

Session 1 - Monday, February 8: 9:45 - 10:40 AM

Grassroots Efforts to Prevent Power-Based Personal Violence on College Campuses

Andrea Easlick, Health Educator, Central Washington University

Nikki Newsome, Student, Central Washington University

Room 100; Supervision & Advising Track

Participants in this session will learn about a power-based personal violence program aimed at college students. The program, Green Dot, provides campuses the opportunity to talk about an oftentimes difficult topic in a way that is engaging, interactive, and even fun. Its grassroots type strategies address the significance of sexual violence on college campuses and allow for brainstorming creative ways to educate individuals about how to effectively prevent these crimes from occurring in the future. Participants will leave with detailed information about how Green Dot can be implemented at other institutions.

Millenials Working Among Us

Brian Stroup, Area Complex Director, Oregon State University

Room 200; Supervision & Advising Track

In 2002 Student Affairs and Higher Education were amazed and enlightened by information written by Neil Howe and William Strauss about a new generation called Millenials. This session will examine the next phase that Millenials are entering which is becoming a part of the workforce that we in housing interact with on a daily basis. This session will draw from information learned from an ACUHO-I Webinar presented by Neil Howe on this latest phenomenon as well as incorporate other recent literature and study on the subject. Attendees of this presentation will walk away understanding how Millenials in the work force may affect the work they do as well as find ways to strategically work effectively with this new type of worker.

Growing From A Core of Tradition

Jennifer Betschart, Resident Director, University of Alaska Fairbanks

Room 300; Supervision & Advising Track

Traditions are a valuable part of every community and can serve as an important tool to your institution, be it a large university or a small college. During this session we will focus on: the value of traditions; creating a new tradition and reinventing old ones; current traditions on various campuses; a case study from the University of Alaska Fairbanks; challenges of implementing macro traditions; and measures of success when evaluating a tradition.

The Core of a Painting Project

Evan Hilchey, Residence Life Manager, University of British Columbia

Erin Hogg, Residence Coordinator, University of British Columbia

Room 400; Operations, Facilities, & Housing Services Track

In this session, participants will learn about the Thunderbird Painting Project; a facilities project to re-paint an entire upper-year residence community comprising of 403 suites and office space. Participants will leave with an understanding of the process developed, the challenges faced and student satisfaction levels with their experience.

Conduct Tips and Productive Sanctioning

Christopher Glenn, Administrator for Conduct & Compliance, University of Washington

Room 500; Supervision & Advising Track

Within the context of student conduct, this session will include brief presentations on two new interactive workshops that are focused on ethical decision making and community living. Additionally, we will capitalize on the expertise and experiences of those in the room as we discuss tips for managing conduct meetings, sanctioning, conduct process surveys and working with student leaders in the review and development of policies. Participants are encouraged to bring their most productive practices and creative ideas to share with the group!

Inclusive Leadership: A Skills Based Training Mode

Clive Pursehouse, Administrator, University of Washington

Katie DeWilde, Resident Director, University of Washington

Michelle Primley, Resident Director, University of Washington

Room 600; Organizational Development Track

Diversity training for RAs is typically relegated to a few exercises of self disclosure, or identity and a debrief. Dealing with bias incidents and issues of discrimination is a difficult task, yet it's expected of RAs on their floors. In an effort to give them the proper tools for the job, the University of Washington has looked carefully at the skills we want RAs to take into these conversations and situations. We adapted an Inclusive Leadership approach to our training, focusing on teaching RAs skills to address situations, and facilitate an environment where all of our residents feel at home.

Session 2 - Monday, February 8: 11:15 AM - 12:10 PM

Cage Match: Or How To Deal With Difficult Student-Staff

Andrew Rogers, Residence Hall Coordinator, Central Washington University

Ian Miller, Residence Hall Coordinator, Central Washington University

Room 100; Supervision & Advising Track

As a new housing professional, leading student-staff members can be difficult, even more so when a student-staff member doesn't want to be led. What do you do with employees that constantly question your decisions, buck your authority and make your job much more frustrating? Before you challenge them to a fight in a cage match, you might find this program helpful. We'll dissect the different types of "difficult" staff members, examine effective ways to work with them, and discover how to change work behavior. We'll brainstorm how to bring harmony to your team and avoid those brutal cage matches.

Overhauling a Programming Model

Julie Guindon, Residence Life Coordinator, University of Calgary

Room 200; Supervision & Advising Track

Summer projects are a great opportunity to tweak or rework those tired every day areas of the Residence Life Cycle. This past summer the University of Calgary revamped and put new life into our programming model. Learn what was useful for our student staff and how they've put the model into action. Connect with others in a round table discussion of where struggles lie in your model and suggestions on how it can be more user friendly and purposeful for your student staff. Participants will leave with our model, compiled research, struggles and successes with the process, manual resources, and training materials.

Practicing Healthy Self-Care: Getting to the CORE of our Personal and Professional Success

David Daniels, Resident Director, University of Washington

Room 300; Supervision & Advising Track

The constant contact with students and the ever present responsibility to ensure the health & safety of several hundred students at any given moment can cause quite a bit of stress. While we are busy promoting wellness with our students, we may find ourselves ignoring the need to discover our own need for wellness. Getting to the CORE of the matter, the presenter will share his personal story of managing anxiety & stress, focusing on Generalized Anxiety Disorder (outlined by National Institute of Mental Health) and cognitive distortions. Participants will comprehend & analyze practical ways to promote self-care.

Housing Sustainability Initiatives at The Evergreen State College

Britt Q. Hoover, Resident Director of Apartment Housing, The Evergreen State College

M'Liss DeWald, Resident Director of First-Year Housing, The Evergreen State College

Room 400; Operations, Facilities, & Housing Services Track

The Evergreen State College is a nationally recognized leader in campus sustainability and environmental stewardship and those same values influence Residential and Dining Services daily operations and programs. This presentation will

share the innovative initiatives and services we provide to our residential community, including the living-learning Sustainability House curriculum, Greener Living Program, edible forest garden, free exchange store, and our sustainable move-in and check-out processes. Participants will leave with concrete ideas about how to implement similar low-budget programs and services into their residence hall communities.

New Student Move-In: Achieving a Positive First Impression

Elaine Ames, Operations & Marketing Manager, Central Washington University

Barbara Hinchliff, Office Support Supervisor, Central Washington University

John Mounsey, Assistant Director University Housing, Central Washington University

Room 500; Operations, Facilities, & Housing Services Track

The fall first-year move-in happens each year and every campus strives for a flawless system. Collaboration, assessment, and insight are all key factors in providing the best process possible. In this session we will share how we at Central Washington University have built upon these key factors and have designed a system with virtually no lines while attaining the pinnacle of customer satisfaction and service. In addition we will provide time for sharing of best practices during move-in at your institution. This program will review factors and process components that promote best practices during the housing move-in process.

Internationalizing OSU Housing through a unique partnership

Rick Goranflo, Housing & Student Services Coordinator, INTO Oregon State University

Josh Gana, Assistant Director for Operations & Facilities, Oregon State University

Room 600; Organizational Development Track

In 2009, Oregon State University entered a new partnership aimed at increasing international student enrollment. This partnership resulted in the creation of INTO Oregon State University; a 50/50 joint venture specializing in recruiting international students for English language learning, progressing to direct enrollment. Join us as we explore how this partnership developed, the results including a two-fold increase in OSU's on-campus international population, greater residential community engagement, challenges through the transition, and what it means for Housing & Dining's future. Presenters will provide perspectives from both housing and INTO.

Session 3 - Monday, February 8: 1:45 - 2:40 PM

Using Web-based programs to enhance student health and safety

Gail Farmer, Director, Wellness, Central Washington University
Room 100; Supervision & Advising Track

This program will look at three different web applications that address general student health issues in addition to high-risk alcohol use: Student Health 101, Alcohol-Wise and Electronic Check-Up-To-Go. Participants will gain an understanding of how CWU targets first year students living in residence halls and how effective these programs are at promoting positive health behaviors.

Meeting the needs of students with disabilities in the residence halls: guiding our practice with Universal Instructional Design

Megan Hawley, Residence Hall Director, Seattle University
Andrew McGeehan, Assistant Hall Director, Seattle University
Paige Gardner, Assistant Hall Director, Seattle University
Room 200; Supervision & Advising Track

Recent reports have drawn attention to the fact that students with disabilities are a fast growing population at post secondary institutions and are often times left to navigate their time at Universities with little support. As Housing and Residence Life practitioners, we must learn to address the needs of these students and develop strategies to incorporate all students into our communities. In this session, we will explore several reports to inform ourselves about the needs of this student population. Participants will also learn how to apply the concept Universal Instructional Design in creating programming in the residence halls.

Situational Leadership: Getting to the Core of Supervision

Katie DeWilde, Resident Director, University of Washington
Zach Tobin, Resident Director, University of Washington
Room 300; Supervision & Advising Track

Having trouble applying your supervision techniques to every member of your team? Let's get to the core of this dilemma by using Ken Blanchard's Situational Leadership Model. Blanchard's model shows that the key to supervision is applying the right combination of directive and supportive behaviors to address the person's current level of competence and commitment. This presentation will describe and explore Situational Leadership and how it relates to supervising student and professional staff. Attendees will gain a clear understanding of the model and learn specific supervision skills and techniques to add to their professional repertoire.

Process Tools for Realizing a True Live/Learn Center

Dan Larson, Associate Director, Operations & Facilities, Oregon State University
Kurt Haapala, Associate Principal, Mahlum
Room 400; Operations, Facilities, & Housing Services Track

The live/learn model for integrating residential and academic functions into a single, full-service facility has become an increasingly desirable housing options for today's universities. However, live/learn facilities and program development often fall short due to lack of clarity or intent. This session will explore the core principles of a true live/learn center, roles and responsibilities of design team and university stakeholders, and valuable lessons learned from Oregon State University's latest live/learn facility. One of the most robust and amenity-rich live/learn centers in the Pacific Northwest, this project capitalizes on the new INTO-OSU partnership and academic programs, increasing enrollment of international students, and opportunity to redevelop an ill-defined campus edge.

Creating a Community, Building a Legacy

Meg Autrey, Residential Education Director, Washington State University

Janelle Love, Residential Education Director, Washington State University

Room 500; Operations, Facilities, & Housing Services Track

Two new professionals will share their experiences and insight into the joys and challenges a hall staff can encounter when opening a new building. Attendees will take away an understanding of how various stakeholders can effect the experience for staff and residents. Also, attendees will learn and have the chance to contribute creative ideas to build a community (advertising, programming, etc) from the ground up.

Addressing RA Retention and Burnout: Hiring RA's on the Calendar Year

Andrew Michael Johnson, Resident Director, Whitman College

Jonathan Buchner, Resident Director, Whitman College

Patrick Herman, Resident Director, Whitman College

Room 600; Organizational Development Track

This presentation will discuss the issues of RA retention and burnout in Residence Life. We will address this by sharing research on the topic, discussing the problem and possible solutions. Our primary example of this will be using a calendar year system for hiring RA's as a tool to address RA burnout. We will use Whitman's calendar year hiring system as a jumping off point for attending schools to explore solutions and to discuss their own ideas as well as reflect on ours. The second half of the presentation will involve small and large group discussions.

Session 4 - Monday, February 8: 4:15 - 5:10 PM

Planting the Seeds for Transitions

Jill Yashinsky-Wortman, Student Life Case Manager, Gonzaga University

Michael Seraphin, Coordinator of Purchasing, Willamette University

Room 100; Supervision & Advising Track

Transitions are tough! This program focuses on advanced new professionals considering their next career move. We will reflect on transitions and apply Bridge's Transition Theory to personal experiences. Input will be shared from advanced professionals about the changes they encountered personally and professionally during their first major career transitions. Attendees will have the opportunity to reflect on personal experiences, consider what changes they may experience during their next professional transition, apply theory to real life, and learn new skills to make transitions a piece of apple pie! Getting to the core of transitionsâ€¦ and avoid the worms in the apple!

Why Are Guys So Different?

Chuck Rhodes, Assistant VP for Student Affairs and Enrollment Management, Sonoma State University

Room 200; Supervision & Advising Track

We talked about how they seem to be less involved, don't take advantage of leadership development opportunities; yet engage in the majority of destructive and/or high-risk behavior. Our conversations about equity and inclusion rarely include them unless it how to get them to be more receptive. The group is men; particularly white men. Our desire is participants will develop knowledge of current literature of the male development; how this plays out in halls. Come prepare to share strategies for changing climates to get men to become more engaged in our residence halls. This program is NOT anti-women or women bashing!

Marketing You: A Skill Assessment Workshop for RAs and Student Leaders

Melanie Mitchell, Resident Director, University of Washington

Katie DeWilde, Resident Director, University of Washington

Room 300; Supervision & Advising Track

Are your student staff and leaders aware of their transferable skill set? How does the RA job or hall council position translate to a career? Is there more to the RA job than the room and board? Marketing You is a unique workshop designed for student staff and leaders at UW to learn how the skills they are building everyday will have an impact on their future and life beyond college. Attendees will learn about the workshop and will leave with several assessment tools for them to take with them.

A Home Away from Home: The Commuter Student Hostel at Walter Gage Residence

Rana Hakami, Residence Life Manager, University of British Columbia

Room 400; Operations, Facilities, & Housing Services Track

As of September 2008, UBC Student Housing & Hospitality Services has been offering commuter students affordable accommodation to support their academic success and involvement in campus co-curricular activities. The Commuter

Student Hostel at Walter Gage Residence has increased its occupancy by 4 fold, created partnerships with study abroad, distance learning, and faculty based programs, and allowed for student leadership and academic partnerships between UBC's Vancouver and Okanagan campuses. This presentation will discuss factors that led to its creation, successes and challenges we faced, and how initiatives like this can be used to link resources within the university.

Creative *and* Educational Sanctions for Today's Student

Britt Q. Hoover, Resident Director of Apartment Housing, The Evergreen State College
Room 500; Supervision & Advising Track

As it is best practice to create learning opportunities unique to each student and their developmental state, it is useful for conduct administrators and Resident Directors to have a wide range of effective and engaging educational sanctions in their repertoire. This program will offer participants over 20 sanctions that utilize media, popular culture and various on-campus student support services for today's college students to engage in purposeful reflection about personal values and community responsibilities.

Curiosity, Exploration, and Investment: Developing a Social Justice Education Program that Works for Your Students

Dawn Snyder, Resident Director, Oregon State University
Victor Santanta-Melgoza, Multicultural Resource Coordinator, Oregon State University
Willie Morgan, Area Complex Director, Oregon State University
Room 600; Organizational Development Track

Engaging our student staff members and student leaders in social justice work can be challenging. This program provides an overview of one way Residential Education at Oregon State met that challenge. We will share why we think social justice education is important despite its difficulty, how we developed the BIC curriculum and assessments, what we learned, and new directions for this work. Participants will leave the session with a set of tools, resources, and recommendations for creating or improving social justice education for student staff members and student leaders at their institutions.

Session 5 - Tuesday, February 9: 11:00 - 11:55 AM

Co-advising: A Transformative Model for Leading Social Justice Allies

Dayspring Schlachter, Residence Life Coordinator, Seattle Pacific University

Lynnea Common, Residence Life Coordinator, Seattle Pacific University

Room 100; Supervision & Advising Track

New professionals may feel they lack the expertise to advise student groups of social justice allies. Collaborative advising offers an opportunity to partner with other student affairs professionals to guide students toward transformative learning. Seattle Pacific University has a student leadership role devoted to providing multicultural perspectives within residential programming, co-advised by the offices of Residence Life and Multi-Ethnic Programs. This roundtable discussion highlights SPU's successful model of co-advising and encourages participants to share their own examples of advising partnerships. Participants will be equipped with practical tools for co-advising student leaders, particularly student groups focused on social justice and diversity.

Good Neighbor Workshop

Nicole Sakraida, Residence Director of Off-Campus, Gonzaga University

Jill Royston, Program Coordinator, Student Wellness, Gonzaga University

Room 200; Supervision & Advising Track

How do you keep students from falling into the traditional off-campus housing traps (i.e., parties, noise violations, garbage dilemmas, landlord issues, neighbor discord)? Well, we have an option for you! Modeled after the University of Syracuse's P4CE program, Gonzaga University has developed a Good Neighbor Workshop to address off-campus resident issues that come up for students. The workshop educates students on the importance of being good neighbors and provides necessary tools to become such. Additionally, students review Gonzaga policies, codes and behavior expectations, along with Washington State law and codes. Come see how this may be adapted for your campus!

Savvy Supervision: Achieving results through individualized feedback

Sarah Gremer, Resident Director, University of Washington

Room 300; Supervision and Advising Track

Facilitating feedback with employees can be intimidating for many supervisors. In this workshop, participants will learn how to give direct and confident feedback to their employees. Discover models for giving feedback that are simple to integrate into your everyday routine. Learn how to avoid common mistakes supervisors tend to make when giving feedback. Finally, put it all into practice by observing video clips of unsuccessful feedback facilitation and identifying best practices in each situation.

Protecting Diversity in Housing: An Overview of the US Fair Housing Act and the Americans with Disability Act

Eric Luskin, Senior Vice President, The Scion Group

Deb Casey Ph. D, Dean of Student Services, Green River Community College

Katharine Lennox, Associate Consulting Services, The Scion Group

Room 400; Operations, Facilities, & Housing Services

1. Participants will increase their understanding of Fair Housing law and ADA focusing on apartment operations and responsibilities that apply to all staff.
2. Participants will better understand the differences between contracting with students by-the-unit versus by-the-bed, as it relates to Fair Housing.
3. Participants will better understand the important subtleties of steering and reasonable accommodations.

Reaching Platinum by Focusing on the CORE

Tina Fuchs, Dean of Students, Western Oregon University

Kurt Haapala, Associate Principal, Mahlum

Room 500; Operations, Facilities, & Housing Services

Western Oregon University is poised to open the first LEED NC Platinum Certified residence hall in the nation – the highest certification level possible from the US Green Building Council. This aggressive goal of meeting the highest marks for sustainable design was possible only by focusing on core objectives. Through a collaborative process, the owner, architect and contractor worked through budgetary, functional and technological decisions utilizing the project vision as a guide. Join us as we examine the design process and the final outcomes of this cutting-edge sustainable project.

Introducing ACUHO-I's Certificate in Housing Assessment

Pam Schreiber, Director of Housing & Food Services, University of Washington

Room 600; Organizational Development Track

Several years ago, the Association of College and University Housing Officers - International (ACUHO-I) created a Task Force to explore the possibility of enhancing professional development opportunities for its members by exploring certification and certificate programs for the housing professional. After an exhaustive review of the literature, consultations with a credentialing expert, and extensive market research, ACUHO-I will soon be releasing its first certificate program in assessment. This session will provide the history and background of the process and research that has led to the on-line certificate in housing assessment and how to participate in the program being released in early 2010.

Session 6 - Tuesday, February 9: 2:00 - 2:55 PM

Bold Changes: A collaborative outcomes based approach to RA training

Alicia Petersen, Resident Director, Oregon State University

Dawn Snyder, Resident Director, Oregon State University

Jacelyn Keys, Resident Director, Oregon State University

Room 100; Supervision & Advising Track

RA training is a critical time for any housing department; the competency of our paraprofessional staff is essential to meeting departmental goals and benchmarks. Learn from three of the five professionals Oregon State brought together to take the lead on redesigning the RA training program as they share how they developed systems to infuse the essential components of our department's mission, vision, goals, and Interaction Model in meaningful, vibrant ways to RA training and beyond.

In this program you will:

- learn how to creatively infuse the lessons of training throughout the year in meaningful, intentional ways.
- learn how to map back training to everything your department does
- gain resources to implement collaborative outcomes based RA training

Building your RHA from the ground up

Melissa Turkington, Resident Director for Programming, The Evergreen State College

M'Liss DeWald, Resident Director, The Evergreen State College

Room 200; Supervision & Advising Track

The Evergreen State College recognizes that student leadership is important to the core values of our institution. Through skill building outside of the class room and peer-to-peer development, students gain the ability to enhance the overall quality of college life. Having a solid structure for your RHA is crucial. If you are trying to start a new RHA or are struggling to revamp an already established RHA then this is the program for you. Learn how Evergreen led new and midlevel professionals through the process of developing strong foundational leadership programs. This will include both theory and step-by-step application.

Human Performance Technology: Understanding how our transferable skills translate in the corporate business sector

Anton Zannotto, Resident Director, Western Washington University

David Daniels, Resident Director, University of Washington

Room 300; Supervision & Advising Track

Not every new professional will remain in the housing field or even in student affairs for their entire working career. Our skills as professionals are often referred to as transferable. To better illustrate this point, the presenters will share the background and basic principles of Human Performance Technology, a model used by human resources professionals in corporate world. This model will be compared to theories used within student affairs and as housing professionals.

Participants will:

1. comprehend & analyze basic principles of HPT
2. apply critical thinking skills to evaluate various professional dilemmas utilizing the HPT model.

Demographics and Design

Dennis Erwood, Principal, Studio Meng Strazzara

Greg Wharton, Studio Meng Strazzara

Room 400; Operation, Facilities, and Housing Services Track

Demographics and Design will present the spectrum of current residence hall design, from freshmen to upperclassmen to family living. Many factors are forcing institutions to address a broader age range and wider set of housing needs. With the tight job market, older students are returning to complete degrees or obtain additional education, and many of them have families. Younger students are arriving with evolving expectations for living and learning. The target audience is high-level decision-makers involved with residence hall capital projects. The presentation will provide insights into new student living ideas that can be shared with residence hall project teams.

We Moved Your Core? What Happens When Housing, Greek Life, and Construction Collide

Micheal K. Seraphin, Coordinator of Purchasing, Willamette University

Room 500; Operations, Facilities, & Housing Services Track

The 2004-2005 academic year brought some very quick changes to Willamette University. One of those changes was the construction of a new Academic Building that would force us to have to physically re-locate a residential community - a fraternity that one of the University's President's brought to campus, and a chapter that would have an esteemed Governor and Senator as an alumnus. How did we manage it, come take a look for yourself and see.

Retention: Planting the Seed

Richard DeShields, Senior Director University Housing and New Student, Central Washington University

John Mounsey, Assistant Director of Housing, Central Washington University

Room 600; Organizational Development Track

Regardless if listed in our job descriptions or not, housing professionals have critical roles in retention at the college campus. This Fall, Central Washington University implemented MAP-Works (Making Achievement Possible) on our campus to promote our number one goal at the University, retention. In this session, we will discuss some of the strategies used for retention management, assessment, and the implementation of this new program created by Education Benchmarking, Inc.