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# nwacuho



## 2019 Winner: Brady Rowe

### Operations and Facilities Award

I would like to nominate Brady Rowe for the Operations and Facilities Award.

Over the last few years, Brady has shown and led the department in creating innovative and effective systems in support of housing operations and services. What is perhaps most impressive, is that he has done so with very little time, resources, and notice.

Brady has yet to complete three years of service with the University. But nevertheless, Brady has been able to lead the department thru two full implementations of StarRez within the last two years, Legacy Portal and Portal X. Most notably, Brady has created opportunities for enhancements and efficiency while providing for the wow factor to the student experience. In addition, Brady has created resources and systems to support staff and service needs within StarRez sometimes seeking to be creative within the limitations present in any system and to meet staff expectations. We are a large department (Dining, Facilities, Operations, and Residence Life) and everyone expects new programs to address all the shortcomings or perhaps recreate the old system as there was nothing wrong with it. Brady's work has been featured in the StarRez Connect Global Annual Conference both as a presenter and in competitive Portal X Sessions. He has earned the respect of the community due to his implementations.

Brady has also been able to provide ongoing support and supervision to the areas that he oversees, Front Desk, Family Housing Assignments, and Occupancy. Brady has created resources to support or share information in support of room changes, repair requests, student interactions, package tracking, and the list continues. He also continues to engage with staff and teams to find opportunities to create meaningful experiences and delivering on the department/divisional learning goals.

His knowledge and skills have been showcase in a recent conference with other StarRez users. He was able to demonstrate what he has accomplished in a very short amount of time within Portal X.

In general, Brady represents outstanding service in the housing operations and facilities areas. His leadership and innovation has impacted all aspects of the University Housing Department.

Silvina Sousa-Ransford

University of Oregon

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This nomination is being written on behalf of our whole team. This individual has gone well above and beyond the expectations for the role and has been the cornerstone of our recent successes. Recently, our university implemented the Star Rez software and this individual was the primary person responsible for implementing the system. Previous to the implementation, it was difficult for the various units to communicate with one another. Now, our facilities team, our dining team, our residential life teams and the rest of our department have streamlined systems that allow our processes to flow smoothly.

When developing how Star Rez would work here, this individual went beyond simply helping the team understand how to use Star Rez, but rather developed processes with our Star Rez representative that would allow our staff to bypass many steps and allow many of our processes to automate. This significantly reduced the number of hours staff had to spend ensuring that our entries were appropriate for the database. Now, all of the entries autopopulate on the simple click of a button. This was possible because of this individual and his thought, understanding of our needs, and an ability to understand and navigate Star Rez's capabilities. The number of phone calls to our front desk and other areas of the department expressing frustration with room placement have almost disappeared as a result of this implementation.

This person is the brainpower behind our new process where first year students can select the specific room they would like to live in. Given the large number of different room types and rates we have in our system, this will be a significant service for our students and allow them to live with their friends right from move in. In addition, this person has developed systems that allow our room change process to move automatically, allowing us to quickly grant room changes to spaces that are available. This process also automatically notifies our custodial team to turn a space, reducing the amount of time it takes to make a room available once again. This has been particularly helpful with our emergency room moves and safe room turnover on campus.

Largely, the success of our unit in regards to occupancy has been because of the efforts this individual has put in to make our department successful. They have won awards with Star Rez as a result of their creative use of their software and we see the benefits of their knowledge here on campus. They have attended several NWACUHO conferences and intends to present at the upcoming conference in Portland. We highly encourage you to award the Operations and Facilities Award to this individual to recognize them for their efforts on our campus and the knowledge they have provided to the field as a whole.

Alex Matiash

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