



nw
acuho

northwest association of college
and university housing officers

NEWMEMBERHANDBOOK

www.nwacuho.org • 2010 edition



Josh Gana
Incoming President, Outgoing Treasurer
Assistant Director for Operations & Facilities
Oregon State University

Greetings new NWACUHO members! Whether you are a seasoned veteran who has recently come to call the Northwest region your home, NWACUHO has a lot to offer. Whether it's attendance at the annual conference in Yakima, Washington, participation in a regional drive-in, networking with colleagues, or using our online resources NWACUHO has something for everybody. I'm proud to serve as the President with the rest of the Board of Directors during an exciting time in our history. As we focus on our core values – promoting best practices, providing meaningful professional development, encouraging collaborative sharing of ideas, and examining future trends – I encourage you to fully engage and become connected.

Prior to serving as President-Elect and President, I spent two years as Treasurer and two years as Website Administrator for NWACUHO and have

served on the planning committee for four conferences. I started out in the field as an RA, undergraduate Residence Director, and Block Coordinator at Gonzaga University. Upon graduation, I found my way to Washington State University in Pullman where I spent three years working fulltime as a Residential Education Director, also receiving a Master of Education in Higher Education Administration. In June of 2006, I moved to Oregon State University in Corvallis as Service Operations Manager, and have since transitioned into the role of Assistant Director for Operations & Facilities. During my nine years in the region, I've found NWACUHO to be an invaluable resource and opportunity.

Please don't hesitate to contact me at josh.gana@oregonstate.edu should you want to become more involved or have ideas as to how the Association can serve you better.

'Getting involved with NWACUHO was one of the best decisions that I had made as a new professional. It gave me an opportunity to meet other professionals who have helped me along my journey in Higher Education. Without the networking opportunities that I have experienced through Northwest I wouldn't have the career success that I do today.' –anonymous

Our Membership

NWACUHO is made up of individuals and institutions from the Canadian provinces of Alberta and British Columbia, and the American states of Alaska, Hawaii, Oregon, and Washington. This membership is available to either individual members of ACUHO-I, or to institutions of higher education within the region which have housing officers involved in the coordination of administration, educational programming, food service, and housing and maintenance operations for students and staff members on or off the college or university campus. All staff and faculty of member institutions who have major involvement in that institution's residence hall and family housing services and programs are welcome to participate in the activities of, benefit from the services of, and hold office within NWACUHO. Affiliate institutional membership may be granted by the Executive Committee in the case of governmental, nonprofit or commercial organizations engaged in activities directly

related to the purpose of the Association.

Our Mission

NWACUHO exists to meet the needs of our diverse membership by providing services and opportunities for professional development and collegial fellowship.

Core Values

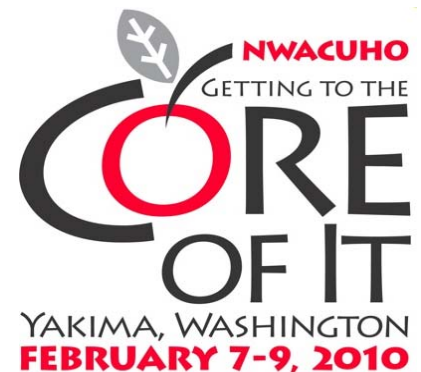
In 2008, NWACUHO executed a member survey to identify core values and purposes to guide the future of the organization. Throughout the next year, these purposes will be expanded and implemented:

- Promote Best Practices
- Professional Development
- Collaborative Sharing of Ideas
- Future Trends

Northwest Job Board

The NWACUHO website offers a convenient resource for professionals who are seeking employment opportunities in the region; a job database where member institutions may post position listings and information on application procedures and timelines.

Visit the website at: www.nwacuho.org and click on "Jobs"





Matt Lamsma
Outgoing Past President
 Associate Director for Residence Life
 Gonzaga University

This is my fourth year working in Residence Life at Gonzaga University, but I am a 10 year veteran of the NWACUHO region. As the Associate Director of our Residence Life program, I serve as the direct supervisor for our Residence Director team. Additionally I coordinate training and development, some of our judicial processes, and work to develop systems that encourage student success. One of my strong believes about Residence Life is that we are better when we are partnering in truly collaborative relationships with the entire University. In my position this turns into a lot of relationship building and discussing creative new ideas. My daughter – who is nine – is convinced that my job is to go to meetings and work with students who make “bad choices.” In a lot of ways she isn’t that far off :)

I am continue to be excited about NWACUHO. It is a great place to get involved and connect with other professionals from a wide-range of institutions. We have the great advantage of being an international region which affords us the opportunity to learn best practices from systems that may be different than the one that you come from. I encourage you to step outside of the group of staff you may have come with and get to know some of the great people in our region. These professional relationships will greatly benefit you (and them).

Structure of NWACUHO

NWACUHO is led by an Executive Committee consisting of the positions of President, President-Elect, Past- President, Secretary, Treasurer, Newsletter Editor, Product and Services Coordinator, and Provincial and State Representatives. All positions, except the Provincial and State Representatives which are appointed by the Executive Committee, are elected by the general membership. The following are the position descriptions of the NWACUHO leadership who are here to assist you:

President (1 year term; 3 year total commitment) - The President presides over all meetings of the Association and the Executive Committee. The President must present a report outlining the state of the Association at the annual business meeting, and represents the Association at the ACUHO-I Regional Presidents’ meeting. Lastly, the President fulfills all duties necessary to insure that the Association meets the expectations presented in its constitution.

President-Elect (1 year term; 3 year total commitment) - 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 annual conference program and working with the Host Committee on the development of the conference event. The President-Elect transitions to become the Association President in his or her second year of service with the Executive Committee, and then Past-President in his or her third year.

Past-President (1 year term; 3 year total commitment) - The Past-President coordinates the annual election process for Executive Committee officers. The Past-President facilitates the case study competition conducted at the annual conference and also assists the President and President-Elect in the overall leadership of the organization.

Newsletter Editor (2 year term) - The Newsletter Editor is primarily responsible for overseeing all production elements of the NWACUHO newsletter, *Soundings*, which is published four times per year. Duties include coordination of newsletter production timelines, layout editorial functions, and distribution.

Treasurer (3 year term) - The Treasurer is primarily responsible for providing fiscal guidance and advice to the organization and managing all on-going financial transactions and associated record keeping functions. The Treasurer prepares various reports on an on-going or as-needed basis including quarterly and annual financial reports and the annual proposed operating budget, as well as

coordinating membership dues.

Secretary (2 year term) - The Secretary is primarily responsible for maintaining the official records of the Association, including meeting minutes, membership listings, directories, and other information.

Product and Services Coordinator (2 year term) - The Product and Services Coordinator is primarily responsible for working with and acting as liaison for the exhibitors and sponsors of the Association.

State and Provincial Representatives (2 year term) - The State and Provincial Representatives act as a liaison to members in their respective state or province, and represent the concerns and voice of the Association’s membership. Representatives also work closely with the President Elect on the annual conference.

Website Administrator (3 year term) - The Website Administrator works to support the mission of NWACUHO by exploring, developing, and implementing various web-based services, programs, and information to members of the NWACUHO association and executive board in a timely fashion through the NWACUHO website.

New Board Members for 2010-2011

Steve Fitterer, President Elect
Mount Royal University

Lauren Piggot, Secretary
Green River Community College

Micheal Serephin, Treasurer
Willamette University

Ian Miller, Products & Services Coordinator
Central Washington University

Shari Walsh, British Columbia Provincial Representative
University of British Columbia, Okanagan

Kelly Ammendolia, Washington State Representative
University of Puget Sound



Richard DeShields
Past President
Senior Director for
University Housing,
New Student
Programs, Wellness
Central Washington
University

I am in my eighth year at
Central Washington

University and am the senior housing officer for the University as well as supervise our Wellness and Civic Engagement Centers on campus. I have also been involved as the regional Advisor for the Pacific Affiliate of College and University Residence Halls (PACURH) over the last five years.

I have been privileged to serve as the NWACUHO Secretary and the President over my past 7 years. NWACUHO is a great professional family. During my involvement over the last eight years, I have networked with great colleagues and been able to get involved in a close knit group. I look forward to meeting with many of you at our regional conference.

Remember, that our members are involved at all levels (entry, mid, and upper levels)...it's never too early to serve on the board or to get involved with NWACUHO. Don't hesitate giving me a call just to chat about NWACUHO or the profession!

Resources for New Members

Membership in the Association provides a number of tangible benefits to individuals and institutions. These include periodic publications, conferences, workshops, opportunities to serve in leadership positions, involvement in standing committees and networking tools.

Soundings Newsletter

Soundings is the newsletter of NWACUHO, and probably the most visible of the Association's membership benefits. It is published three times each year as a means to distribute information and ideas throughout the Association and to provide recognition to members for contributions that improve the management of student housing services.

Members are encouraged to submit articles for publication in the newsletter. Writing for publications is a fantastic way to learn more about a topic, as well as an effective means to improve and perfect your written communication skills.

If you would like to submit an article for publication, please either contact or send an electronic file version to the NWACUHO Newsletter Editor. You will enjoy the experience and be the richer for having accomplished it!

Conferences & Workshops

NWACUHO provides several conferencing opportunities throughout the year where members have the ability to network, share information and ideas, and participate in regional business. The annual NWACUHO conference, typically held in

February of each year, is the largest of the conferences. Central to the conference agendas are a wide range of participant-facilitated programming sessions and roundtables, keynote addresses, a growing job placement center, vendor exhibits, and several social events. During the remainder of the academic year, NWACUHO sponsors, often in cooperation with member institutions throughout the region, issue-specific workshops that apply to various areas of the profession. Announcements of these events are distributed to members via e-mail, or through printed materials that are sent to the institution's Chief Housing Officer.

Standing Committees

NWACUHO hosts a variety of committees and initiatives designed to address current and ongoing issues of our Association, as well as critical contemporary housing issues. The committees are chaired by NWACUHO State and Provincial Representatives, as well as Association volunteers, and are only limited by the initiative that members choose to take. Financial support exists to assist committee members carry out their initiatives. All members are welcome to submit interest to serve on a committee. Contact the current

committee chair (listed on the NWACUHO website), or an Executive member for more information. Examples of recently active committees include:

Academic Initiatives • Diversity • New Professionals • Newsletter • Student Leadership/Involvement

Of particular relevance to new professionals is the New Professional Committee, which serves to increase networking opportunities, update and maintain the New Member Handbook, and to offer a reception and orientation for new professionals at the annual NWACUHO conference. The committee is dedicated to: Creating an awareness of professional careers within housing • Helping new professionals feel welcome, and integrating them into the Association • Providing a welcome orientation for new professionals at the annual regional conference • Connecting individuals at conferences through sessions geared directly to new professionals

If you are interested in learning more about this committee, contact a member of the Executive Committee.



Clive Pursehouse
 Outgoing Products & Services Coordinator
 Administrator for Residential Life-Diversity Initiatives
 University of Washington

How's everybody? I'm not named after Clive Owen, but thanks for asking. I've worked at the University of Washington for six years. Prior to UW, I worked at the University of Pittsburgh as a Resident

Director. In my current role, I supervise the North Campus RD's as well as working collaboratively with departments across campus and lead our professional staff recruitment efforts. Want to work at the UW? Talk to me. In my spare time, I enjoy the outdoors, including backpacking, rock climbing, and cyclocross. I love sampling Northwest wines and cuisine. NWACUHO is a great opportunity to meet colleagues from new professionals to CHO'S and exhibitors. Say hello to someone you don't know! If you don't say hello to me, I'll come looking for you.



Patrick Cunningham
 Website Administrator
 Assistant Complex Director
 University of Oregon

Hello, I'm excited to serve as your NWACUHO website administrator. I have lived in Oregon all of my life and love the NW. I currently work as the Assistant Complex Director at University of Oregon and can't wait to get to know you through NWACUHO. As the website administrator, I deal with all things web including our website nwacuho.org, our social networks (Facebook & Twitter), as well as work with online registration for conferences and membership. If you have questions, want to add anything to the website, or have any feedback please let me know.

Financial Support

NWACUHO provides funding for various programs on a regional, national, and international level, including scholarships and reduced rates for conferences and professional development activities, publications, committee work, and recognition.

The following is a short list of the many initiatives that are supported by NWACUHO monies:

- Reduced member registration rates for the annual NWACUHO regional conference
- Contributions to the Northwest Residence Life Leadership Conference (NWRLLC)
- Contributions to the Northwest Training Institute (NWTI)
- Scholarship funding for attendees at the National Housing Training Institute (NHTI)
- Funding for the "Best of the Northwest" program presentation at the ACUHO-I annual conference
- Hosting of the NWACUHO Regional Reception at the ACUHO-I annual conference
- Funding for publications such as the New Professionals Handbook
- Funding for NWACUHO website hosting, maintenance and upgrades
- Funding for regional, state, and provincial day and drive-in workshops
- Funding for Standing Committee work
- Scholarship funding for the "Outstanding New Professional" and "Excellence in Service" annual award recipients

Need Funding?

You can request funding for an initiative you wish to facilitate on an individual, institutional, or state/provincial level. Funding requests are voted on at NWACUHO Executive Committee meetings, which are typically held in February, May, and November. A written proposal should usually accompany a Check Request Form (available on the NWACUHO website) that is submitted to the Treasurer.

Networking Tools

A significant part of NWACUHO's funding and leadership is directed toward a wide range of services designed to connect members to other professionals, as well as intra and inter-regional resources:

- Funding of the publication and mailing of the Soundings newsletter three times per year
- Funding, research, publication and mailing of the NWACUHO Regional
- Directory on an annual basis
- On-line professional colleague database, available on the NWACUHO website
- On-line library of files, programs, and training materials related to all aspects of housing, available on the NWACUHO website

In addition, NWACUHO and its member institutions maintain partnerships with vendor firms that offer a wide variety of products and services, and design ideas and innovations to improve the quality of life within student housing. These vendors frequently attend our annual conference, where an extensive exhibit fair is available for browsing by all conference attendees.



Jill Yashinsky
Outgoing Washington State Representative
Student Life Case Manager
Gonzaga University

Welcome to my favorite conference of the year, NWACUHO! This is my fifth year of involvement with the best regional organization in the country! I started my residence life work as an undergraduate at St. Norbert College in Green Bay, Wisconsin, and also served as an ACUHO-I Intern at Kansas State University. Upon finishing my undergraduate career with a BA in Communications and a minor in Leadership Studies, I began my professional career at Washington State University as a Residential Education Director. WSU also gave me an opportunity to serve on a host committee for NWAUCHO 2006! A year later, I moved to Gonzaga University in Spokane, where I have been for the previous three years as a Residence Director before moving to the Student Life Case Manager role, where I now work with some of our challenging and challenged students. Since last year's conference, I have finished my M.A. in Organizational Leadership and gotten married. This year has brought a ton of change, but I'm enjoying living off campus! In my spare time, I enjoy reading, jewelry making, baking, sports (college basketball and Packer football) and gardening.



Stephanie L. Self
Alaska Representative
Residence Hall Coordinator
University of Alaska, Southeast

Welcome to NWACUHO! Having relocated to the Alaska/Yukon region, I have found NWACUHO to be a great mechanism for helping me get to know other housing professionals in the Northwest region. Originally from Kentucky, I completed my BA in political science and my MA in Education (Student Affairs) at Western Kentucky University. My professional background includes 10+ years of hotel/restaurant management experience, teaching English composition and ESL courses, as well as working in International student services, and assisting with Greek Life. At UAS, I oversee first-year students, housing judicials, our residence life staff, social programming, and summer conferencing. I am proud to serve the Alaska/Yukon region.

Association Awards and Honors for New Professionals

The NWACUHO New Professional Scholarship

The NWACUHO New Professional Scholarship is designed to make participation in the annual NWACUHO regional conference possible for graduate students or professionals with less than three years of experience who are interested in working in Housing and Residential Life. The award consists of a waiver of the registration fee, accommodations during the conference, and reimbursement of travel expenses up to \$300.00. The award will be given to one new professional each from a Canadian and American member institution, as selected by the NWACUHO Executive Committee. The recipients will be expected to present (or co-present) a program on a housing related topic of their choosing during the conference as a condition of receiving the award.

The ACUHO-I New Professional Scholarship

Established in 2005, the ACUHO-I New Professional Scholarship provides up to \$1000 U.S. toward registration, hotel, meals, and transportation for the recipient to attend this year's ACUHO-I annual conference. This scholarship opportunity is provided to encourage:

- Critical thinking around relevant and important issues in the field
 - Professional writing experience and practice
 - Involvement in regional and professional organizations
 - Innovative and creative approaches to important issues
 - Professional development opportunities
- The ACUHO-I New Professionals Scholarship opportunity is available to those who:
- Have no more than three years of fulltime experience in the Housing & Residence Life career field
 - Are undergraduate and graduate school experience is not counted in the "three year" limit requirement

The Annual Conference Case Study Competition

Each year at the annual conference, new professionals are given the opportunity to participate in a case study competition. Participants are placed into inter-institutional groups and given a residence life or housing scenario to analyze.

On the second day of the conference, groups give presentations which are judged by senior residence life and housing officers. A winning team is selected and the award is presented at the closing banquet.

Best of the Northwest

Best of the Northwest recognition is bestowed upon the top program session presenters from each annual conference based on evaluations

by conference attendees. Selection takes into account the relevance of the content as well as the quality of the presentation. Each year, one program is selected for Best of the Northwest recognition, as well as a runner-up and three honorable mentions. The presenters of the top program receive a NWACUHO sponsored trip to the ACUHO-I annual conference to present their program.

The NWACUHO Vennie Gore Scholarship

The NWACUHO Vennie Gore Scholarship 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 residence life. The scholarship is specifically "need based" to allow new professionals to attend whose personal funding or institutional support would normally prohibit participation.

This is a needs based scholarship that consists of a waiver of the conference registration fee and reimbursement of up to \$100 in travel expenses for the annual conference. Two awards will be given for the 2010 conference.

Other Awards

- The David B. Stephen Award
- The NWACUHO Award for Excellence in Service
- The Lifetime Achievement Award
- Operations Award



Evan Hilchey
 Outgoing British Columbia Representative
 Residence Life Manager
 University of British Columbia

Welcome to NWACUHO and the NWACUHO Regional Conference. I currently work as a Residence Life Manager at the University of British Columbia (UBC). Originally from Nova Scotia, I sought an on-campus-experience and moved to Ottawa, Ontario to attend Carleton University (BA), London, Ontario to attend the University of Western Ontario (BEd) and made the move to UBC (MEd and EdD) five years ago for my current position. It was after teaching for about a year that I decided to work fulltime in the housing profession, and the rest is history. The opportunity to connect and build relationships amongst the profession is a focal point of any conference, and I hope you use the opportunity to attend the regional conference as means to develop lasting relationships amongst your peers. Enjoy the conference!



Brian Stroup
 Newsletter Editor
 Area Complex Director
 Oregon State University

Hi, my name is Brian Stroup and I am very excited to be serving in the role as Newsletter Editor. I have lived in Oregon most of my life and am a big fan of Oregon State. I completed my undergraduate degree in Business and my graduate degree in College Student Services and Administration both at OSU. I am currently working as an Area Complex Director. When not working, I love spending time outdoors hiking, camping, and backpacking around beautiful Oregon. I also love to play golf and read. I would like to give you a warm welcome to NWACUHO and please enjoy the conference!

Professional Development

NWACUHO supports several programs and organizations that provide its members with the opportunity to enhance their educational development, and intensify their programmatic, leadership, and advising skills:

National Housing Training Institute

Hosted annually by the University of Maryland at College Park, the National Housing Training Institute (NHTI), has accommodated over 350 attendees in the past twelve years. NHTI provides each participant with the opportunity to meet and interact with other colleagues, as well as develop a professional development plan. As the field of college and university housing evolves, the Institute seeks to provide housing professionals with the necessary skills and competencies to meet the current and future demands of the profession. More information is available on their website: www.resnet.umd.edu/nhti.

Residence Life Professional Association

Originating in the province of Alberta, Canada, this dynamic association has grown to include member institutions from Saskatchewan, British Columbia, and Montana. The purpose of RLPA is to provide a venue for residence life professionals to share information, to address regional issues, and to offer skill development for all members. The Association hosts a student leadership conference every September, supports the Alberta Student Services Conference in May, hosts professional

development workshops in June, and holds general meetings in November and in March. For more information, visit their website at www.rlpa.ca.

Pacific Affiliate of College and University Residence Halls

The National Association of College and University Residence Halls (NACURH) is the national umbrella association that is comprised of eight affiliate regions (the majority of NWACUHO member institutions are part of the Pacific Affiliate, or PACURH). The purpose of NACURH is to design and facilitate programs and informational services to promote the educational goals of residence hall students through discussion groups, seminars, and speakers at the annual national and regional conferences. NACURH is the largest student-run, non-profit organization in North America. NACURH, PACURH, and IACURH also offer a wide array of resources and programming opportunities for professional advisors. If you are looking for information on how to get your Residence Hall Association involved in the region, learn more on their website; www.nacurh.org.

ACUHO-I Stars College

Initiated in 2003, the ACUHO-I STARS

College is a precursor to the annual national conference, where forty current college sophomores and juniors interested in a career in housing enroll in an intensive two-day session with leaders from many areas of the field. Registration is available in January of each year. For more details and information, please refer to the ACUHO-I website at www.acuho-i.org

ACUHO-I Housing Internship Program

Since 1977, ACUHO-I has coordinated the Housing Internship Program, which has allowed numerous host colleges and universities the opportunity to offer valuable opportunities to both undergraduate and graduate students to gain experience and insight at another institution and to gain a better appreciation of the housing professions. More information is available at www.housinginternships-acuho-i.com.



Natasha Reynolds
Alberta Representative
Assistant Residence Manager
Mount Royal University

Hi NW, my name is Natasha Reynolds and I am the current Alberta Representative on the NWACUHO executive. I am the Assistant manager in Residence Services at Mount Royal University in Calgary Alberta and my passions include travelling,

social justice initiatives, and simply living with purpose. As the Alberta Rep my job is to help keep you connected to the organization. I am here to share the latest and the greatest and of course to answer any questions you might have! If you are a new professional and have any questions about how to get involved with North West, please don't hesitate to reach out cause that's exactly what I'm here for.



David Craig
Oregon Representative
Assistant Director
Oregon State University

Hello! I am Dave Craig and I am the Oregon Representative. I was born and raised in

Portland, Oregon and went to school at Oregon State University. I worked briefly at Carroll College in Montana, before returning to Corvallis, Oregon to work as the Assistant Director of Residence Life at OSU. In my spare time I enjoy spending time outside exploring the Great Pacific Northwest with my wife and three children.

Recommended Reading List

Learning

Learning Reconsidered: A Campus-Wide Focus on the Student Experience

Realizing the Educational Potential of Residence Halls, Charles Schroeder and Phyllis Mabel

Student Success in College: Creating Conditions That Matter, Elizabeth Witt, George Kuh, John Schuh, Jillian Kinzie

Perception

Blink: The Power of Thinking without Thinking, Malcolm Gladwell

The Tipping Point: How Little Things Can Make a Big Difference, Malcolm Gladwell

Mentoring

Big Questions, Worthy Dreams: Mentoring Young Adults in Their Search for Meaning, Purpose, and Faith, Sharon Parks

Diversity

What Makes Racial Diversity Work in Higher Education: Academic Leaders Describe Successful Models, F. Hale

Multicultural Competence in Student Affairs (Jossey-Bass Higher and Adult Education Series), Raechele Pope, Amy Reynolds, John Miller

The World Is Flat: A Brief History of the Twenty-First Century, Thomas L. Friedman

Finance

Contemporary Financial Issues in Student Affairs: New Directions for Student Services #103, John Schuh

Binge: What your college Student Won't Tell You, Barrett Seaman

First Year Experience

Challenging and Supporting the First Year Student: A Handbook for Improving the First Year of College

Organizational Behavior

Organizational Behavior: Foundations, Realities, and Challenges with CD-ROM and InfoTrac, Debra Nelson and James Campbell

Rethinking Student Affairs Practice, Patrick Love and Sandra Estanek

Goal Setting

The Goal: A Process of Ongoing Improvement, Eliyahu M. Goldratt and Jeff Cox

Who Moved My Cheese?: An Amazing Way to Deal with Change in Your Work and in Your Life, Spencer Johnson and Kenneth Blanchard

Legal Issues

Law of Higher Education: A Comprehensive Guide to Legal Implications of Administrative Decision Making, William Kaplan and Barbara Lee

The Rights and Responsibilities of the Modern University: Who Assumes the Risks of College Life? Robert Bickle and Peter Lake

Leadership

The Leadership Challenge, James Kouzes and Barry Posner

Generational

Millennials Go To College, Neil Howe and William Strauss

History

American College and University: A History, Fredrick Rudolf

Counseling

Motivational Interviewing: Preparing People for Change, William Miller and Stephen Rollnick

College of the Overwhelmed: The Campus Mental Health Crisis and What to Do about It, Richard Kadison and Thereasa DiGeronimo

General Student Affairs Books

Student Development in College: Theory, Research, and Practice, Nancy Evans, DeAnna Forney, Florence Guito-Dibrito

Handbook of Student Affairs

Administration, Margaret Barr and Mary Desler

Beginning Your Journey: A Guide for New Professionals in Student Affairs. M.J. Amey, L. M. Reesor, (Eds.)

Communication

Verbal Judo: The Gentle Art of Persuasion, George Thompson and Jerry Jenkins

Greetings!

On behalf of the Northwest Association of College and University Housing Officers, we want to welcome you to the 2010 NWACUHO Conference! We hope this conference will give you a great opportunity to network with others in the region while also allowing you to grow your skills and share resources with others.

We are excited to be hosting this year's event and look forward to providing a valuable and fun-filled professional development experience in Yakima, Washington. Our theme, "*Getting to the Core of It*" is descriptive of both the work we collectively engage in as a profession as well as the unique attributes that are hallmark of the Pacific Northwest.

This brochure was developed to help prepare you for our annual conference. Just as new freshman find the college campus daunting, you may find entering into this new experience just a bit intimidating. We assure you that the NWACUHO region is one of the most welcoming and friendly in the nation! Feel free to contact either of us if you have questions or concerns about what to expect in Yakima! All questions are welcome!

We can't wait to meet you!

Sincerely,

Jill Yashinsky-Wortman
Washington Representative
yashinsky@gonzaga.edu

Tash Reynolds
Alberta Representative
nreynolds@mtroyal.ca

NWACUHO New Professionals Committee Chairs

Professional Development Opportunities for New Professionals

If you are new to NWACUHO, attending regional conferences, even in the friendliest of regions, can leave you feeling like a freshman at move-in day. There are some things that resemble everything you thought you knew, yet you are not completely sure you truly know anything and are thoroughly intimidated by the upperclassmen and women who seem to have it all together. Here are some tips to help you feel more comfortable and engaged in NWACUHO conference experience!

- You often get name tags with ribbons attached to them that say things like "New Professional" or "Presenter." Think of those ribbons as post it notes of conversation tips. Ask other new professionals what their experiences have been like. Most of the time, they have gone through some of the same road bumps of being a new professional. Ask presenters what they are presenting about, why they found that topic interesting, etc. Encourage people to talk about themselves!
- Though it is human nature to stay in our comfort zones and talk to people we already know, sit at tables with people you do not know, at least for one day of the conference. If you do not feel comfortable on your own, take one colleague with you. Meals are a great time to chat with people in a less formal environment. There are also enough people at tables to carry the conversation until you are comfortable enough to jump in.
- Attend the New Professionals events, including Monday night's New Professional dinner. Find a couple of other new professionals and chat with them. Make plans to meet up again at one of the breaks and go around to visit with exhibitors with one another.
- Present a program! We are all experts on something, so share your knowledge! If you are not sure what you are expert on, ask your colleagues and supervisors. If you do not feel comfortable on your own, ask a friend or mentor to present with you. Two presenters equal half the stress. If you aren't presenting this year, brainstorm some ideas for next year!

- Conferences are a time when business cards fly! After you meet someone and get their card, write some notes about the conversation you had and any other interesting things about them on the back of their card. This gives you a great starting place after the conference for e-mail correspondence about topics or issues, while also integrating the personal element. The conference attendee list is another great place to make similar notes. Do not be afraid to e-mail these people after the conference to ask them more about their areas of expertise or to get advice on how to handle a particular challenge.
- Participate in the Case Study and asked to be paired up with people you do not know. You can learn a lot about other institutions and the way they operate through informal conversations with your case study partner(s). Just like high stress situations can bring our residence hall communities together, the false sense of high stress from the competition can also bring yourself and your partner(s) closer.
- Check out the recommended reading list in this handbook. Reading *the Chronicle of Higher Education*, *Soundings*, and *Talking Stick* on a regular basis are also easy ways to gain professional development, especially in tough economic times.
- Become a writer for *Soundings*, the NWACUHO Newsletter. The *Soundings* is published four times each year, with opportunities for new writers every time. Contact Brian Stroup, the Newsletter Editor (brian.stroup@oregonstate.edu) to find out how to get involved!
- NWACUHO also has various engagement opportunities for anyone in the region, including the opportunity to work on engagement activities for that year. For this year, NWACUHO members can get involved with: newsletter committee, new professionals committee, social justice initiatives, the promotion of student leadership opportunities, or helping create resources for annual drive in conferences. Stop by on Tuesday of the conference to learn about these engagement opportunities and help identify new needs for next year!
- NWACUHO has funding for one Drive In Conference per state/province each year. Get ambitious and plan your Drive In! Your state/provincial representative can help you figure out where to start!

These are just a few ways that you can grow as a professional during your time with NWACUHO!

What do Exhibitor Breaks have to do with New Professionals?

NWACUHO is small region, and with that reality come some excellent opportunities. Each year the conference will attract between 150-225 people, which by comparison with other regions, is quite intimate. With this intimacy comes opportunity to engage and converse with a small and more comfortable group of colleagues, including our exhibitors and corporate partners.

Many new professionals are a bit wary of talking with exhibitors. They're afraid that they might walk away from the conversation feeling like they've committed their campus to the delivery of 349 new mattresses. This is not the case at all. Exhibitors are aware that you are not in charge of purchasing for your department. In all likelihood, they know that person on your campus, and may have already spoken to them before the conference.

When an exhibitor approaches you in the exhibit space, their goal is not to make a sale, but rather to let you know about their product. Their goal is to build a relationship with you. They want to hear what you think about chairs, and software and laundry services. They want to hear what the students have told you. They don't get that kind of direct input from the purchasing staff on campus. Please take advantage of this opportunity that NWACUHO provides you to interact with professionals who are serving your students indirectly, by making products that they use and that have a day to day impact on their lives, and ultimately their satisfaction with the time they spend in your facilities and at your programs.

The exhibitors who work with NWACUHO are a committed bunch. It's very rare for us to have exhibitors come to one conference every great once in awhile; instead we have a group of exhibitors who have been with us for several years. They know our region and the professionals who work in it.

While you're meeting exhibitors, say thank you. Without the assistance and financial support of the exhibitors, the annual conference, particularly on the scale that it is currently provided, would not be possible. At the conference, you will get the chance to play exhibitor bingo. Once you've got your bingo card stamped, and found out a little more about how their software, or flooring, or furniture might go over with your students, tell them thank you for their support. Without it, who knows where we'd be.

NWACUHO 2010

Plans and Housing

This year's conference is being held at the Red Lion Hotel in Yakima, Washington! Please make sure to contact the Red Lion Hotel to book your room. You are also welcome to come early or stay late at the Red Lion for a special price of \$98/night. Room reservations can be made at www.redlion.com and **use the code COLL0204 to receive the conference discount. This nightly rate includes breakfast which is not included in other offers.**

If you are flying to the conference, there are connecting flights from Seattle to Yakima Air Terminal – McAllister Field on Horizon Airlines. If you are coming from Canada, please make sure to bring your passport. NWACUHO has also worked with Horizon Air and Alaska Airlines to get a 10% discount on a flight from any US or Canadian city to Yakima between February 3 and February 12, 2010. When making your reservation through a travel agency or the Horizon Groups Department, the group ID is **CMT1342**. When using the web to make reservations, the group ID is ECCMT1342 and must be placed on the “discount code” box to receive the contracted discount. This discount does not apply to web special fares and companion fares.

Red Lion Hotel provides complimentary shuttle service from McAllister Field to the hotel. Just call (509-248-5900) the hotel once you have arrived!

Budget (www.budget.com) and Hertz (www.hertz.com) rental car companies are located in the main lobby of the terminal. Budget's telephone number is 509-248-6767 and Hertz's number is 509-452-9965. Check the rental car company websites for the most up-to-date information and competitive fares.

If you are driving from the airport, please follow the instructions below:

Leave the airport on W. Washington Avenue going southeast (turn right)
Turn left on S. 16th Avenue
Turn right on W. Yakima, Avenue
End at Red Lion Hotel at 607 E. Yakima Avenue.

The Bellair Charters/Airporter Shuttle is also available from Seattle to Yakima. For schedules, fares, and reservations, please check the website at www.airporter.com/shuttle. It takes approximately 3 hours to travel from Seattle to Yakima.

Preconference Activities

Preconference activities are available again this year. Check out the NWACUHO website for this year's activities, including a wine tasting, cross country skiing/hiking trip, a visit to the Yakima Cultural Center, or a self guided walking tour in downtown Yakima! Click on preconference activities for details!

What to Pack

Average temperatures in Yakima during February are usually around 30-40 degrees Fahrenheit. You will be inside for most of the conference, but will be leaving the hotel to go to the conference center for programming sessions and speakers each day. Conference apparel is business casual until the final closing banquet on Tuesday night, where attendees typically like to dress up a little more. If you are planning on participating in the Gear Exchange on Monday afternoon, you will want to bring a piece of apparel or something else with your school's logo on it to trade.

The Red Lion also has free internet for all NWACUHO guests. The hotel's two pools will be closed due to winter, so leave your swimsuits at home! There is a work out facility in the hotel for guest use.

We are excited to meet you in Yakima! Feel free to contact us with questions prior to the conference!