

# STREAMLINING SERVICE: UHD FACILITIES' MOVE-IN SUCCESS STORY

Students living in University of Iowa residence halls can easily submit maintenance, cleaning, pest control, and bed adjustment requests through the UHD Fix It website. This online work order system helps ensure their living spaces remain safe and comfortable. Urgent issues are handled through hall front desks to connect with the maintenance and custodial teams quicker, while routine requests are processed by dedicated staff throughout the week. The UHD Facilities team works to respond quickly and professionally, providing exceptional customer service to ensure students feel supported and comfortable in their living spaces.

Here is a quick snapshot of the work orders the UHD Facilities have completed from Hometown Hawkeye Move-In on August 15, 2025, through the morning of September 30, 2025.

## **Maintenance Work Orders (2,122 total):**

- AC-related: 538
- Washer/Dryer: 286
- Other maintenance: 527

## **Custodial Work Orders (1,321 total):**

- Bed configuration: 896
- Bugs/pests: 129
- Broken furniture: 95
- Other custodial: 201



During fall 2025 move-in, UHD facilities leveraged historical work order data to anticipate common issues and respond proactively. Maintenance staff worked overtime and closely monitored AC units due to high heat forecasts, enhancing the student and family experience.

In August 2024, UHD Custodial completed 676 bed configuration changes and used that data to streamline the process for fall 2025 Residence Hall Move-In. The team reduced bed configuration options from five to three based on popularity trends and launched a new system allowing students to submit requests online via the work order system, supported by QR code posters throughout the halls during move-in week. Beds were pre-set before move-in, and parts were staged on each floor to speed up adjustments. These changes enabled the team to complete bed requests during move-in week—rather than over several

weeks as in the past. In 2024–25, 1,212 configurations were completed, and 896 have already been completed this current academic year. Due to the success of online requests, UHD continued the system and added flexibility for students in triples and quads to request changes after move-in.

Through strategic planning, data-informed decision-making, and a commitment to responsive service, UHD Facilities significantly improved the student experience during Fall 2025 move-in. By analyzing past work order trends, streamlining bed configuration processes, and proactively addressing high-demand issues like AC concerns, the team ensured timely support and enhanced comfort for students. These efforts reflect UHD's dedication to continuous improvement and delivering high-quality service in Iowa's residence halls.