



**Benchworks**  
by Elentra

# HOUSING CASE STUDY

## UNIVERSITY OF TEXAS AT DALLAS



University of Texas at Dallas is one of three winners of the 2023 Benchworks Assessment and Impact Award for housing for high survey scores related to satisfaction with housing facilities. With its continuous goal to better serve student needs, UTD's Housing department has used data from the ACUHO-I/Benchworks Resident Assessment to increase reactivity to student needs, upgrade communal spaces, and expedite repairs to reduce inconvenience to residents.

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Our staff take pride in their work and there is a sense of care and belonging. Most times, students don't really care about what we do, but the end results show how much we care.

**MATTHEW GRIEF** | *Associate Vice President for Student Affairs*

# HOW THEY USED DATA

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## WHAT THEY LEARNED



### Students Needed Quicker Response to Maintenance Issues

- Maintenance was absorbed as an in-house operation
- Operation coordinators and maintenance staff were assigned to specific sections of housing
- Better communication with students (formal and informal) was encouraged



### Students Wanted Larger Common Spaces and Thorough Cleaning

- Facilities were renovated to create larger communal areas and study lounges
- Common space cleaning was scheduled after every class or activity, so they are safe and always ready for use



### Students Had Specific Items That Needed Repair or Replacement

- Communication around scheduled work was increased
- Actively avoided multiple visits by repairing and replacing individual items
- Repairs were expedited by maintaining a warehouse of commonly replaced items