

# The Qualms of Starrez

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# We Need Context

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Start Date: November 20, 2024

Project Status: Complete

Project Methods: Survey

Participant of Demographics: University of Arizona Housing  
and Res Life Staff

Number of Participants: 13 so far

Research instrument: [The Qualms of Starrez - Google Forms](#)

# Summary

Starrez is a website The University of Arizona Housing department uses to help check in residents to the dorms, log packages, and rent out amenities. With this website we are able to look up UA student's personal information, room number, and previous dorm they have lived in. However, Starrez is not limited to people who have lived in the dorms, if you were ever a UA student or applied to UA, your information is available in Starrez.

- Majority of users do not like Starrez, I am confident to say 100 percent of who had been surveyed hate Starrez.
- Many users like the issuing packages function on Starrez.
- However, some users do not like issuing amenities because it is a tedious process versus issuing out packages on Starrez.
- Majority of users find the website confusing to navigate.

# Why I did it

To be frank, Starrez is not the best website to use for housing. It's clunky, some functions don't work or are too complicated to navigate for the job that we do. It is known that Starrez is hated within the housing department but I want to know what specific parts makes Starrez so hated. What do people know how to do and what do people struggle with? This would help narrow down what Starrez needs to be improved on.

# How I did it

- I decided to do a Google Form and pass it out to everyone that I know works in housing.
- I wanted multiple people who worked in different areas of housing to get a diverse response.
- I asked questions that would directly ask what was confusion about Starrez
- I asked questions that would demonstrate someone's confidence level when using Starrez
- I asked staff in the survey to demonstrate how to carry out specific actions in Starrez to
- I also made sure to ask new and returning staff to get an abundance of opinions

# Let's ask the audience

For some background on the acronyms and who I am surveying.

The audience:

CD- Community Director: Is essentially the “general manager” of the dorm. Is mostly the RAs boss.

DM- Desk Manager: Looks over the DAs and handles key audits, package audits and general desk problems.

DA- Desk Assistant: The receptionists of the dorm. Hands out packages and keys and interacts most with residents.

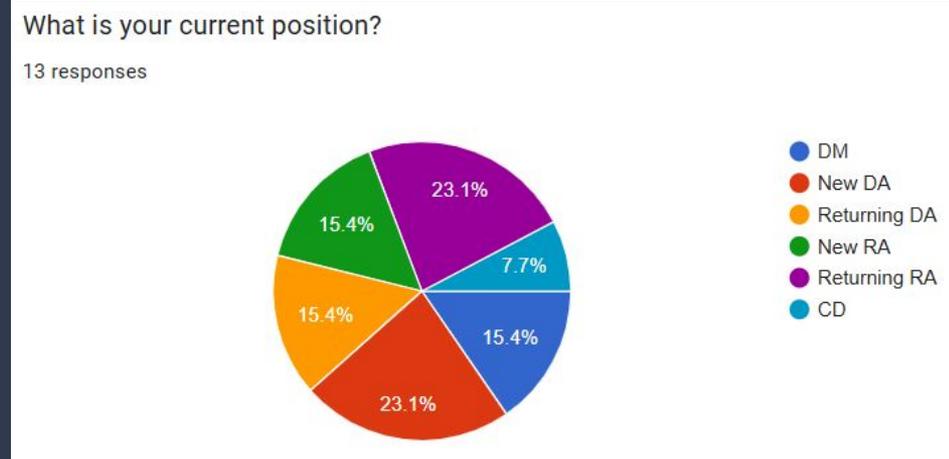
RA- Resident Assistant: Lives in the dorms and upholds the rules for residents in their halls. Reports any alcohol and resolves resident conflict

# Research Findings

What I did so far was make a Google Form and sent it out to multiple DMs, DAs, and RAs. I have got one CD to complete the form which helped create a well-rounded response. That's my next step.

This is the form that I sent out: [The Qualms of Starrez - Google Forms](#)

I started out by asking the question of what position they are.



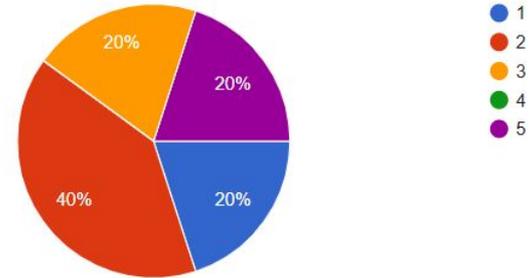
# Research Findings Cont.

I split the forms in two. For the DAs I asked how easy it was, on a scale of 1-5, to issue out keys in Starrez when they first learned how to do it. These were the results.

DA

On a scale of 1-5, how confident were you about issuing keys in/out Starrez for the first time (1 being least confident and 5 being the most confident)?

10 responses



# Research Findings Cont.

I told them to explain their confidence level based off the number they chose. The general consensus was that they were brand new and didn't want to mess up but also Starrez was overwhelming for them. Which I can attest to, I was not the best at issuing keys at first. I didn't know how to do it really or what I was doing because there is so many unneeded functions within the website.

Explain your confidence level.

10 responses

StarRez was still new to me and the amount of things was overwhelming

Oh it was horrid, since I work in Honors the process is so different and the general DA training made me so confused because the keys are so different.

I haven't done it before

I knew what i was doing but i didn't want to do something wrong so i for sure asked if i was doing everything right the first few times.

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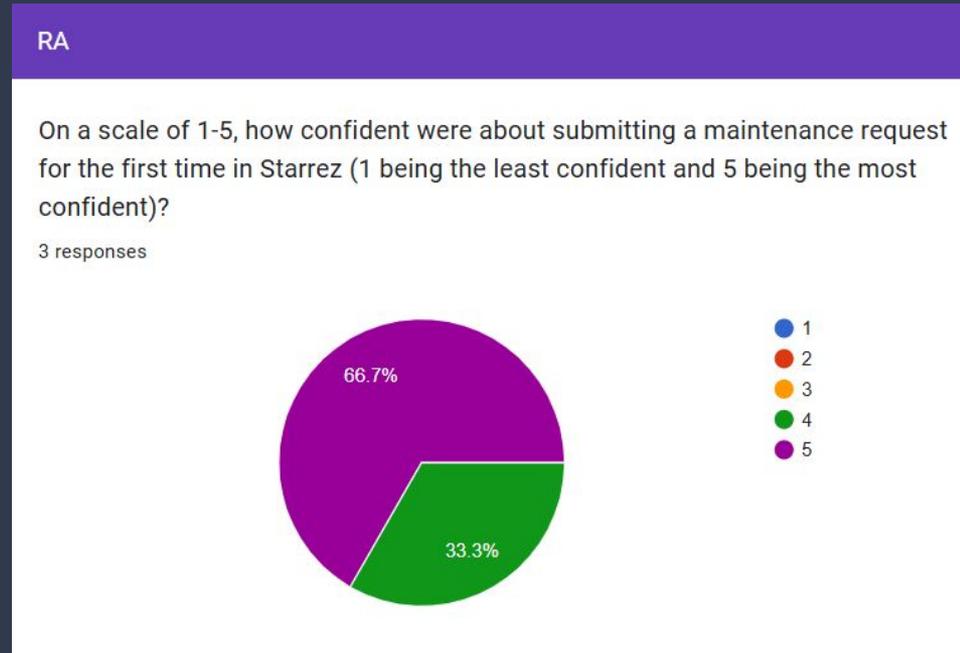
not a clue how to do it, no one trains RA's in starrez

I wwas brand new so I didnt want to mess up any of the serial numbers

I have done it before, and it's not too bad once you've done it a couple times.

# Research Findings Cont.

For the RAs I asked how easy, on a scale of 1-5, it was to submit a maintenance request. It seems that this is one of the easier functions to carry out and people were confident using this function.



# Research Findings Cont.

They expressed that the steps were clear to figuring out how to submit a maintenance request.

Explain your confidence level.

3 responses

Its old but works

The maintenance request button is easily accessible and I only had trouble finding it the very first time I needed to use it during my freshman year.

this is super easy! steps were clear even the first time i did it

# Research Findings Cont.

Describe the steps you would take to start an IR in Starrez.

10 responses

Input missing in the processing phase

Add who you called

Add who was involved (search up name and room number)

Write IR

Write who responded

Input photos if needed

i would go for to entry actions and then type in incident report and start writing unless that i completely wrong then i wouldn't do that.

🤔 girl not the IR

idk i use advocate for IR

Community tab -> + button -> pull up guide from teams folder -> submit after writing -> call DM

I have no clue lol

I do not know how to do an IR, however my desk has a how-to sheet so I would start there.

As a DA we are the eyes and ears of the dorm. If we see or hear something against University and dorm rules, we have to report it. Not much goes on that we need to report about but I asked how to start an Informational Report (IR) because this helps with knowing if people know one of the more important but less frequently used functions. These were the results.

Not many people know what steps to take in Starrez to report an IR which is an essential part of being a DA. However, knowing how Starrez works they would go based on feel of the website which is a good start.

# Research Findings Cont.

RAs have to inspect rooms and the dorms before each break the university has. I asked them how to start an inspection in Starrez and these were their responses.

They had never heard of doing an inspection in Starrez because they use a completely different system.

Describe the steps you would take to start an inspection in Starrez.

3 responses

I don't even know what that is

I do not know! It's my first year being an RA and we have not yet gone over how to do starrez inspections? My CD said we would be filling out an excel sheet for inspections.

i am not sure how to answer this

# What I did next

Imao i love how we all collectively hate doing amenities, i think feedback like this would be so helpful to housing pro staff (if they'd actually listen to it)

But it sounds like everyone knows how to do what they need to do but it's a website that doesn't have to be the fastest working most organized website bc of the small percentage of people who use it in comparison to like D2L

Give me a reaction to the findings

Like what did u learn or do u feel vindicated by the responses

Delivered

But how do u feel about these results

Do u feel vindicated

Vindicated?

This is the "last part" of the project

Idk the word I'm trying to say

Like u're not alone in feeling confused or frustrated with starrez

Delivered

It looks like for least favorites it's a bunch of stuff that's like just a part of the job but it "takes forever" so u could say possible reconstruction of organization but also suggest an in person starrez tour

Could easily replace the violent language conversation

I agree w using it on my phone sometimes it suckass

I guess it's hard in the moment to see if a resident actually lives in the building bc I have to look at my computer later

But like wanting police reports is complicated bc of sensitive info

I think the results were mostly what I was expecting, I do agree that starrez can be cluttered and hard to find things sometimes, and I do think the most useful function is the student search

I shared my findings with the people who participated in my survey and asked how they felt with the results. I would say the consensus is that they felt less alone in their feelings of Starrez. They also say they expected these types of responses because, again, Starrez is massively hated between the staff. However, despite my extensive research, they don't believe the managers of the department would listen to the critiques.

# What do I do now?

Now what I will do is...

- I would show it to the manager of the department but I don't think they would necessarily care about this project.
- If I were to show this to stakeholders, I would suggest to them to lessen the steps on certain functions because they can get confusing. I would also to not have so much information available to users because the abundance of information we have is not necessary for our line of work..
- However, I do want to meet with the people who didn't know how to do IRs or other functions in Starrez and teach them how to do it