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| **Recommendation report - student housing web application**  **Peter Höring (SWKA)**  14/04/2023 |
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# **Introduction**

## Definition

## How to read this document

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# **Further requirements from the departments**

In the course of the project, discussions took place with the responsible departments of various student service providers in Germany. On the one hand, the current rental process was discussed, as well as the potential for optimisation through an application. Due to time constraints, not everything can be implemented, but this documentation may serve as a starting point for possible follow-up projects.

### Actors

The following actors are involved in the consideration of the service. Not all have been considered in the EDSSI L2 project. Therefore, they are listed here again.

* Students / Applicants
* SSPs
* international Office

### Processes

Because there are variations in the process between the individual institutions and actors, it is a particular challenge to find a good balance between standardization and customizability within the application.

### Offer phase

**Special aspects**

* Many students apply before they are enrolled. Accordingly, some information/documents/statuses are not yet available.
  + This may play a role when registering in the application and signing a tenancy agreement.

**At which point do the students need particularly much support or particularly much information?**

Mostly before the first room offer is made, many enquiries are made.

* Current status of proposals
* Optimize the application to increase the chance of winning the bid
* Description of the accommodation unit (location, facilities, etc.)
* Availability

**What problems do the actors have to deal with in this process?**

Students:

* Keeping to deadlines (decision to accept offer 7 days).
* Cancellation of the contract

SSB:

* Room reassignment (offers are rejected and re-assignments must be organized).
* Contact with parents
* Dealing with individual requests by telephone, e-mail, etc.

### Submission phase

**Special aspects**

The review of applications and the selection/awarding to applicants is regulated individually in each institution.

* Random draw procedure: All proposals will be collected in a "lottery pool" and on a specific cut-off date, the assignment will take place by random drawing.
* Selection criteria: All proposals are reviewed and assigned points based on various criteria. This results in a prioritization regarding the applicants' entitlement to the corresponding housing unit.

Due to time constraints, no selection method will be implemented in this phase of the project. However, it is certainly conceivable that this will become relevant in a follow-up project. This selection process, the associated communication and, above all, the re-staffing cause enormous effort in the administration and thus hold considerable potential for optimization.

Consideration of the following points are particularly relevant here in our view:

* Transparency - into the administration and to the outside world
* Communication structures
* Automated selection, awarding and post-awarding (Whereby it is important to mention here that the possibility of a check by the human being must be given.)

### Contracting phase

**Special aspects**

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