UA Little Rock A Resolution Urging University Administration to Increase Resident Awareness of the Maintenance Request Process Proposal

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Summary

This proposal aims to help students living on campus better understand how to submit maintenance requests through StarRez. We are recommending that Campus Living work with Resident Assistants to educate students during floor meetings and share an instructional video showing how to use the portal. By making this information more accessible, students can feel more comfortable reporting maintenance issues and getting them addressed in a timely manner.

Introduction

The quality and condition of residence halls play an important role in the health and well-being of students at UA Little Rock. As an organization committed to advocating for a safe and well-maintained campus environment, the Student Government Association recognizes the importance of addressing maintenance concerns in a timely manner. Currently, residents are required to report facility issues and needed repairs through the StarRez portal. However, many students remain unaware of how to properly submit these requests or why reporting issues promptly is important.

This lack of awareness can prevent maintenance concerns from being reported and addressed in a timely manner. By providing students with clearer instructions and accessible resources, UA Little Rock can help residents better understand the maintenance request process and encourage students to take an active role in maintaining their living environment.

Problem Statement

Currently, residents at UA Little Rock are required to report facility issues and repairs through the StarRez portal. However, many residents are unaware of how to properly submit maintenance requests or why reporting issues promptly is important. As a result:

1. Residents may not know how to properly submit maintenance requests through StarRez.
2. Residents may not understand why reporting maintenance issues promptly is important.

Proposed Solution

The Student Government Association proposes the following measures to educate residents on how and why to submit maintenance requests through the StarRez portal:

1. Resident Assistant Floor Meetings

The SGA Senate requests that the UA Little Rock Office of Campus Living instruct Resident Assistants to host floor meetings to educate residents on how and why to submit maintenance requests through the StarRez portal.

2. Educational Video and Online Distribution

The SGA Senate recommends that Campus Living present an instructional tutorial video during these floor meetings, demonstrating step-by-step how to submit maintenance requests. This video, created by Senator Otto Sandh and Associate Justice Luke Abbott, would also be posted on the official UA Little Rock Campus Living website and student portal for ongoing resident reference.

Expected Outcomes

If implemented, this proposal is expected to:

- Educate residents on how to properly submit maintenance requests through StarRez
- Help residents understand the importance of reporting maintenance issues promptly
- Provide step-by-step instructions through an educational video
- Make the instructional video available on the Campus Living website and student portal for ongoing reference

Conclusion

Educating residents on how to properly submit maintenance requests is an important part of maintaining a safe and well-maintained campus environment. By having Resident Assistants host floor meetings and providing an instructional video on the StarRez process, UA Little Rock can help students better understand how and why to report maintenance concerns. Making this video available online would also allow residents to reference the instructions whenever needed.

The 2026-2027 Student Government Association respectfully submits this proposal for consideration.