

New Resident Experience Design Document

<i>Business Purpose</i>	Camden Community Management (CCM) has resident survey reports from community managers that indicate the current new resident satisfaction rate is 45%. CCM would like to increase new resident satisfaction by 35% within a year. They believe this is due to a lack of training on the overall new resident experience and orientation.
<i>Target Audience</i>	Leasing Office Professionals working directly with residents
<i>Training Time</i>	45 minutes
<i>Training Recommendation</i>	● Asynchronous eLearning Course ○ eLearning is the best modality given the geographical disbursement of the learners. ● Interactive Storyline 360 Course ● Level 2 Interaction
<i>Deliverables</i>	● 1 Storyboard with script ○ Outlining course design and development ● 1 eLearning Course: ○ Developed in Articulate Storyline360 ○ Voice Over Narration
<i>Learning Objectives</i>	By the end of this course, learners will be able to: 1) Identify the basic elements of a lease agreement 2) Describe the move-in process for residents 3) Explain the topics covered during a new resident orientation
<i>Training Outline</i>	● Title Slide ● Navigation ● Learning Objectives ● New Resident Experience ○ Lease Agreement ■ Lease Overview ■ Lease Templates ○ Basic Elements of a Lease Agreement ■ 8 Basic Elements Identified ○ Additional Clauses ■ 6 Most Common Addendums Identified ○ Responsibilities of New Residents ■ Initial ■ Signature ■ Co-Signers ■ Deposits & Fees

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- Responsibilities of Leasing Professionals
 - Review
 - Signature
 - Copy
 - Collect Fees Due
- Knowledge Check
 - What are the basic elements of a lease agreement?
- New Resident Orientation
 - Preparing for Move-In
 - Move-In Inspection Form
 - List of Special Instructions
 - Copies of Lease
 - Move-In Packet
 - Move-in Walk Through
 - 5 Items to Present During Move-In Walk-Through
 - New Resident Orientation
 - Orientation Topics
 - Amenities Location Tour
 - Community Policies
 - Service Request Procedures
 - Community News & Updates
 - Maintenance Orientation
 - Optional, but recommended
 - Appliances
 - HVAC System
 - Light Bulb Policy
 - DIY Solutions
- Assessment Intro
- Assessment
 - Question 1 - Objective 1
 - What is a lease agreement?
 - Question 2 - Objective 2
 - What four (4) documents are needed to prepare for a new resident move-in?
 - Question 3 - Objective 1
 - What are the basic elements of a lease agreement?
 - Question 4 - Objective 2
 - What items should be included in a move-in walk through?
 - Question 5 - Objective 3

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	■ What are the four topics covered during New Resident Orientation? ● Assessment Results ● Summary ● Congratulations
<i>Assessment Plan</i>	● One (1) Knowledge Check ● Five (5) Question graded quiz, learners must correctly answer 4 out of 5 or 80% in order to pass the course.