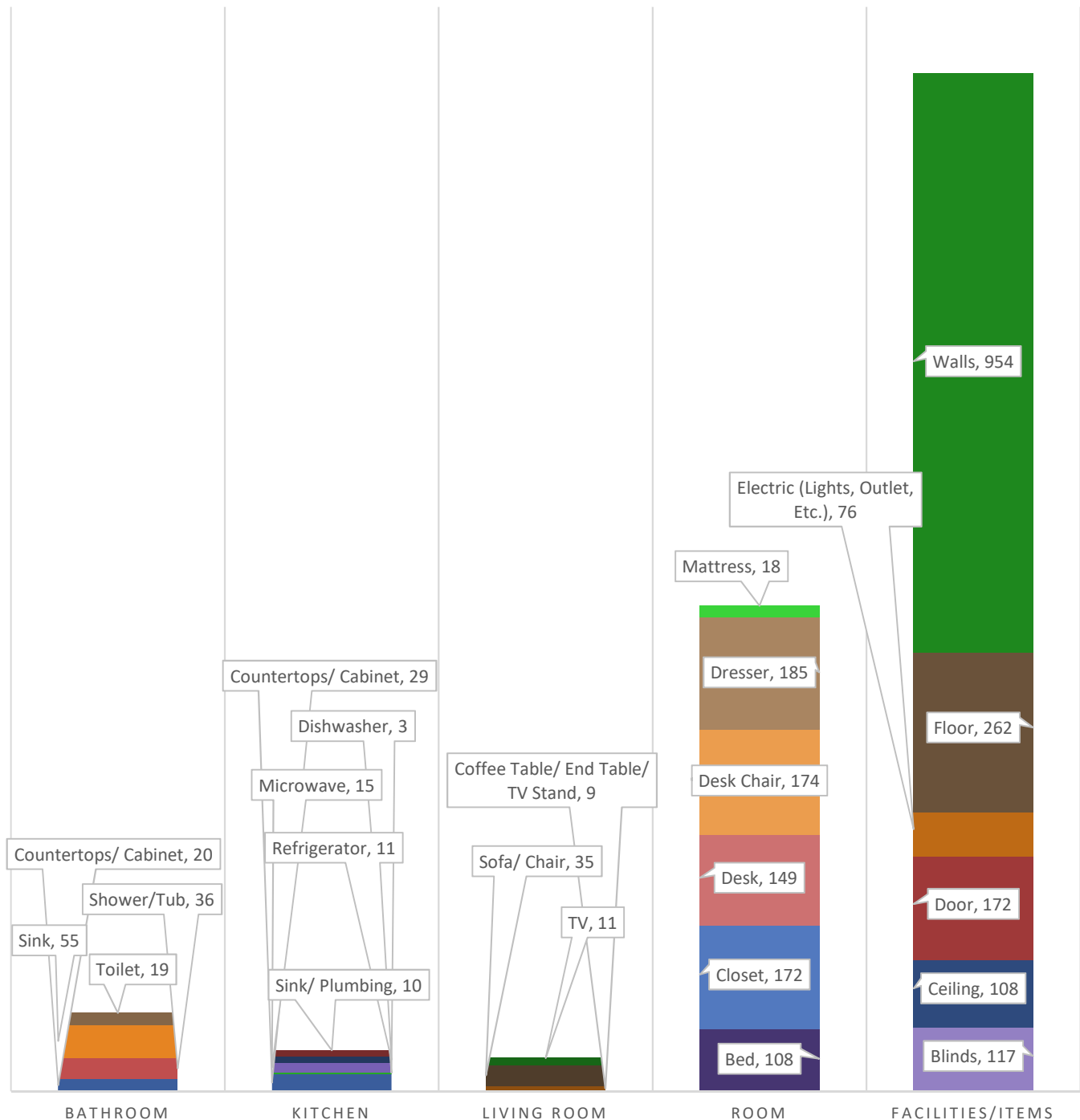
Completed RCRs by Hall

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 19% of their communities completing an RCR (ranging from 2% to 40%), where as Suites and Apartments had an average of 25% of their residents completing the form (in a range of 20%-35%). 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 The Spencer's, where 40% 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
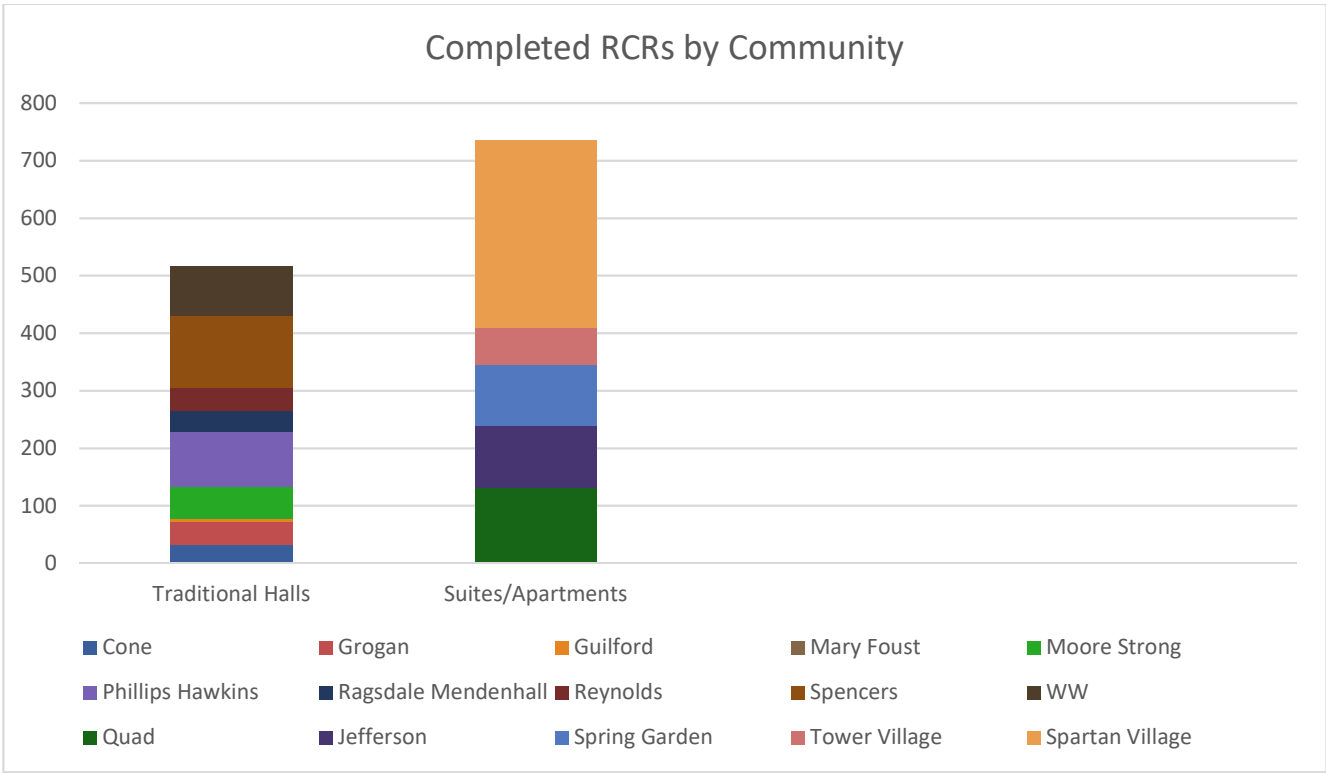
SUBMISSIONS TO CATEGORIES BY AREA

- ■ Countertops/ Cabinet
- ■ Shower/Tub
- ■ Sink
- ■ Toilet
- ■ Dishwasher
- ■ Microwave
- ■ Refrigerator
- ■ 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/ Cabinet, 20
- Shower/Tub, 36
- Sink, 55
- Toilet, 19

KITCHEN
- Countertops/ Cabinet, 29
- Dishwasher, 3
- Microwave, 15
- Refrigerator, 11
- Sink/ Plumbing, 10

LIVING ROOM
- Coffee Table/ End Table/ TV Stand, 9
- Sofa/ Chair, 35
- TV, 11

ROOM
- Mattress, 18
- Dresser, 185
- Desk Chair, 174
- Desk, 149
- Closet, 172
- Bed, 108

FACILITIES/ITEMS
- Walls, 954
- Electric (Lights, Outlet, Etc.), 76
- Floor, 262
- Door, 172
- Ceiling, 108
- Blinds, 117

Within the types of items reported, there were significant fewer reported items reported related to bathrooms, kitchens, and living rooms, which is likely due to a lower number of these specific spaces, compared to the numbers of residential rooms that exist on campus. However, due to the 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 be only one resident submitting an RCR for those spaces, while their apartment- or suite-mates do not submit that information.

The greatest number of submissions relate to walls and floors, and, as these are the things that compose each room, it seems intuitive that that would be the case, however, it's 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? - If we are using Connections as the example:

- What could be done to increase the number of RCRs that are completed during traditional opening periods?
- 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 individual responsibility for shared spaces (particularly in apartments and suites) from within the first 72 hours?
- What structure should we consider for examining RCRs compared to FIXTs that have been submitted?
- How should we make sure residents understand the difference between RCRs and FIXTs?
- What considerations should we make for following up with residents about damages that occur in their spaces that were not reflected in an RCR?