**Title of Practicum:** Graduate Intern, RPS Housing Assignments Office

**Practicum Description Summary**
Working in the RPS Assignments Office is a way for a graduate intern to learn about housing and residence life issues from an administrative and business practices perspective. An intern who successfully completes the late fall/spring practicum can transition to a paid summer internship with Residential Programs and Services if desired.

**Sponsoring Office:** RPS Housing Assignments Office

**Department/Office web site address:**

If multiple students can be selected for this position, please indicate the number of practicum students the site is willing to host:

Spring 2014 Number available: 1

**Please identify any requirements outside the 8 hours per week of the practicum experience the student would be expected to complete:**
Practicum training of approximately five (5) hours will begin the week of December 2, 2013. Full practicum hours will begin in January. Successful completion of the practicum can result in a paid summer internship, with some restrictions.

Some evening or weekend hours may be required when seeking student survey data, and assisting staff with encouraging the on-line renewal process for returners. These times will be flexible.

**Learning outcomes associated with the practicum experience in your office:**

This practicum will offer an intern the opportunity to learn and develop skills within a business office of the university. Students will get to participate in the daily struggle to balance educational/student development goals with customer service. Students will receive extensive skill-building time in developing relationships with parents. The intern will have the opportunity to supervise and collaborate with staff at all levels in the department, and will gain a broader understanding of what happens behind the scenes in RPS. There are several computer programs including proprietary software (HMS), home-grown applications, and Microsoft Excel that will be highly utilized.

**Provide a brief summary of the activities, duties, responsibilities and/or special projects associated with this position:**

Regularized tasks and duties will include:
- Working with full time staff to increase the utilization of the on-line renewal process with a focus on assisting students with renewal options for Union Street Center, Willkie Center, and some living-learning centers.
o Working with full time and hourly staff to assist incoming first year students and their parents complete the online housing application process, with a focus on communicating with scholarship and first-generation students who have typically found the process confusing.

o Assessing needs of special needs students to determine if and where they can be appropriately housed.

Official duties will be assigned as the intern begins, but potential special projects with this practicum include:

o Assisting with continued implementation and use of the RoomSync software that will allow students to match themselves with potential roommates as they complete the RPS housing application process.

o Continuing tracking efforts and research on students who cancel at semester and after the May cancellation date in an effort to increase retention rates.

o Creating training videos and web materials for students and parents in regards to the new student contracting process.

o Creating and implementing a plan for hiring, training, and supervising summer 2014 hourly staff.

**Site Supervisor for Practicum Experience**

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