



Planning and Evaluation Tracking

College Year: 2006-2007

Division of: Finance & Admin Services

Person Responsible: Lynn Thornton

Department of: Admin Serv/Property Mgmt

Person Responsible: Nora Moore

Purpose Statement: To provide a positive, safe, secure, pleasant living and learning environment for all tenants.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. Rent will be collected in a timely manner.	1. After changing the rent reminder, the number of tenants making late payments will decrease by 75% as measured on the payment log.	1.	1.
2. To assure total satisfaction of all tenants.	2. Tenants vacating will fill out an Exit Survey with 90% of the respondents rating the Property Management customer service very good or excellent (4 or 5).	2.	2.
3. Tenants will follow lease policy.	3. After posting policy to the website, all tenants will comply with policy as measured by Inspection Check List.	3.	3.

4. To improve the students knowledge of the Student Apartments rules and regulations.

4. After orientation, the students will increase their knowledge of the Student Apartments rules and regulations by 100% based on a pre-test given prior to orientation and a post test given at the end of orientation.

4.

4.

5.

5.

5.

5.

6.

6.

6.

6.

7.

7.

7.

7.