

What Does Housing look after?

The Department of Housing and Residence is responsible for all aspects of administration, residence life and admissions with respect to the six student residences, an off-campus housing listing service, miscellaneous rental services and a summer conference facility. The Department is responsible for managing an asset that accounts for more than 25% of the total building space of the University and houses 5,100 students plus 250 of their immediate family members. The staff complement is 100 full time, 6 part time employees, 110 appointed computing support staff, 40 casual student staff and 100 Dons. The annual operating budget is \$25 million. Our income is generated solely from residence fees. Housing falls under the umbrella of Business Operations as does Food Services and Retail Services across campus.

Who is Housing Technology?

- 5 full time staff (Information Technology Manager, Computer Systems Specialist, Database Research Development, Research & Development and a Technical Support Specialist)
- 2 co-op students
- 6 part-time Senior Support Specialists
- 110 part-time Residence Computer Consultants

What Hardware does Housing Technology look after?

- ~5,200 student connections for ResNet
- 64 staff connections
- 25 Internet Café machines
- 25 laptops
- 20 home machines and their connections
- 6 front desk machines
- 7 servers
- ~5,100 telephone connections
- cable television connections in all common areas in dorm-style residence and all rooms in suite-style residences
- 3 projectors and various presentation aids for use within the department

Housing Technology works closely with many different areas of IST!

What Software does Housing Technology look after?

Housing Technology develops programs and applications to complement our existing Housing system (RMS). We have developed custom applications in the following areas:

- Housing Central
- Front Desk Assistant
- ResNet Control Center
- On-line Residence Directory
- Don Evaluations on-line
- Off Campus Housing Listing Service
- CLV Parking program
- Bell Telephone Database
- On-line RCC applications
- On-line applications for residence
- On-line preference submission for students coming to residence
- RCC Forum
- Don Forum
- Scan and swipe technology which we use in many different areas
- Packaged programs include: Residential Management System, Conference Programmer, Yardi Property Management System, Deep Freeze, Track-It and all other generic programs ie: Office, etc.
- Housing images all new machines using the IST image

What Services are Provided by Housing Technology?

- Training for staff on all software used in the Department
- Security for ResNet (student disconnections and reconnections)
- Research and development into new technology on behalf of the Department
- Maintenance of all computers within the Department
- Liaison for ResNet environment on CNAG
- RNAC (Residence Networking Advisory Committee)
- Laptops for Engineering Tutoring twice a week
- Web pages, including design of custom forms and applications
- Troubleshooting student machines
- Troubleshooting all staff machines and equipment
- Providing A/V support whenever necessary
- Training of all student staff (we also include the affiliated residences in this area)
- Game servers for students to use within ResNet
- Anything computer, telephone or cable television related throughout the department

Fall 2005 ResNet

- Combination of email to students, incoming students web site to set up computers prior to arrival, the brochure distributed to each student and the red STOP sticker placed on top of their jack resulted in a great check-in and very few issues. It was the best fall yet!
- Telephone issues were problematic, but have since been worked out for the most part. We added ~600 new phone lines, so there's bound to be problems.

Visit us at:

<http://www.housing.uwaterloo.ca/resnet> - Housing Technology Site

<http://www.housing.uwaterloo.ca/resnet/incoming> - Incoming Student Site