

the official nwacuho newsletter

# the soundings

northwest association of college and university housing officers



# NWACUHO soundings

## cover

Move In Day, University of Washington  
Photographer: Zach Tobin

## soundings editorial board

The editorial board is comprised of volunteer members throughout the NWACUHO region. Duties include assisting in the development of an editorial schedule, submission of interest articles, and soliciting articles and feedback from the members of the association. If you are interested in being a member of the editorial board, please contact your state or provincial representative or the newsletter editor.

## editorial and submission policies

Deadlines for publications are based on distribution needs, and therefore it is important that members honor the established deadlines. Material not received on time, or not used due to space limitations will be considered for use in the next issue. Because *soundings* is the official publication of an educational association and reflects the professional standards of its members, necessary revisions will be made to ensure publication quality. *soundings* also reserves the right to edit submissions for space requirements.

Authors bear full responsibility for references, quotations, and data accuracy of publications submissions. Authors also hold NWACUHO harmless from any liability resulting from publications of articles submitted for printing.

Be sure to clearly indicate the author(s) and institution(s) on all submissions. Permission is granted to reproduce portions of *soundings'* contents with proper attribution and credit to *soundings*.

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Please send all submissions (articles, letters to the association, updates from around the region, and announcements) to:

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\*Please attach articles using MS word document.

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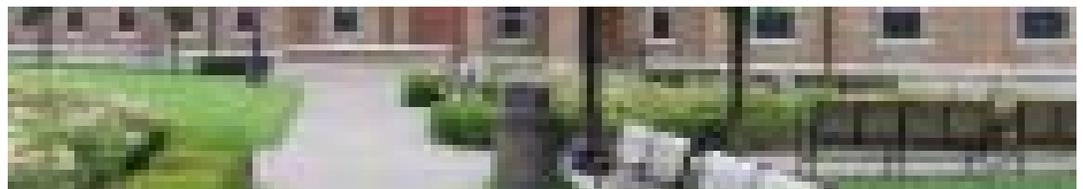
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# a letter from the president

## richard deshields

Richard DeShields, Central Washington University  
NWACUHO President

Hello NWACUHO Colleagues:

With a new academic year comes many new successes and many new challenges. Whether it is learning all of the new faces of our students, creating new student services or programs, or facing new issues such as H1N1 on our college campuses, it a time of enlightenment (even for those of us who have been around for many starts to a new academic year).

During a recent conversation I had with a staff member about how we maneuver through some of these cycles, I am reminded of the need all of us have for professional development to keep our minds fresh and to keep current with the issues our profession faces. This staff member and I talked about a book called, "Make A Life, Not Just a Living: 10 Timeless Skills that Will Maximize Your Real Net Worth" by Ron Jenson. The book primarily talks about the need for us to develop our own personal mission statements. Some items from the book:

- You Determine What it Means to Succeed
- How Will You Be Remembered?
- Build Success in All Areas of Your Life
- Success Depends on What You Do with You

Brian Stroup, Oregon State University  
Soundings Editor

Welcome to the Fall edition of the *Soundings*! In this edition you will find many great updates from all of our states and provinces. There have been many new changes in staffing, upgrades to facilities, and great programs run from across our great region.

In this edition you will also find some articles on very relevant topics such as ways to seek professional development in a time of budget cuts and travel freezes.

These concepts remind me that we are in charge of our own professional development. Our supervisors can provide us lectures, seminars, texts and resources...but ultimately, we must take charge of our own Professional Development.

It is for this reason that I have found a great fondness for NWACUHO. Through our regional or drive in conferences, the Soundings Newsletter, our website [www.nwacuho.org](http://www.nwacuho.org), or through the networking opportunities with people at all levels of our organization, I have truly gained much knowledge and success. So, why not start now with your involvement or continued involvement with the organization?

The Executive Committee this year invites you to be a part of our team. Join a committee. Submit your interest in serving as an executive board member. We will soon be calling for nominations for positions of President-Elect, Treasurer, Products and Services Coordinator, Secretary, Website Administrator, British Columbia Provincial Representative and the Washington State Representative. It's a perfect time to get involved. Recognize a colleague through one of our many

One other large piece of this edition of the *Soundings* is all of the great conference information. You will find information on how to submit a program proposal for the 2010 annual conference in Yakima, WA, how to renew your institution's registration, how to apply for many great scholarships that are available to assist participants financially in attending the conference, and how to nominate or bid for a number of great awards that we give out each year at the annual conference.

award opportunities. Invite someone to attend our regional conference. Talk with your Senior Housing Officer about the role they play in your professional development and ask them to join you in a presentation in Yakima, Washington in February. Email your state or provincial representative and tell them that you want to get involved! Take charge of your own success.

Our executive board is committed to your involvement and to your professional development. I am honored to work with such a committed group who are here to serve you and the housing profession. As we make plans for our February conference in Yakima, Washington, won't you also start that process of joining such a dynamic group of people to make our conference such a success?

Until then...keep in touch and remember to get involved!



## editor's note

I would also like to note that we have many Executive Board positions opening up. Please see the information towards the end of this edition for how to apply for any of these vacancies.

Have a great rest of the fall and please contact me at [brian.stroup@oregonstate.edu](mailto:brian.stroup@oregonstate.edu) if you have an article or idea that you would like to share in our January edition of the *Soundings*.

# nwacuho 2010 conference

## “getting to the core of it”

Josh Gana  
Oregon State University

[NWACUHO 2010: Register now for the annual conference!](#)

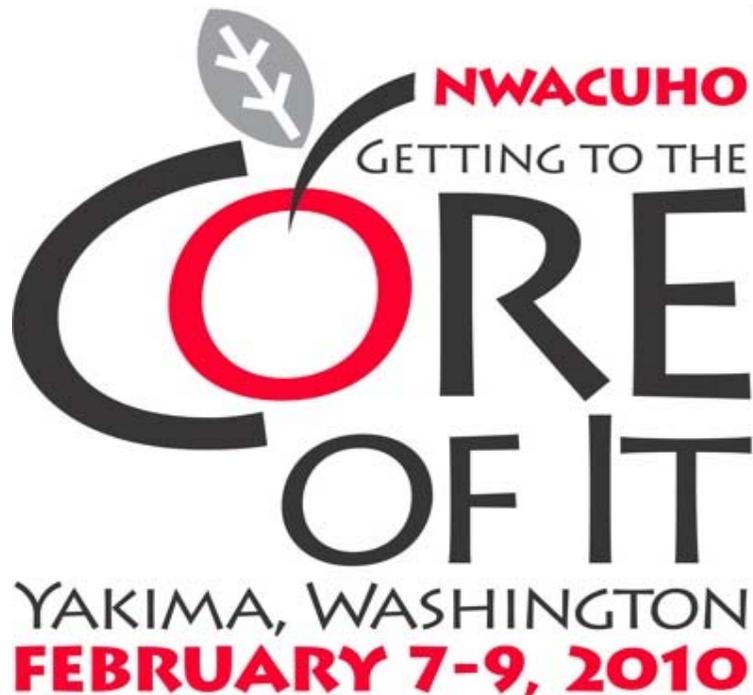
Registration is now available for the 2010 annual conference in Yakima, Washington on February 7 – 9, 2010. Member registration fees are \$300, with the nonmember rate at \$350 and students at \$225. Additionally, NWACUHO has negotiated a smoking deal with the Red Lion Hotel, so be sure to make your reservations early. Be sure to register prior to 1/16/10 to avoid late fees! Registration and more conference information is available online: <http://nwacuho.org/conferences/annual-conference>

[NWACUHO 2010: Presentation Proposals Now Being Accepted](#)

The 2010 Northwest Association of College and University Housing Officers annual conference is coming up February 7 – 9, 2010 in Yakima, Washington. The theme, “Getting to the Core of It,” will provide ample opportunity for building professional networks, examining our purpose, and engaging in wonderful training opportunities.

Do you have a best practice to share? Is there an exciting program or initiative at your institution? Would you like to facilitate a roundtable discussion on a particular topic? It is time to submit a program proposal to present at the conference. NWACUHO is seeking proposals in four primary areas – Operations, Facilities and Housing Services; Supervision & Advising, Organizational Development; and Core Purposes. Sessions are 50 minutes and you will need to submit a 100 word abstract as well as a complete program description. Submit a proposal online at <http://nwacuho.org/pp.html>. **Proposals are due no later than November 30, 2009 and notification of acceptance will be provided by December 11, 2009.**

Contact President Elect Josh Gana at [josh.gana@oregonstate.edu](mailto:josh.gana@oregonstate.edu) for more information about conference programs or to volunteer for the Program Committee.



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# nwacuho registration have you renewed yet?

## Time to Renew your Institutional and Corporate Membership!

Did you know that NWACUHO Memberships expire on December 31, 2009? Membership in NWACUHO is a great way to stay connected with colleagues, keep up to date with best practices, share ideas, and gain valuable professional development activities. Additionally, your institutional or corporate membership will carry the following benefits:

- Discounts on registration for the Annual Conference
- Availability of awards and scholarships
- Resources such as the Soundings newsletter and regional directory
- Participation in regional drive-in conferences and roundtables

Institutional Member dues are based on housing capacity size:

<u>Capacity</u>	<u>Dues</u>
0 - 499	\$75.00
500 – 999	\$100.00
1000 – 1499	\$125.00
1500 – 2999	\$175.00
3000+	\$200.00

Corporate Memberships are available at the following levels:

- Bronze: \$300.00
- Silver: \$500.00
- Gold: \$1000.00

Renew now at: [www.regonline.com/nwacuho2010m](http://www.regonline.com/nwacuho2010m)

All memberships are for a calendar year and benefits are for the regional conference that year. Dues are not prorated based on date of registration. Thank you for your support and contact [treasurer@nwacuho.org](mailto:treasurer@nwacuho.org) with membership questions.

# Aspiring Senior Housing Officers Institute

February 5-7, 2009  
Yakima, Washington

Learn from an international panel of faculty who represent our Region's Leaders in College and University Housing Programs

## Sessions will include:

- Self Advocacy in Higher Education
  - We will look at planning your career progression, working within campus politics, and leadership strategies for higher education professionals.
- Residence Life beyond the RD
  - We will look at the “bigger picture” of Residence Life and how it integrates into Housing and the Campus in general.
- The “Long Arm” of Housing
  - We will look at the other side of Housing – conference services, dining, capital construction, etc.
- Legal Issues in Higher Education
  - We will look at how the law influences our daily work in both the the US and Canada.
- Human and Fiscal Resources
  - We will look at managing complex budgets as well as leading and supervising a diverse team of professional and support staff.

Designed for Aspiring Senior Housing Officers (or those who are just thinking about it) with 5-15 years of experience in Housing, Residence Life, or Student Affairs.

Attendance will be limited to 25 participants. Registration will be available on-line at <http://nwacuho.org/>  
Questions, contact Dan Larson (former president – [dan.larson@oregonstate.edu](mailto:dan.larson@oregonstate.edu)) or Joel Lynn (former Alberta Provincial Representative and NWACUHO Conference Host Chair – [dirss@uvic.ca](mailto:dirss@uvic.ca))  
All Attendees for the Annual NWACUHO Conference, beginning February 7th. are eligible!

# quick take: big day for mount royal

Mount Royal has become Canada's oldest new undergraduate university.

On Sept. 3, 2009, the Government of Alberta, on the recommendation of Alberta's Minister of Advanced Education and Technology, the Honourable Doug Horner, officially granted Mount Royal the right to use "university" in its name.

For Mount Royal President Dave Marshall, the new name is a fitting way to close out Mount Royal's first hundred years.

"The word 'university' better reflects what Mount Royal is," says Marshall, PhD. "This represents an evolutionary, not revolutionary, step for Mount Royal."

Robin Fisher, PhD, Mount Royal University provost and vice-president, academic, adds: "The reality is we became a university ahead of the name. We've already implemented a range of degree programs and we've set up a new system of academic governance to oversee academic matters."

The majority of Mount Royal students are in baccalaureate programs or a university-level courses and they will continue to benefit from the values — smaller class sizes, personalized learning, and a single-minded dedication to student success — Mount Royal has built on since it first welcomed students in 1911.

"We will design and define a truly undergraduate-focused university where instruction is informed by scholarship," says Marshall.

"Almost every available measure shows that the undergraduate focused university graduate does better on all measures of future student success, whether it is further study or employment, which is why there's no higher tier to which we could aspire."

The emotional Sept. 3 ceremony, which had faculty in the platform party wearing full academic regalia, also included Mount Royal Board of Governors Chair, Cathy Williams, conferring the University's very first honorary degree on Lieutenant Governor Norman L. Kwong, who attended Mount Royal in the late 1940s.

The Lieutenant Governor, who received a warm standing ovation, was so moved by the show of admiration he admitted to finding himself at a rare loss for words.

"I am truly touched and very proud to be the first honorary graduate of Mount Royal University. As Her Majesty the Queen's representative here in Alberta, it's my honour to welcome Mount Royal to the roster of Alberta's universities."



# a word from acuho-i jacque bollinger

Dear NWACUHO,

As the ACUHO-I Regional Affiliations Director, it is my job to keep the regions updated on the events and activities of your association – the Association of College and University Housing Officers – International (ACUHO-I). The ACUHO-I Executive Board met in late September/early October. Below are the Talking Points from the meeting that I believe will give you an accurate picture of the most recent efforts of the association.

## **On-Line Network**

As more campuses experience travel freezes or reduce travel funds, ACUHO-I continues to boost services that allow members to network and connect in ways other than face-to-face events. One such way is the ACUHO-I Online Network ([www.acuho-i.net](http://www.acuho-i.net)). Embracing many social media features, the network — which is open to all ACUHO-I members — allows users to create personalized pages, post messages and files to discussion forums, and creating ad hoc “groups” around different interests or functional areas. These groups are places where members can share messages and information, post documents, and more.

The network also provides a forum divided into several categories (selected to complement the ACUHO-I committee structure). This is the space where members are encouraged to post questions and/or information to the community at large. “What is your student / RA ratio?” “Do you have an H1N1 response plan?” “Did anyone else see this Chronicle article about move in day?” We believe that ACUHO-I members like to share information and resources and this network is their chance to share one-to-many rather than just one-to-one.

To sign up for the network is easy. Users simply have to go to [www.acuho-i.net](http://www.acuho-i.net) where they will be asked to create a new account with their e-mail address and creating a new password as well as small number of questions to create their user profile.

## **News Blog**

ACUHO-I also continues to develop the ACUHO-I News Blog ([blog.acuho-i.org](http://blog.acuho-i.org)) to deliver daily news and resources of importance to the college and university housing profession. Volunteers and staff continually scan the environment to find items to report. It may be developing legislation, results of a new study, insight into a new trend, or simply a headline that catches the eye. The blog also includes recurring features such as:

- Housing 360°: The Ohio State University staff is documenting a year-in-the-life of a college housing operation through their posts to the ACUHO-I blog, giving everyone a chance to learn from their toils and their triumphs.
- You Were Asking: ACUHO-I librarian Emily Glenn collects some of the most asked questions and then posts links to the resources that hold the answers.
- Read All About It: Weekly headlines from higher education news outlets.
- Spotlight: An extension of the popular Talking Stick feature, profiling some of the finest residence halls being constructed.

Keep up to date on the news by subscribing to the ACUHO-I News Blog updates. Users can sign up for an RSS feed or have a daily update e-mailed to your computer.

## **Certificate Program**

Another new resource will be available in March. After two years of development, ACUHO-I and the Credentialing Task Force are excited to be offering our first Certificate Program that is designed to meet the on-going training and development needs of our membership. In an association-wide survey, the membership had voiced its overwhelming preference for the topic of Assessment for our initial effort. Some important things to know about the Assessment Certificate Program: It will utilize blended learning methods and will consist of three on-line, self-paced courses and an optional, in-person culminating Capstone experience. The Capstone experience will offer an opportunity for the participant to demonstrate their understanding of the content offered in the on-line modules with an assessment expert and a Capstone facilitator. You will begin to see registration information after the first of the year.

## **ACUHO-I Foundation**

The Foundation continues to carefully monitor our investments in light of current market conditions. Fundraising efforts such as the Silent Auction, Parthenon Awards and annual giving by all of our members and corporate partners enables the Foundation to be able to support the goals and initiatives of the Association. We appreciate the financial support all of our members have provided and continue to provide despite challenging economic times.

## **2010 Annual Conference**

Please make plans to attend the Annual conference on June 26- 29 in Austin, Texas.

The core purpose of ACUHO-I is to be an indispensable resource to its members. ACUHO-I's vision is to be the world's foremost authority on college and university housing by providing access to meaningful knowledge and resources. Above we have highlighted just a few examples of how we plan to accomplish our purpose and vision. You can discover more information and resources by visiting the ACUHO-I website at [www.acuho-i.org](http://www.acuho-i.org). If you have ideas and suggestions on how we can further meet this goal, please contact me at [bollinge@mio.uwosh.edu](mailto:bollinge@mio.uwosh.edu) or call me at 920-424-3212.

Sincerely,

Jacque Bollinger  
ACUHO-I Regional Affiliations Director  
Associate Director of Residence Life, University of Wisconsin Oshkosh

# acuho-i foundation opportunity

## ACUHO-I Foundation Cabinet

This year, the ACUHO-I Foundation has restructured its governing board to include one representative from each region within ACUHO-I. On behalf of NWACUHO, we have the opportunity to appoint an individual to serve on the cabinet.

The position includes the following as a position description—

- Solicit gifts on behalf of the ACUHO-I Foundation
- Develop and coordinate a regional fundraising team with annual giving goals
- Attend annual meeting and training sessions (typically in January in Columbus, Ohio)
- Early attendance at the ACUHO-I Annual Conference and Exposition
- Travel expenses are paid by the individual with the exception of:
  - Hotel expenses for the January meeting
  - Hotel expenses for arriving early to the annual conference
  - Some meals
- Foundation Cabinet members are expected to attend their regional conferences and promote ACUHO-I and the Foundation through fundraising efforts, etc. Travel and registration expenses to attend the regional conferences are the responsibility of the individual or their institution.
- Participate in the ACE silent auction through personal donations and solicitation of gifts.
- Participate on a Foundation development or administrative committee
- Contribute at least \$100 to the Foundation annually while a Cabinet member.

This is an annual term; however, NWACUHO, has the ability to extend the position to two years.

This position is not a NWACUHO Executive Board position.

If you have additional questions or are interested in this position, we will accept a letter of interest and qualifications by November 15, 2009 emailed to Richard DeShields, NWACUHO President ([deshielr@cwu.edu](mailto:deshielr@cwu.edu)).

# professional development in an economic downturn

Romando Nash  
Seattle Pacific University

Professional Development how do I love thee let me count the ways. Nothing is as important to our professional careers as the opportunity for us to engage in professional development opportunities. The importance of professional development can be found in ACPA's Statement of Ethical Principles and Standards. Yet the question becomes *in these tough economic times where hiring freezes, budget cuts, travel freezes, and staff reduction has become the norm, how do you find the opportunity to continue your growth in the professional development arena?* In an effort to find some answers for you I asked colleagues from across the nation to submit to me five inexpensive ways to continue professional development opportunities in these tough economic times. The following list is a compilation of the responses that I received. These responses come from entry-level, mid-level, and CHO housing professionals and offers something for everyone. By no means is this list exhaustive, but hopefully it will provide you with some ideas that you haven't thought about and keep you on track to continue your professional development.

## **Inexpensive Professional Development Opportunities:**

1. **Connect with professionals at nearby schools.** Either through drive-in conferences or by emailing someone there. Most professionals love to share what they are doing and would be happy to sit and chat. This also will grow your professional network outside your institution.
2. **Schedule regular phone dates.** With colleagues you've met at conferences or old supervisors to discuss predetermined themes/trends.
3. **Organize campus site visits.** Set up afternoons to visit other local campuses to meet with colleagues and understand their philosophy and best practices.
4. **Develop a mentorship program.** Identify a group of SSAO's that would like to participate in a mentorship program with mid-level and entry level professionals. It would be structured as a once a month lunch appointment between the SSAO (mentor) and mid or entry level staff member (mentee). Every quarter/semester an SSAO could switch to a new mentee.
5. **Develop a professional development conference series.** Within a department or division, members will submit conference proposals using standards similar to ACPA. Each proposal that is accepted will be designated a month out of the academic calendar year as a presentation date. These sessions should be treated like an actual conference session (quality, dress attire, etc.) and they could be exclusive to the department or division or open to any affiliate.
6. **Create an article/book group.** Pick articles, literature or books pertaining to higher education, diversity, student development, etc and have focused conversation around it each quarter.
7. **Take the lead on a project in your department.** This will build your confidence, prove your ability to do your job well and provide you with the opportunity to build your resume. As you look forward, having something that you created for your institution/department will help you sell your skills.
8. **Schedule regular lunches.** With colleagues across your division and your college/University.
9. **Develop a job shadowing program.** With other departments across campus.
10. **Attend University lectures/readings.** Take advantage of what is going on at your campus. Invite some of your student staff members to join you and use it as an opportunity to have a dialogue with them.
11. **Participate in professional committees.** Join a regional, national, or international committee. Often times volunteering involves phone calls, electronic communication, and working in your own office at your desk.

12. **Attend a community outreach/town hall meeting.** Spend some time learning the community issues that affects your area of employment.
13. **Use your College or Universities tuition benefit.** Take or audit that class that you have been eyeing for awhile now.
14. **Sign up for a Webinar.** Webinars are great opportunities to provide reasonably cost professional development for a group of people.
15. **Keep in touch with your grad school friends!** They are going through a lot of the same things you are and can be great resources for ideas.

Ultimately, your professional development is your responsibility. Despite the country being in an economic downturn, your pursuit of these opportunities should not diminish. I encourage you to take advantage of the resources that you have on your campus and in your surrounding community to make sure that you are continuing to develop not only yourself, but our profession as a whole.

# “the first two months”: four testimonials of new residence life professionals

Emmanuel Cannady, Nicola Miller, Joey Sammut & Erin Yastro  
Gonzaga University

Under cerulean sunsets and the cooling breeze of September’s end, students across our nation’s many colleges and universities are beginning to settle into their new atmosphere, anxiously awaiting first test scores, finding new courage away from home, and nurturing future life-long friendships.

While the same visual holds true to some 3000 residential students at Gonzaga University, they also apply to us, the four new professional resident directors. We are all fresh out of our graduate programs and new into our positions of two months. None of us are from the state of Washington, most have never worked at a Jesuit Catholic institution, but all came to the same place, believing in the same mission and the same student population. Presented is a sharing of our personal and professional transitions to a new city, campus culture and student population and how we have navigated new experiences, fears, successes, and friendships.

Erin:

As a young professional, there are few challenges greater than moving across the country, away from family and friends, to begin a new career. Confident that Gonzaga University would be an incredible place to call home (literally), however, I embraced the many upcoming transitions with a positive outlook. I was not wrong to expect an impressive and competent student body, a welcoming and supportive campus community, a mission that is not only strong but actually practiced, and a refreshing opportunity to act autonomously in the workplace. This is not to say, however, that my fresh start has not been a rollercoaster of emotions, so to speak, from time to time; the pressure to build relationships with colleagues and supervisees while maintaining important, existing relationships has proven to be a challenge, in addition to finding balance between work and personal time, a struggle which so many Student Affairs professionals encounter. It has been difficult at times to bear the long hours and overwhelming work load, but support is in no short supply. My wise graduate program advisor always said, “We all wish we could skip the first year of any job.” I anticipated this to be the case, and while I expect to experience a great deal of learning throughout my first year, I am exceedingly pleased with my first position and would not skip these exciting months, given the opportunity. To all new professionals, enjoy your struggles and triumphs, and do not give up on balance! To all seasoned professionals, enjoy not having to relive the late nights and stresses of job one!

Joey:

Two months into my first role as an RD, and I feel that I've already learned enough life lessons for a year! After finishing my grad work at a similarly sized school in the Midwest, I thought I would clearly have "all the answers" – how wrong I was! The biggest surprise for me about being a professional in Housing was the way that students and RAs now viewed me and how their success was based on my performance. I was always used to balancing being proactive and reactive in the residence hall I worked in; now I realized that my staff watched me in this balancing act and followed along too. It has been refreshing and relieving to have Manny, Nicola, and Erin on the same journey as I am, as we often experience similar highs (and lows) and can support and encourage each other. Moving to a new city and working within a different institutional culture has provided me with so many new opportunities and challenges – too bad I still haven't taken the time to change my car to Washington license plates! I'm happy to be a new professional at Gonzaga and I'm already looking forward to what the next 8 months can bring me, my staff, and my residents.

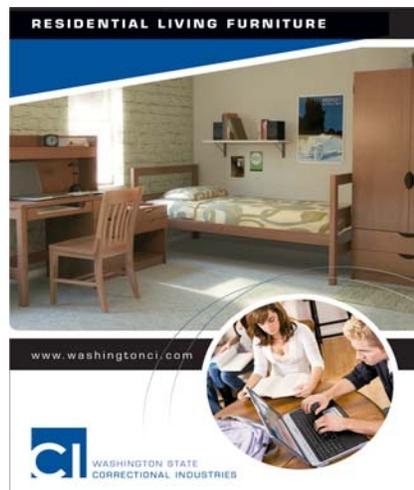
Nicola:

When I accepted the position of Residence Director at Gonzaga University, I knew I was embarking on a whole new adventure – an adventure I knew would be full of new challenges and, hopefully, new successes as well. While I had many fears and apprehensions about taking on the enormous responsibilities of an RD, after attending a small, private, Jesuit University for both my undergraduate and graduate programs, I was confident GU's small size and Jesuit traditions would create a very familiar campus culture for me. However, I soon learned that one of the biggest lessons in my first professional role outside of graduate school would be that no matter how similar institutions seem on the outside, they are very different from the inside. I have learned more in my first two months at Gonzaga than I learned in my first year at my previous position in Corporate America and I feel exceedingly lucky to be involved, every day, in the development of our students. I know that in the coming year I will be presented with countless challenges, not only with my students but also in making new friends and finding where I fit in my new home however, I know that with the support and encouragement of my RD team, and especially of my fellow new RDs, I can be successful.

Emmanuel:

After two months of being two time zones away from western Wisconsin, I feel I am beginning to find my new home in Gonzaga. I'm involved in some division committees, advising a few student groups, and starting to establish my personal and professional identity. As I was telling my brother the other day, I know that I am honeymooning being fresh out of graduate school and having my first professional position. I have new life and new energy and want to apply everything I've learning and feel I should try it all out. One of my daily reflections, however, is knowing I was hired because of my skill set and unique experiences but balancing that with the well-established campus culture. I am beginning to realize that there is no right and no wrong, but only 'our' way. I enjoy having a very supportive staff team and supervisor that is aware of the struggle between old and new and other needs for first year Resident Directors. I still ask a lot of questions to anyone and everyone that can steer me in the right direction. With that, I am eager for my next 1-on-1 with my supervisor to talk about professional development. Even with my eagerness, I have started working on setting healthy boundaries and am continuing to learn how to say "no" even when I am trying to establish myself. I told my staff in last week's staff meeting to only contact me in an emergency after 6pm. This way I can find balance in my life and also begin to role model appropriate balance.

With the first two months gone and the days drawing colder, we four new Resident Directors are thankful for the lessons we have already learned and the supportive staff team that lets us ask questions, make mistakes, and grow from our experiences. We hope our experiences have provided means for reminiscing and reflection and have perhaps even provided comfort to some. As the four of us continue to grow and learn over the next eight months of the academic year, we will never forget the lessons that our first two have taught us.



# nhti 2009

Lacy Karpilo and Brian Stroup  
University of Alaska Anchorage and Oregon State University

When we arrived at the University of Maryland – College Park we weren't quite sure what to expect. We checked into our room in the four bedroom suite and immediately met our NHTI Mentor, Beth Moriarty. We instantly realized that this was a person that had a wealth of knowledge and experience and that we would want to keep in touch with long after the institute was over. During the rest of the day we met the other participants and our other small cluster member from Arizona that was living in the same suite as us. Each cluster was grouped to include a variety of backgrounds, experiences, and strengths which enabled us to learn from each other throughout the institute.

Each day at NHTI was extremely busy but thoroughly rewarding. Sessions started early in the morning and went late into the evening. Each session was centered around a 57 competency model which was used as a guide for the participants throughout the entire institute. Meals were spent with our cluster or other members of the 30 person cohort. Every evening homework was assigned around the topics that were covered that day to encourage our small cluster to debrief and actively engage in discussions. At the end of the institute each of us developed goals related to the 57 competencies that we wanted to focus on as we continued our professional growth.

Attending the James C. Grimm National Housing Training Institute was the most engaging, profound, and powerful professional development opportunity that we have had at this point in our careers. We strongly encourage any professional that has been in the field for 3-5 years to apply to this incredible institute. As with any type of professional development, it is what you make of it, and the resources it provides will last your entire housing career. Please feel free to contact us if you would like to hear more about our experiences at NHTI. We are thankful for NWACUHO being able to support us in our attendance this past year and it is our hope that every year two professionals from our region can be a part of this wonderful institute for many years to come.



# state and provincial updates

## ALASKA

### Alaska Pacific University

Submitted by: Sonja Olson, Assistant Director of Residence Life

We are in a similar financial situation to many private schools in our region and have a smaller amount of freshman students living on campus than we had last year. During this time of decreased budgets we scaled back some programming funds, but were still able to offer a successful Leadership Retreat for our students as well as a fantastic End of Fall Block Western Style Party for campus. We are looking forward to filling an open position for an Assistant Director of Campus Life, Campus Safety. If you know of anyone who might be interested, send them our way!

### University of Alaska Southeast

Submitted by: Stephanie Self, Coordinator of Residence Life & Summer Conferencing

#### **Staffing Changes**

We are excited to welcome Dr. Jessie Grant to UAS as our new Director of Student Services. Housing and Residence Life will be undergoing a full assessment and benchmarking project to improve our security, staffing & overall effectiveness.

#### **Facility Construction Projects**

We are currently embarking on a 4-year remodeling project for our apartment-style units. Having completed several units—which look great—we are excitedly anticipating the delivery of new furniture for all of our apartment units, which should be in place for the spring 2009 semester. We welcomed a very active and dynamic Banfield first-year class this Fall. With their enthusiasm, we hope to push our student leadership programs and community council to the next level.

## BRITISH COLUMBIA

### Simon Fraser University

We are off and running with another fall semester at SFU. We face an exciting year with the upcoming 2010 Winter Olympics and their surrounding fanfare and are excited to get going!

#### **Staffing Changes**

A fall semester at a university is a season change and Residence Life staffing at SFU is no exception. Through the summer we bid a fond farewell to Residence Area Supervisor Jason Bowers who moved to a position at the University of Calgary and Manager, Residence Life Training Programs Liz Hilliard who moved to a position at University of British Columbia, Okanagan in Kelowna, BC. This fall we welcome two new professional staff members to the Residence Life family:

Carlie Wiens, Residence Area Supervisor. Carlie joins us from the University of Victoria where she most recently served as a Residence Area Coordinator. Carlie takes on the challenge of our undergraduate towers which are primarily used to house first year students.

Stephan Tang, Manager, Residence Life Training Programs. Stephan joins us from “back east” and brings with him a wealth of experience from positions at Ryerson, University of Western Ontario, Queen’s and Humber College.

Other staffing news features a series of temporary management staffing changes resembling a game of dominos...

Nello Angerelli, Associate Vice-President, Students & International has gone on temporary leave until the end of the fall semester. While he is away, Tim Rahilly, Senior Director, Student and Community life will take on the role.

With Tim Rahilly moving in to the position of Acting Associate VP, Students & International, Jan Flagel (Director of Residence & Housing) takes on the role of Acting Senior Director, Student & Community Life.

To fill the hole left by Jan Flagel, Chris Rogerson, Associate Director, Residence Life moves into the role of Acting Director of Residence.

Finally, Dana Beaton, Assistant Director, Conference & Guest Accommodations will be temporarily adding many of the duties of Associate Director, Residence Life to her portfolio. When the semester ends everyone will shift back to their "home position" (and office).

### **Facility Construction Projects**

Late October will mark the completion of a project that saw SALTO electronic locks installed on the front doors of 5 buildings, the common room and laundry room doors of our 3 dormitory towers and on our Simon Hotel locks. We look forward to realizing the potential of this updated system.

Having been featured on the CBC evening news and Canada AM in August for the "appalling" maintenance condition of some of our residence buildings, we took the opportunity to survey our population to help prioritize maintenance concerns. This event has helped highlight the need to have a student government organization for our grad and family housing facilities. We are currently working with a group of interested students to create such an organization.

Residence facilities staff are also looking forward to the results of a Facilities Conditional Assessment conducted by VFA in late July. Results of this survey will be used to assist in prioritizing ongoing and deferred maintenance projects.

Planning is well underway for SFU Residence to participate in the EBI survey again this fall. Results from our participation two years ago were helpful in supporting our strategic planning process.

### **University of the Fraser Valley**

Submitted by: Tracey Mason-Innes, Residence Housing Coordinator

### **Facility Concerns/Issues Institution Facing**

We had a very busy summer as we continue to build our conference services. We hosted the Canadian Women's Basketball Team training for the 2012 Olympics and a variety of sports teams and summer camps. This fall, we are entering our third year of operation and we have reached maximum occupancy for the first time! It has been going very well. We continue to build our residence life program. This summer, the Resident Assistants worked at our Front Desk and they designed a bulletin board program for the first few months of the academic school year. We have also formed a partnership with our nursing faculty to have senior nursing students do their public health workshops (alcohol, sexual health, nutrition, etc.) in the residence. Also, like everyone else, we have also been preparing for the H1N1. Something a bit new, is that we are reviewing our residence fees and also looking into the logistics of background/security checks on our applicants.

### **University of British Columbia**

Submitted by: Kate Ferguson, Assistant Director Residence Life

### **Staffing Changes**

In July, we welcomed Kaitlyn Hazzard as the new Residence Life Manager of Totem Park Residence. Kaitlyn hails from Ontario and recently graduated from North Central University in Minneapolis, MN. Kaitlyn brings good residence life experience. She worked in progressively challenging roles while at North Central, most recently as the Assistant to the Dean of Residence Life. Kaitlyn has a keen interest in leadership development and group dynamics. Her former colleagues and supervisors speak very highly of her work and her commitment to student learning and development. Kaitlyn is replacing Johanna Waggott as Jo goes on maternity leave.

## Departmental Initiatives

Our Programming Resource Centre, under the direction of Woo Kim, PRC Coordinator, has recently undergone a technological facelift. The PRC website has been updated to become more user friendly for Advisors, Advisors can become a fan of the PRC and get updates on Facebook, and our unruly Passive Programming Resource Cupboard, affectionately known as the PPRC, has gone digital! From the comfort of their residence rooms, Advisors can now visit the PRC website and view and download PDFs of PPRC materials available for their use.

## PD Initiatives

We stepped out on a limb and tried some new initiatives this year with our staff during Advisor Orientation. We introduced both the Residence Coordinator mentorship program and the Returning Advisor Case Study Competition.

There are 12 Residence Coordinators who are senior student staff who supervise the Advisors in Totem Park and Place Vanier residences. They often take on this role because they are hoping to continue on in the field of Student Affairs and past RCs have mentioned that it would be helpful to have someone mentor them in some of their career decisions. We advertised the opportunity widely to our colleagues in the VPS and had an excellent response. We hosted a Mentor Reception and encouraged both the mentors and mentees to share what they had to offer and what they were looking for in their match up. Mentees and mentors were then asked to indicate their preferences and pairings were made based on this information. The groups will meet approximately once a month and we feel that this program will provide our up and coming staff with greater opportunities. We are very thankful to our colleagues in Alumni Affairs, Student Development, Career Services, Enrolment Services, and Athletics for providing their time and expertise.

We also introduced a case study competition for our returning staff this year. Our goal was to challenge them beyond what they have learned to do as Advisors and give them the opportunity to learn more about our portfolio. The case focused on a day in the life of an RLM (a very hectic day at that!). Our returning staff were placed in groups of 4 – 5 people and given periods of time to work on their cases throughout Orientation. The culminating activity was a group presentation to a panel of judges comprised of the Managing Director of Student Housing and Hospitality Services; Director of Facilities; Associate Dean of Science; Director of Counselling Services; Student Development Officer of Student Engagement Initiatives; and the Director, UBC 2010 Olympic and Paralympic Secretariat. The groups presented how they would handle the situation and also fielded questions from the judges. The judging panel was very impressed with the caliber of work that the Advisors did, and a winning team was chosen.



# ALBERTA

## University of Calgary

Submitted by: Mark Keller, Manager of Residence Education

### **Staffing Changes**

Joel Lynn has moved on to become the Director of Student Services at the University of Victoria. We were all sad to see him leave but excited for his new opportunities. Thanks to Joel for all his guidance and dedication during his time in Calgary and best of luck!

### **Facility Construction Projects**

Our newest residence hall (currently going by the impressive name of Phase Six) is coming together very well. This facility will house almost 600 students as well as significant commercial space.

Our residence renewal program continues with renovations to Rundle hall, a traditional first year student residence. Over the summer it received new carpet, paint and furniture as well as needed upgrades to its electrical system. Next summer, our other traditional residence, Kananaskis hall, will go through the same transformation.

Student Family Housing has also benefited from our renewal program. Work is just finishing up on the re-roofing of the entire complex, including insulation upgrades in the attics. We're also continuing to renovate these units with new carpet, paint, counters and cabinets.

### **Traditions**

Our move in went exceptionally well, with almost 1000 students moving into the halls on August 30.

Fall Orientation Week saw the unveiling of our campus' newest Rock-a tradition at the U of C where rocks are painted by students to advertise events or just say what's on their minds. This newest rock (located between our traditional student halls) was a project of the Residence Students' Association and was heralded in with a rock concert (get it?) co-sponsored by the Students' Union.

Residence students were also very involved with Kickoff, an annual event before the Dinos first home football game of the year.

Residents showed a lot of spirit and helped cheer the Dinos on to victory!

### **Facility Concerns/Issues Institution is Facing**

Our campus' first new residence hall in ten years opened its doors to students this fall. Global Village, our first living-learning community, is focused on Canadian and international students learning about global issues, developing leadership in international settings and the discussion of local, national and global issues. The building also houses Hotel Alma, the university's first full hotel operation. The much anticipated hotel opens October 1.

## Mount Royal University

Submitted by: Brandon Smith, Residence Life Coordinator

### **Staffing Changes**

None: Angela Smith and Brandon Smith are still our Residence Life Coordinators, Natasha Lopeke is Assistant Manager of Residence Services and Steve Fitterer is Manager of Residence Services.

### **Facility Construction Projects**

Completed renovations of residence, new roofing completed in East Residence townhouses.

### **Traditions**

First Week- Annual Welcome Week – Welcome Week 2009 saw a huge increase of student participation. Our smallest participation was at the 'Mini Olympics' which has 265 of our students participate. Other events, including glow in the dark "Capture the Flag", a screening of 'I Love You Man' outside by the pond and others hosted up to 500 students at each event. The Residence Activities Council has several Student Reps whom are planning several events for the rest of the semester. Welcome Week definitely set the tone for the year!

September 30 – 5<sup>th</sup> Annual "A Night in the Cold: Homeless Awareness Night" which is an active learning opportunity about the issues of homelessness in our region. In exchange for a food donation, students are given a box to sleep in for the night. Students are then directed to set up their sleeping quarters and are able to return to the community centre where they are given an in-depth presentation on homeless in Calgary. For the night, the East Community Centre acts as its own "Drop in Centre". Students are able to use food

stamps for snacks and are able to come in to sleep if they are feeling too cold. Throughout the following week an interactive blog is launched for students to reflect on their experience.

### **Departmental Initiatives**

As Mount Royal has now officially become a university, our department is going above and beyond with Mount Royal's *Face to Face* brand. There is much more student engagement, involvement from the department and campus partners in RA Training and support from the community at large. Our RA staff for 2009-2010 is exceptionally fantastic, and we are certain 2009-2010 will be an epic year in this transition.

### **PD Initiatives**

Personal and Professional Development Series - The *Personal and Professional Development Series (PPDS)* is a certificate-based program allowing student leaders to not only expand their own individual potential, but to also expand their own understanding. Our Resident Advisor Student Staff members are required to attend a minimum of four sessions from the *PPDS*, but have the option of earning a certificate or specialization in a particular element. All residence students are invited to attend these programs and are also eligible to receive the awards listed below. The certificate program will offer specializations in certain components of building community, being a Certificate in Discovery & Transition, a Certificate in Wellness, a Certificate of Diversity and finally a Certificate of Citizenship. To receive a certificate in one of the four components, students must attend three sessions dedicated to the specific component. Furthermore, ambitious students involved in the *PPDS* can achieve recognition for their *Dedication to Leadership and Development* by completing a total of ten sessions, and these students will be rewarded with not only knowledge, but also recognized by the Residence Services Department and Student Affairs and Campus Life. We are ecstatic that the *PPDS* was so successful last year that we have opened this up to all residents on campus. Also, faculty is becoming more involved with the initiative, so more diverse presentations are planned for this year. Check out the website at [http://www.mtroyal.ca/CampusServices/LivingonCampus/ResidenceLife/ppd\\_workshops.html](http://www.mtroyal.ca/CampusServices/LivingonCampus/ResidenceLife/ppd_workshops.html)

### **Facility Concerns/Issues Institution Facing**

While student participation at Mount Royal University has dramatically increased, we have seen more incidents this September than last year. Furthermore, more of our serious incidents which we've handled have directly involved guests off campus.

### **Red Deer College**

Submitted by: Tim Siemens, Residence Life Coordinator

### **Staffing Changes**

Red Deer College proudly welcomes Joel Ward as the new President of RDC. Joel has served as President and CEO of Assiniboine Community College in Brandon, MB since 2006. He was the former Vice-President, Academic at Assiniboine, and past Associate Dean of the School of Business at Sheridan College in Oakville, ON. He is a member of the Board of Governors of the Association of Canadian Community Colleges and is an active volunteer in his community with the United Way. "Joel brings with him extensive experience in college and community leadership, teaching and learning and program development. He is passionate about the important role that a college plays within the community and is looking forward to making an impact in ours. We are thrilled to welcome him to Red Deer," stated Herb Der, Chairman of the Board of Governors at Red Deer College. Joel Ward takes the reins as the 10th President of RDC.

### **Facility Construction Projects**

This Summer Red Deer College celebrated the official opening of its four new Centres today, all part of Building Communities Through Learning (BCTL).

The new Centres for Trades & Technology, Innovation in Manufacturing, Corporate Training and Visual Art are state-of-the-art facilities that are strategically located together to promote collaboration and innovation.

The Honourable Jack Hayden, Minister of Infrastructure and Cal Dallas, Red Deer South MLA, were present for the celebration. Hundreds of central Albertans, RDC boards, faculty, staff and students, and friends of RDC were also in attendance.

"This facility is a great example of the strong partnership between the Government of Alberta and post-secondary institutions, building to meet the needs of a rapidly growing city and region," said Jack Hayden, Minister of Infrastructure. "Alberta is a leader in design and construction, and the Centres opening today represent the sustainable, high quality cost-effective buildings that meet the needs of the community."

The Government of Alberta committed \$59 million to help fund this project. A community fundraising Campaign is underway with more than \$15 million raised to date to support BCTL.

“One of Red Deer College’s greatest strengths is working with government and industry to make learning relevant and accessible,” said Doug Horner, Minister of Advanced Education and Technology. “This innovative initiative is an excellent example of the College’s commitment to respond to the needs and demands of the community, and Campus Alberta overall.”

### **Facility Concerns/Issues Institution Facing**

This summer RDC prepared for a record breaking number of new students to fill halls and classrooms for the fall term. A 22% increase in applications has translated into almost 700 extra students registered at RDC this fall term; an increase that is setting records the College has not seen in over 15 years.

”The entire campus is getting ready for a very busy and exciting fall. With more students on campus, we can anticipate a greater demand for support ranging from advising, tutoring, career planning, counseling, learning strategies, financial guidance and others. All Student Service areas will be adjusting its hours as needed and sharing our resources with a more streamlined approach. We are ready and excited to meet these new folks,” says Jim Madder, Executive Vice-President, Academic.

Along with a tremendous increase in registrations there is also a 16% increase in student awards available – 706 awards in total, available for this coming year. Last year 1,228 students inquired about loans, and this summer the Student Funding and Awards office has provided service to over 1,760 students. Thanks to donors and the Access & Excellence fundraising campaign, students coming to RDC this year will have more options for funding than ever.

# OREGON

## **University of Portland**

Submitted by: Jon Merchant, Assistant Director of Residence Life

### **Staffing Changes**

Four new hall directors joined the Office of Residence Life staff this past summer. Holly Allar joins UP as the Mehling Hall Director and just completed graduate studies at Michigan State University. Jonathan Scrimenti is the Schoenfeldt Hall Director and graduated with a Master’s in Student Development from Seattle University. The Director of Haggerty/Tyson Halls is Andrea Shea coming from the Miami University in Ohio student affairs Master’s program. Lastly, Amy Swen joins UP from graduate studies at San Diego State University as the Kenna Hall Director.

### **Facility Construction Projects**

The University of Portland recently dedicated two new residence halls that add a total of 310 beds to campus and more than 108,000 square feet of modern living space. Fields and Schoenfeldt Halls include 12 study rooms, 60 indoor bicycle parking spaces, a chapel, and a basketball and sand-volleyball court. The halls also include a fitness room, private patio, and a “living roof” to conserve energy. Both halls are also LEED Gold Certified and feature solar photovoltaic and solar hot water panels.

## **Western Oregon University**

Submitted by: Tina Fuchs, Dean of Students

### **Staffing Changes**

New Hires: Dave Sundby (Coordinator for Leadership and Programs) – joins us from Marymount College in Rancho Palos Verdes, CA where he served as Assistant Director of Student Life

Jeff Sann (Quad Area Coordinator) – joins us from Oregon State University as a recent graduate and former Co-Op Director in Avery House

Departures: Laura Lambeth (Quad AC), Amanda Rodino (Coordinator for Leadership and Programs)

### **Facility Construction Projects**

Currently constructing a 300 bed live-learn residence hall in the center of campus. The building features many sustainable features with the goal of LEED Platinum. The building is scheduled to be completed in August 2010.

### **Departmental Initiatives**

One of our primary initiatives this year is to focus on sustainability and environmental awareness. With the construction of a LEED Platinum residence hall, the emphasis can not come at a more opportune time. We will be engaging our students in more opportunities to learn about sustainability and their own carbon footprints. We have a very excited and engaged student staff that will help “ignite the fire” of sustainability in our students.

### **Facility Concerns/Issues Institution Faces**

As Fall term begins, we are geared up for H1N1. We are seeking to be proactive in our approach – educational materials helping students make good choices about caring for themselves; providing resources to prevent the spread of germs (hand sanitizer stations, H1N1 kits, temporary recovery rooms for those who wish to self-isolate away from communities); and training and preparing our RA staff for responding to this issue.

### **Pacific University**

Submitted by: Lindsey Mullens Blem, Resident Director

### **Facility Construction Projects**

Vandervelden Court apartment complex got a facelift this summer by Pacific’s own Facilities crew. The exterior buildings were painted with design colors, giving them a townhouse feel. In addition to improvements made to the external building, internal renovations will be completed over a four-year cycle. The upgrades to the units include new flooring, countertops, appliances, re-upholstered living room furniture, lighting and interior designer paint.

### **Traditions**

Residence Housing Association and Housing & Residence Life is continuing the annual tradition of “Hall-o-Safe”—a program in which the residence halls welcome apx. 500 children from the Forest Grove community on Halloween night for trick-or-treating.

### **Departmental Initiatives**

This summer, we finalized the Housing and Residence Life Comprehensive Plan. Serving as a “living mission”, the document will help residential staff understand how to prioritize work and will help us organize our larger departmental efforts. The plan is focused on four core values: Community, Leadership, Sustainability, and Academic Connection.

### **Oregon State University**

Submitted by: David Craig, Assistant Director of Residential Education  
Josh Gana, Assistant Director of Operations and Facilities  
Eric Hansen, Associate Director of UHDS

Dan Larson, Associate Director of UHDS  
Chris White, Information Services Manager

### **Staffing Changes**

Welcome new Director of Residential Education – Linda Kasper from Univ. of Az; Victor Santana-Melgoza has transitioned from Resident Director of Sackett Hall to the Multicultural Resource Coordinator position; Heather Holton from COCC has joined us as our Late Night Events Coordinator, Rachel Allen from U of O has joined us as our Conduct Assistant; Rick Goranflo has come aboard as INTO OSU’s Housing and Student Services Coordinator after finishing his Masters at WSU; Tara Riker from Chapman University is our RD in Weatherford Hall; Brian Stroup and Willie Morgan have transitioned from the Resident Director position to the Area Complex Director Position

### **Facility Construction Projects**

Completed a 2.7 million dollar in house upgrade of Cauthorn Hall; Have initiated the process for a new 350 bed living learning facility to open in September 2011 in partnership with INTO OSU.

### **Departmental Initiatives**

200 new international students on campus as a result of our partnership INTO OSU; Close to implementation of our open source housing management system (Tillikum); Developing service learning program with a partner on the Yakama Nation and OSU’s office of Intercultural Student Services and Anthropology Department.

### **PD Initiatives to Share**

Rolling out in house training series on Managing Difficult and Challenging Conversations.

# WASHINGTON

## Whitman College

Submitted By: Amy Bruner, Assistant in Residence Life & Housing

### **Staffing Changes**

*Resident Directors:*

Jonathan Buchner  
Justin Daigneault  
Patrick Herman  
Andrew Johnson  
Jon Lundak  
Phil Lundquist  
Anjuli Martin

Justin, Andrew & Anjuli are all new to the position this year.

### **PD Initiatives**

Sean Gehrke (Assistant Director of Residence Life) and Nacny Tavelli (Associate Dean of Campus Life) are heading off to be a showcase school for our work with learning outcomes at ACPA's Residential Curriculum Institute.

## Western Washington University

Submitted by: John R. Purdie II, Associate Director of University Residences

### **Staffing Changes**

We are pleased to welcome three new Resident Directors:  
Anton Zanotto, just completed a Masters from Indiana University  
Stephanie Zee, just completed a Masters from Western Washington University  
Griffin Uchida, most recently a full-time RD at Montana State U.

### **Facility Construction Projects**

This summer we broke ground on a 100 bed expansion to Buchanan Towers. The addition will be LEED certified at the silver level, although we may yet be able to achieve gold.

### **Departmental Initiatives**

We are in the 3<sup>rd</sup> year of our Residence Education Model, based on Baxter-Magolda's theory of self-authorship. This year we are focusing on a tri-faceted assessment of the model.

## Green River Community College

Submitted by: Lauren Pigott, Assistant Director of Housing & Residence Life

### **Facility Construction Projects**

Just before Fall Move-In, 25 of the 85 apartments at Campus Corner Apartments (CCA) received all new carpeting. Throughout the rest of the year, carpets will be replaced with the goal to have all of them replaced by this time next year. The new carpet is more of an industrial grade than the previous carpeting and is a rich blue color. Additionally, all mattresses were replaced the Friday after the quarter began. Imagine the challenge of replacing mattresses in occupied rooms! Residents received notice and were even give the option to have their beds remade by the work crew. Many residents took advantage of that service and have been sleeping very well since. CCA is also proud to have donated over 300 used mattresses to the Northwest Furniture Bank, a non-profit group that provides basic furnishing to individuals in need. The replacement effort occurred so smoothly thanks to the combined efforts of CCA staff, volunteers, the cleaning crew, and GRCC Campus Safety.

## Traditions

The RA staff held the “Aloha Welcome Social” to kick-off the Fall Quarter. Residents were invited to play human bingo during the icebreaker-some residents filled their whole board! Pizza, chips, lemonade, and cookies were served. Residents enjoyed face/body painting, volleyball, badminton, frisbee, and Twister. Over 100 CCA residents attended this awesome event.



### Washington State University

Submitted by: Eleanor Finger, Director of Residence Life

Greetings from Pullman and Happy Fall Everyone!

We’ve had a very energetic kick off to the school year with the exciting opening of our new residence hall, Olympia Hall, as well as showcasing our refurbished McEachern and Stephenson North Halls. Things went very well and students got settled in quite easily. As the semester got underway, we had our first run with the H1N1 and Influenza-like-Symptoms flu on campus. A number of students, or their roommates, were ill and practiced the social distancing while hunkering down in their rooms to ride out their 3-5 day illness. Flu buddies, on the floors, assisted with meals and communities really came together to support those who were sick. As a result we have seen an increase in hand washing behavior as well as a sense of mutual care for fellow cougars between and among our residents! (While effective, we don’t recommend the flu for community development!) We would be happy to share our H1N1 flu protocol if it could be helpful. Please just let us know by contacting Lisa Masters at (509) 335-2612.

Some other great things that have been happening at WSU include, but are not limited to:

- Our Science, Technology, Engineering and Math (STEM) program has been relocated to the Stephenson Towers so that this living learning community can expand over time and still house its students under a shared roof!
- We have our first National Student Exchange RA with us from Michigan State University and she’s doing a fantastic job on staff!
- This summer we had a wonderful face to face meeting with our UNE counterparts here in Pullman to review, evaluate, and improve our Australian Exchange Program and have two stellar RAs from Downunder who have also acclimated well to WSU’s culture!

Our RA application process is underway and Homecoming is already upon us! It’s hard to believe how fast the time flies but we’re having fun!. We are so appreciative of our campus partners who continue to support our daily operations and hope that all of you have had positive starts to the academic year! Stay well and GO COUGS!

### University of Washington

Submitted by: Clive Pursehouse, Administrator for Residence Residential Life

### Staffing Changes

Darcy Canseco has decided to leave HFS and pursue other interests, including moving into her new house with her husband and getting two dogs. Darcy served as the Resident Director for HFS for three years, two years in McMahan Hall and one year in Hansee Hall. We thank Darcy for her significant contributions to the Residential Life Program and HFS during her tenure, and we wish her all the best.

David Daniels, Jr. is the newest member of the Residential Life Team. David most recently worked as a Resident Director at Santa Clara University and prior to that worked as a Graduate Hall Director at the University of Connecticut. David completed his master of arts in education, higher education and student affairs at the University of Connecticut and earned his undergraduate degree in elementary education at the University of Montevallo in Montevallo, Alabama. David is the Resident Director for Hansee Hall.

*Administrators:*

Clive Pursehouse will oversee all North Campus residence halls.

Erica Barton will oversee all West Campus residence halls and Stevens Court Apartments.

Christopher Glenn will oversee Family Housing apartments and Nordheim Court.

*Resident Directors:*

Katie DeWilde will be staying in McCarty Hall for her third year.

Michelle Primley will be staying in Haggett Hall for her second year.

Rob Lechtenberg will be moving up the hill from Family Housing/Nordheim Court to McMahan Hall North in mid-July. Rob will be entering his third year with HFS.

Zach Tobin will be staying in McMahan Hall South for his third year.

Melanie Mitchell will be staying in Terry Hall for her third year.

Kelly Schrader will be staying in Lander Hall for her third year.

Megan Graves will be staying in Mercer Hall for her second year.

Jennifer Connors will be moving down from McMahan Hall to the Stevens Court Apartments in mid-July. Jen will be entering her second year with HFS.

Sarah Gremer will be moving from Stevens Court Apartments to Family Housing/Nordheim Court in mid-July. Sarah will be entering her fourth year with HFS.

We are delighted to welcome David to the Department and the Residential Life Team. David is joining a strong returning group of Resident Directors, a talented and experienced group that will continue providing excellent programs and services to our residential communities.

**Eastern Washington University**

Submitted by: Steve Bertram, Manager, Residential Life

**Staffing Changes**

Melanie Duggan, formerly a Program Assistant with responsibility for Family Housing as well as an Assignments assistant, was recently hired as Room Assignments Coordinator. This position was vacated by Misty Griffith. Congratulations Melanie!

**Facility Construction Projects**

We just implemented updates to our proximity (prox) card system where the student's EWU ID card is now the building exterior access card for all residents.

Louise Anderson Hall now has wireless connectivity throughout. All halls have common area wireless but this is our first step toward wireless saturation in all areas of all halls.

New lounge furniture for Streeter and Morrison and the Pearce Penthouse will enhance those spaces, making them both more functional and comfortable.

Hallway lighting replacement in Streeter makes for cheerier, brighter spaces.

Carpet replacement in the large LA lounge and throughout all common areas of Brewster rejuvenates the look and feel of those spaces.

Pearce Hall received vanity upgrades in all bathrooms creating more functional spaces with countertops.

**Traditions**

The 7<sup>th</sup> Annual House Calls will take place on October 27<sup>th</sup>. This event brings faculty and staff together for a meal and then each attendee is assigned a wing or floor of each hall to visit that evening. Feedback from students is always very appreciative that they would receive visits in their room...and it's always an extra surprise for those whom the President visits!

Homecoming brings a myriad of traditional components but perhaps the most valuable is the Food Drive Competition between halls which is always a source of pride for the winner.

### **Departmental Initiatives**

Opening nearly a month after WSU allowed us to learn from them about measured steps to implement in preparing for influenza concerns. We assembled Flu and Cold Kits and armed staff with FAQs to consistently respond to parent concerns and to better explain our plans for handling and helping sick students. Dining Services implemented a Pal Purchase program so that “flu buddies” could more easily make food purchases for others.

### **Seattle University**

Submitted by: Romando Nash, Director of Housing & Residence Life

### **Staffing Changes**

Seattle University welcomes the following staff members to the team for the 2009-2010:

Iesha Valencia is the new RHD for Champion Hall. Iesha comes to us from the University of Vermont where she did her masters work in Higher Education. She is originally from Northern California and did her undergrad work at the California State University, Chico where she earned a bachelor’s degree in Child Development.

Andrew McGeehan is the new ARHD for Champion Hall. Andrew grew up in New Jersey, but went to high school in Iowa and then went to Chapman University in southern California. He got his degree in Art History and has spent the past year working at Bates College in Maine as the Housing Coordinator and Residence Life Assistant. He is beginning his first year in the Seattle University Student Development Administration program.

Paige Gardner joins us as the new ARHD for Xavier Global House. Paige recently graduated from Mills College in Oakland, CA, with a degree in Child Development. Paige was born and spent a majority of her life in the Bay Area of California. She is beginning her first year in the Seattle University Student Development Administration Program.

### **Facility Construction Projects**

Seattle University has broken ground on a new 250 bed apartment style residence hall that will be located at the corner of 12<sup>th</sup> and Cherry. The hall will be a mixed use space that will feature retail and food venue outlets along with residential community space on the first floor. The majority of the apartments will be quads with each student having their own bedroom and two of the students sharing a bathroom space. Scheduled opening for this hall is Fall ’11.

### **Departmental Initiatives**

This year at Seattle University we are launching four Sophomore Engagement Learning Communities

Sophomore Engagement Learning Communities are communities designed exclusively for sophomores. These communities cater specifically to the sophomore experience in giving sophomores the opportunity to connect with faculty, Career Services, Academic Advising, and Center for Service and Community Engagement, and Campus Ministry to assist sophomores on their journey to self-discovery, vocational discernment, professional formation, and service.

The Sophomore Engagement communities bring together faculty, staff, and students around an innovative program that integrates Core courses, community-based learning, and residential education. Students take classes with others in their community and get involved in frequent and exciting co-curricular activities designed around the needs of sophomores such as retreats, specific career and academic guidance, and service trips in the local community.

We have also been able to partner these communities with a University wide committee that is focused on vocational discernment. We look forward to watching these communities progress throughout the year and provide our returning students with their own enhanced learning opportunities.

### **University of Puget Sound**

Submitted by: Shane Daetwiler, Director of Residence Life

### **Staffing Changes**

We welcome two new Resident Directors to Puget Sound. Travis Mears is our new Resident Director for Anderson/Langdon, Schiff and Harrington Halls. Travis will also provide some additional leadership in working with our Social Justice and Spirituality Department as well as Academic Advising. Travis completed in Masters work at Colorado State University and most recently joins us from

the University of Vermont.

Jenni Cinq-Mars is our new Resident Director for Todd/Phibbs Hall. This building hosts the majority of our Residential Seminars. Jenni also advises our Residence Student Association which is the executive group for our Residence Hall Associations. Jenni recently completed her Masters program at Seattle University and we are very excited to have her at Puget Sound.

Kelly Ammendolia has been promoted to Assistant Director of Residence Life. Kelly worked previously at Puget Sound as a Residence Director for University, Smith, Anderson/Langdon and Todd/Phibbs Halls over a two-year period. She has additional Residence Life experience at Washington State University and The University of Pacific. We feel very fortunate to have Kelly in this new role and look forward to reaping the benefits of her hard work.

Please welcome Travis and Jenni to NWACUO and give Kelly your congratulations when you see her at the conference.

### **The Evergreen State College**

Submitted by: Michael Sledge, Assistant Director for Residential Life

#### **Facility Construction Projects**

We completed renovations in three of our fourteen apartment buildings that involved new flooring and cabinetry as well as low-flow showerheads and toilets. Several community gardens have been planted and edible landscaping projects are firmly in the ground. The main campus dining facility was successfully moved to a new temporary location as we work to completely renovate our Campus Activities Building this year.

#### **Traditions**

Greener Spirit Night, a Resident Director-run event, was a rousing success, bringing all new residents (and many returning) together to learn about leadership opportunities on campus, as well as work within their living communities to create banners representing their shared values.

#### **Departmental Initiatives**

Sustainability continues to drive much of our work as we increase the amount of local and/or organic food served on campus, as well as promote recycling, waste reduction and composting among our new residents.

### **Gonzaga University**

Submitted by: Matt Lamsma, Associate Director of Residence Life

#### **Staffing Changes**

We have had a significant amount of turnover on the Residence Director team at Gonzaga. In May we said goodbye to Shane McKee and Jess Porras. Jill Yashinsky has moved on to work in the Student Life Office here at Gonzaga. In their places we have hired four new RDs.

- 1) Emmanuel Cannady is from LaCrosse, Wisconsin where he did both his undergrad and graduate course work.
- 2) Nicola Miller is originally from Boise, ID and is a graduate of Santa Clara University (twice, in fact). She has worked previously at Stanford and Google.
- 3) Joseph Sammut is from the Bay Area of California and is a graduate of UC Davis and the University of Dayton in Ohio.
- 4) Erin Yastro is from Pennsylvania and comes to us via Bucknell University and Bowling Green.

#### **Facility Construction Projects**

Opening Day at Gonzaga welcomed the first residents to Coughlin Hall. This new residence hall houses 325 first and second year students. The design takes much of the best of suite style living and pairs it with the best of the "double loaded corridor" style halls. Coughlin is home to our Service and Leadership Community, a coffee shop / bistro, and our first front desk operations in recent memory. It will be a great place to live and learn for our students.

#### **Departmental Initiatives**

We have begun conversations to alleviate some of the challenges of transitions between Summer Conferences and Fall Semester. This has long been a bumpy ride as three separate departments work to coordinate the transition from conferences and camps to full-time student housing.

### **PD Initiatives**

One of the highlights of RD Training this fall was an “underground” tour of the campus with the University architect. It provided us with a historical context to our campus facilities. A definite must repeat.

For RA Training our theme was “RA Smarter than a 5<sup>th</sup> Grader.” This game show theme challenged presenters to be interactive with their sessions and was very successful.

### **Facility Concerns/Issues Institution Facing**

Gonzaga welcomed it’s largest Freshman class in history. The number of incoming students was a bit unexpected for us and Housing was required to respond by leasing a wing in a local hotel. The River Inn Hall is directly adjacent to campus and houses 78 first and second year students. The addition of River Inn and Coughlin Hall means that we have more than 400 more beds on campus this fall than we did last fall.

### **Central Washington University**

Submitted by: Jenna Hyatt, Director of Residence Life and New Student Programs

#### **Staffing Changes**

Welcome New staff to CWU!

- Andrew Rogers- Residence Hall Coordinator from the University of North Texas.
- John Mounsey- Assistant Director for Housing from Truman State University.

#### **Facility Construction Projects**

Opening of Wendell Hill Residence Hall housing over 476 students. First hall built in over 40 years.

Wendell Hill Hall is a two-building, four-story hall with an interior based on an apartment-style layout. Rooms have up to four bedrooms, a shared living room, kitchenettes and bathrooms.

It has many green features, including water-saving plumbing fixtures, storm water treatment facilities, energy efficient heating, cooling and ventilation and recycling centers. Much of its construction materials were regionally produced or recycled.

#### **Departmental Initiatives**

- Initiating Mapworks Program this fall.
- Research project with ECHUG and Alcohol Edu to determine cost impact and outcomes.

# IDAHO

### **University of Idaho**

Submitted by: Ray Gasser, Director of University Housing

#### **Staffing Changes**

Addition of Dee Graham as the Area Coordinator for the Living Learning Community

#### **Facility Construction Projects**

Beginning half million dollar roof replacement of Wallace Residence Center

#### **Departmental Initiatives**

Added Microfridges to every room this fall standard, offering free laundry, and will be using EBI’s MAP-Works to help us identify at-risk students

# conference awards and scholarships

## 2010 NWACUHO VENNIE GORE SCHOLARSHIP

The NWACUHO Vennie Gore Scholarship is designed to make participation in the annual NWACUHO conference possible for graduate students and first-year professionals who are interested in working in housing and residence life. The scholarship is specifically “need based” to allow new professionals to attend whose personal funding or institutional support would normally prohibit participation. The 2010 conference will be held February 7 - 9, 2010 in Yakima, Washington, United States.

The Vennie Gore Scholarship is a needs-based scholarship that consists of a waiver of the conference registration fee and \$100 in travel expenses for the annual conference.

### Scholarship Information

- There are two scholarships available. **Eligible individuals are either graduate students or within their first three years of full-time professional experience at the time of nomination.**
- Applications must be received on time to be considered.
- Applicants must either be from a NWACUHO member institution or hold an individual paying membership.
- Recipients will be expected to submit an article to the May Soundings, the first publication after the conference.
- Winners will be notified by January 8, 2010.

A complete application consists of:

1. Application form completed by the potential scholarship recipient.
2. Responses to essay questions completed by the applicant.
3. A letter of support from applicant’s supervisor showing support and corroborating candidate’s need for financial assistance.

Applications must be submitted by email, memo or fax no later than December 11, 2009 **by downloading the application form from <http://www.nwacuho.org> in the Awards and Scholarships section.** Contact Josh Gana at [josh.gana@oregonstate.edu](mailto:josh.gana@oregonstate.edu) for more information.



## 2010 NWACUHO NEW PROFESSIONAL SCHOLARSHIPS

The New Professional Award is designed to make participation in the annual NWACUHO conference possible **for graduate students and professionals within their first three years of full time experience** who are interested in working in housing and residential life. The 2010 conference will be held February 7 - 9, 2010 in Yakima, Washington, United States.

The New Professional Award consists of: a waiver of the conference fee, room accommodations during the conference and reimbursement of travel expenses up to \$500 USD (receipts required).

### Scholarship Information

- There are two scholarships available: one for a Canadian delegate and one for an American delegate. **Eligible individuals are either graduate students or within their first three years of full-time professional experience at the time of nomination.**
- Someone other than yourself must nominate you.
- Nominations must be received on time to be considered.
- Nominees must either be from a NWACUHO member institution or hold an individual paying membership.
- Recipients will be expected to present, or co-present, a program during the conference as a condition of accepting the scholarship.
- Recipients will be expected to submit an article to the May Soundings, the first publication after the conference.
- Winners will be notified by January 8, 2010.

A complete application consists of:

1. A nomination form completed by someone other than the prospective award recipient.
2. A descriptive letter of nomination addressing the reasons for nomination as well as the nominee's current and potential future contributions to the profession

**To nominate an individual, submit the nomination form as well** as a descriptive letter of nomination **by email, memo or fax no later than** December 11, 2009. The nomination form is available for download at <http://www.nwacuho.org> in the Awards and Scholarships section. Contact Josh Gana at [josh.gana@oregonstate.edu](mailto:josh.gana@oregonstate.edu) for more information.



The Collegiate Readership Program, managed by USA TODAY, provides students with access to a daily assortment of newspapers on campus.

USA TODAY and a combination of local, regional and/or national newspapers (chosen for distribution by your college or university) are delivered each weekday morning to displays conveniently located in the lobbies of residence halls and other campus locations. Students then select one or more of the papers daily for their reading enjoyment.

The goals of the program are to encourage a lifelong newspaper readership habit and to increase students' knowledge of local, national and international events.

# nwacuho annual awards

## NWACUHO ANNUAL AWARDS

**Nominations Due: Friday, December 11, 2009**

NWACUHO is currently seeking nominations for three annual awards.

### **Excellence in Service Award**

The NWACUHO Award for Excellence in Service is designed to acknowledge the ongoing contributions of a professional in the NWACUHO region. The award will be given to a person who during the past year has demonstrated outstanding service to the region or at the national or international level.

### **The David B. Stephen Award**

The prestigious David B. Stephen Award recognizes a member of NWACUHO who, over their years of service, has provided outstanding contributions to our association. David B. Stephen served this organization as President, Newsletter Editor, and initiator of the Northwest Training Institute and in many other capacities during his tenure in the Northwest. Through this award, we wish to honor those who have contributed to NWACUHO with the same kind of spirit.

### **Lifetime Achievement Award**

The Lifetime achievement Award acknowledges the contributions that individual housing professionals within our region have made as leaders and mentors throughout the course of their careers, whether at NWACUHO regional institutions or elsewhere.

### **Nomination Process for all awards:**

Please submit a one to two page letter of nomination describing the contributions of the NWACUHO member no later than Friday, December 11th. The NWACUHO Executive Committee will select the award winner. Submit to Matt Lamsma, Past President at [lamsma@gonzaga.edu](mailto:lamsma@gonzaga.edu).

# new nwacuho awards

**Nominations/Bids Due: Friday, December 11, 2009**

### **OPERATIONS AWARD**

This award recognizes a member of NWACUHO for outstanding service in the operations areas during the past year (NWACUHO to NWACUHO). This award will be given to a person who has contributed best practices in their professional area. Special consideration will be given to those who have participated within the NWACUHO region through conferences, newsletter submissions, committee involvement, and other regional activities and events. Nominations will include a letter of support from the nominator.

### **NWACUHO BEST PRACTICES AWARD**

This award recognizes a member institution that demonstrates excellence in a designated area of student housing. A different area or function is selected each year for this award.

This year's theme: Social Justice Program

Nominations will be evaluated based on:

- The nominated institution's contributions to their institution and/or NWACUHO in the assigned area as selected by the executive committee.
- Quality of the program(s)
- Timeliness of the program(s) and the issues
- Demonstration of effectiveness or value
- Defined goals of the program
- Ability for some of the nomination to be adapted to other campuses

**Bid Information:** All entries must submit an emailed document of their program. Bids will be no longer than ten (10) pages (10-12 point type) this includes indices, letters of recommendation, text, etc.); covers and title pages are not included in the page count, dividers are included. All bids must contain page numbers. A letter of recommendation is required.

# nwacuho executive board positions available

## NWACUHO EXECUTIVE BOARD POSITIONS AVAILABLE

Letters of Interest / Nominations Due: December 4, 2009

There are seven positions open on the NWACUHO Executive Board. Becoming a board member is an excellent opportunity for anyone that is looking to expand upon his or her professional roles and fantastic way to give to the region. Nominees for positions on the Board of Directors must be employed at a member institution, have demonstrated a commitment to the mission and purposes of Northwest Association of College and University Housing Officers, have the fiscal support of their host institution, and must have expertise in areas relevant to the needs of the organization.

Some of the specific responsibilities are listed below. For more information, contact one of the current Board members or review the NWACUHO By-Laws on our website.

### Meeting Information

- The executive board meets 3 times a year.
- Dinner costs are covered during the meetings and lunch on the full meeting day is also covered, other meals are considered “on your own.”
- The meeting dress code is casual.
- Agendas are developed by the president, with input from ALL members of the board and sent out prior to the meeting.
- Flights and or other modes of transportation are taken care of by each individual and their home institutions. For members who are having difficulty covering the cost due to issues around budgets, the board may be able to assist in funding costs of travel.
- Hotel is covered during the fall and spring meeting, but during the conference it is up to institutions to cover your hotel costs.
- The fall meeting is usually held at the end of October, or the beginning of November and is held in the location of the upcoming February conference.
- Meetings begin on the first evening at 6 p.m. for group time and dinner, with meetings all the following day, and departure time around noon on the third day. There is a meeting tied to the annual conference and for this meeting we start on Friday night, meet most of the day Saturday.
- The conference runs Sunday evening through Tuesday evening’s closing banquet.
- The spring meeting traditionally alternates between Seattle, WA area and Vancouver BC area. The meeting is usually in May. Typically the schedule is like the fall meeting.

For the coming year (2010-2011) the following positions are available:

### President Elect (1 year term, 3 year commitment, elected)

The President-Elect is a one year term position on a three year track towards providing primary leadership for the association. As President-Elect, the incumbent is primarily responsible for the conference program and working with the host committee on the development of the year’s conference. Additionally, the President-Elect represents NWACUHO at the annual ACUHO-I Conference. The President-Elect transitions to become the Association President in his/her second year of service with the Executive Board, and then Past-President in his/her third year. The position is elected by the association’s membership.

### Products and Services Coordinator (2 year term, elected)

The Products and Services Coordinator coordinates all correspondence with corporate partners and exhibitors who are interested and involved in the Association. He / She coordinates the corporate partner and exhibitor program at the annual conference. The Products and Services Coordinator also works with the Corporation Membership Program and ensures that all vendor advertising is shown as promised.

### **Secretary (2 year term, elected)**

The Secretary is the official correspondent and record keeper of the Association. The Secretary is responsible for producing minutes of all Executive Committee meetings and the annual Association business meeting. The Secretary works with the Treasurer and Website Administrator to distribute and update annual directory information.

### **Treasurer (3 year term, elected)**

The Treasurer is responsible for the fiscal assets of the Association. He / She maintains a system for collecting annual dues from all membership institutions, and oversees the creation of an annual Association budget and annual Association audit. The Treasurer is responsible for presenting all financial updates to the membership at the annual business meeting.

### **Website Administrator (3 year term, elected)**

The Website Administrator is responsible for all aspects of the Association's "web presence" including but not limited to the [nwachuo.org](http://nwachuo.org) website and online registration processes. He / She coordinates with the Secretary and Treasurer to publish and update the on-line membership director.

### **Washington State and British Columbia Provincial Representative (2 year term, appointed)**

The State & Provincial Representatives act as a liaison to members in their respective state or province, and work to represent the concerns and voice of the association's membership. Representatives also work closely with the President Elect on the annual conference program. The positions are appointed by the President-Elect for a 2-year term.

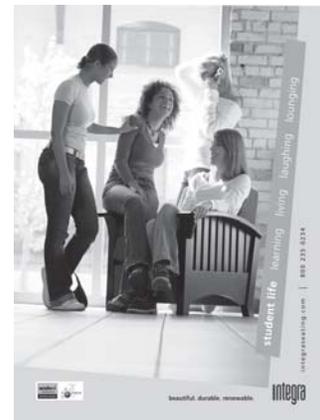
If you are interested in any of the above positions, or in nominating a colleague for one of these opportunities, please submit the following by **Friday, December 4, 2009**:

- a one page nomination statement and summary of experience for distribution to the association's membership.
- a letter of support of your involvement from your institution's Chief Housing Officer or immediate supervisor.

Note that the association has limited funds available to provide financial support for board member attendance at board meetings, and financial support from your institution is desirable. We do not

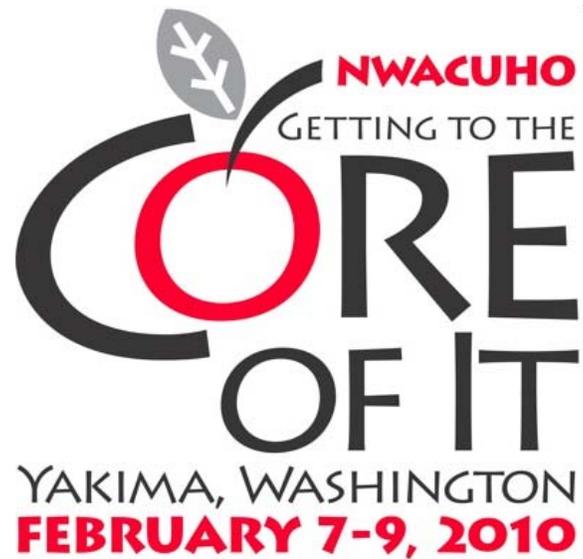
however, wish to discourage member involvement based upon financial restrictions.

Submit both to Matt Lamsma, Past-President at [lamsma@gonzaga.edu](mailto:lamsma@gonzaga.edu)



Done reading the *Soundings*? Pass it on!!

Please remember to share the *Soundings* with the rest of your colleagues in the office and on your respective campus. A digital copy can be found at [www.nwacuho.org](http://www.nwacuho.org)



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the soundings  
c/o brian stroup  
oregon state university  
102 buxton hall  
corvallis, or 97331