



nw  
acuho

northwest association of college  
and university housing officers

**NEWMEMBERHANDBOOK**

[www.nwacuho.org](http://www.nwacuho.org) • 2011 edition



**Josh Gana**  
**Past President**  
**Assistant Director for Facilities Operations**  
**University of Washington**

Greetings new NWACUHO members! Whether you are a brand new professional in residence life and housing or 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 Past 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 Past President, President, and President-Elect, I spent two years as Treasurer and two years as Website Administrator for NWACUHO and have served on the planning committee for six 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. After WSU, I moved to Oregon State University in Corvallis where I spent five years working in housing operations and facilities. I recently started in a new role as Assistant Director for Facilities Operations at the University of Washington. During my ten years in the region, I've found NWACUHO to be an invaluable resource and opportunity.

Please don't hesitate to contact me at [jgana@uw.edu](mailto:jgana@uw.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](http://www.nwacuho.org) and click on "Jobs"





**Steve Fitterer**  
**President**  
**Manager, Residence Services**  
**Mount Royal College**

Welcome to NWACUHO. We are thrilled to have you join our region and we are looking forward to everything you bring to our

profession. I am fortunate enough to have spent my entire housing career in NWACUHO and I attended my first conference in 1993. I have been the Chief Housing Officer at Mount Royal University in Calgary, Canada for the past 5 years after having spent the previous 15 years at the University of Victoria. Over the last 20 years, I have met some incredibly, kind, knowledgeable professionals that I am proud to call my friends. I am excited about the direction that our

region is moving to and I look forward to working with you while we continue to grow and develop. Our annual conference, task forces, webinars and other offerings are excellent opportunities to develop professionally and I encourage you to take advantage of everything NWACUHO has to offer.

Make connections, teach, learn and, most importantly, have fun doing it.

Hopefully, we'll have a chance to meet in Vancouver in February.

## 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 2011-2012

**Elaine Ames, President Elect**  
Central Washington University

**Andrew Rogers, Newsletter Editor**  
Central Washington University

**Judy Eyben, Alberta Provincial Representative**  
Lakeland College

**Maria Bonifacio, Alaska State Representative**  
University of Alaska Anchorage

**Erik Elordi, Oregon State Representative**  
Southern Oregon University



**Micheal Seraphin  
Treasurer**  
Coordinator of Purchasing  
& Associate Director of  
Residential Services  
Willamette University

Hello to everyone out there  
in NWACUHO-land!

My name is Micheal K. Seraphin, and I am going into my 2nd year as a Treasurer for the Association. I, like so many others who work in the Northwest, am a transplant. I spent my childhood in Chicago, Illinois, and went to DePaul University where I studied History and Political Science both with a Middle Eastern Concentration. When it came time to make that next leap, I decided that the Northwest was where I

wanted to be. I was a Residential Education Director at Washington State University for three years. It was during my first year at WSU that I got to experience my first NWACUHO hosted by Oregon State University, and I have not looked back since. In 2007, I came to work at Willamette University in Salem, Oregon where I started out as an Area Coordinator in the areas of Residence and Fraternity Life. After a couple of years I moved up to the positions of Coordinator of Purchasing & Associate Director of Residential Services. I am lucky enough to say since coming to the NW in 2004, I have attended every NWACUHO, with the exception of the 2009 conference. In my spare time I love reading, finance (how fitting for my position of Treasurer), politics, tennis, wine, and exploring the NW. You can always feel free to e-mail me [mseraphi@willamette.edu](mailto:mseraphi@willamette.edu) if you ever have questions or want to chat!

## 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.

### Taskforces

NWACUHO has four Taskforces that were decided upon at the 2010 annual conference.

**Outreach and Affiliations:** Assist in outreaching to special populations within our profession that are typically underrepresented in program offerings, such as operations, facilities, international education. Engage in relationship building with partner and affiliated associations to

increase representation.

#### Communications Taskforce:

Provide content and means for communication throughout the region, beyond the annual conference. This taskforce supports the efforts of *Soundings*, the website, and other social media content.

#### New Professional Taskforce:

Provide avenues for integration, growth, and professional development among new professionals within the region.

#### Drive-In Conference Taskforce:

Coordinate and support the development of regional drive-in conferences that are representative of a variety of geographical, topical, and experiential areas on an annual basis.

Taskforce structure will include a member chair (that could be you!) and a Board of Director's liaison. Much of the work will take place via email.

To get more information or to join a taskforce, please contact an Executive Board member.



**Ian Miller**  
**Products & Services Coordinator**  
**Residence Hall Coordinator**  
**Central Washington University**

I am currently a Residence Hall Coordinator and Central Washington University. I started at Central as a student nine years ago and have lived on campus my entire career. I earned a

Master's degree in Accounting and BA in Law and Justice all from CWU...Go Wildcats! A little known fact about me is, when I take a day off or go on vacation I usually work about half of it.



**Patrick Cunningham**  
**Website Administrator**  
**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 a 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](http://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
- 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 Member Handbook
- Funding for NWACUHO website hosting, maintenance and upgrades
- Funding for regional, state, and provincial day and drive-in workshops
- Funding for Taskforce 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
  - NWACUHO Facebook page, Twitter account, and Blogging on the 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.



**Kelly Ammendolia**  
**Washington State Representative**  
**Assistant Director of Residence Life**  
**University of Puget Sound**

Welcome to NWACUHO! I'm thrilled to be entering my 2<sup>nd</sup> year as the Washington State Representative for our wonderful Association. I've been involved with NWACUHO for the past four years and have loved every minute of it! I encourage you to take advantage of the many opportunities to become involved—from conference, to presentations, to the case study competition, to task forces. There are so many ways to connect with colleagues and grow as a professional! Please feel free to contact me or any of the members of the executive board at any time; that's why we're here and we can't wait to get to know you! I currently serve as the Assistant Director of Residence Life at the University of Puget Sound. Before this role, I worked at UPS as a Resident Director. As the AD, my primary responsibilities include managing housing operations and facilities, assignments, and supervising student staff. Prior to my work at UPS, I held positions in Housing and Residence Life at the University of the Pacific, San Jose State University, and Washington State University. I'm originally from Washington and love this region! In my spare time, you might find me enjoying the beauty of the PNW outdoors, watching a Mariners game, running a half marathon, skydiving, rock climbing, or spending time with family and friends.



**Maria Bonifacio**  
**Alaska State Representative**  
**Associate Director of Residence Life**  
**University of Alaska Anchorage**

Hello! My name is Maria Bonifacio and I am excited to be representing the great state of Alaska and the Yukon Territory! I am originally from Oregon, where I started my Residence Life journey at Western Oregon University as a RA, then later as an Area Coordinator. I received a BA in Interdisciplinary Studies from Western Oregon and a MAT in Early Childhood/Elementary education from George Fox University. After my time as an Area Coordinator at Western Oregon, I moved on up to Alaska to start a new adventure. After a year of substitute teaching and working at a local restaurant, I started at UAA as a Residence Coordinator. I then moved into the position of Associate Director of Residence Life and Main Apartment Complex Coordinator. I love living in Alaska, there are so many interesting people to meet and adventures to go on! My door is always open, come join me on an adventure in Alaska!

## Association Awards and Honors for New Professionals

### The NWACUHO New Professional Scholarship

The NWACUHO New Professional Scholarship is designed to make participation the 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 years 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
- NWACUHO Graduate Student Scholarship



**Judy Eyben**  
 Alberta Provincial Representative  
 Residence Life Facilitator  
 Lakeland College

Hi Everyone. My name is Judy Eyben and I will be your Alberta Representative for NWACUHO. I am the Residence Life Facilitator at Lakeland College in Vermilion and Lloydminster Alberta. I started working in residence life in 2007. I found the learning curve to be a steep one and was thankful to be a part of NWACUHO. I have attended every conference since I started in residence life and have been grateful for all that the members of the organization have taught me. I hope to do the same for other new professionals. Please don't hesitate to contact me if you have any questions or if you just want to chat. Enjoy the conference!!



**Shari Walsh**  
 British Columbia Provincial Representative  
 Residence Life Manager  
 University of British Columbia-Okanagan

Welcome to NWACUHO and the Regional Conference. I am currently in my third year as a Residence Life Manager at the University of British Columbia-Okanagan (UBC-O). Before joining the UBC-O team I attended Trent University (BA), Peterborough, Ontario and Michigan State University (MA), East Lansing, Michigan. My time at both institutions introduced me to the diverse professional opportunities amongst this profession, a profession I am proud to be a part of. During my time at UBC-O I have been able to interact with and build lasting relationships with many colleagues. These opportunities have provided me with countless professional development and lifelong learning moments. The experience of connecting and building 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!

## 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](http://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](http://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](http://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](http://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](http://www.housinginternships-acuho-i.com).



**Andrew Rogers**  
 Newsletter Editor  
 Residence Hall Coordinator  
 Central Washington University

Hey there, NWACUHO members! I'm the incoming Newsletter Editor and I'm elated to serve the region. Currently, I work as a Residence Hall Coordinator at Central Washington University, where I advise various student groups and Living Learning Communities. In a past life, I was a newspaper reporter, camp counselor, film critic, marketing guru, substitute teacher, and garbage man, none of which compare to the rewarding experiences I've had working in student development. I hope I am able to meet you at the conference this year. If you have any Housing-related anecdotes, ideas or musings that might be used for upcoming "Soundings" issues, I'll definitely want to hear from you. Feel free to email me at [arogers@cwu.edu](mailto:arogers@cwu.edu). Cheers!



**Erik Elordi**  
 Oregon State Representative  
 Assistant Director of Residential Education  
 Southern Oregon University

Greetings NWACUHO! I'm very excited to be serving all of you as the Oregon Representative. An Idaho native, I've called Oregon home for six years. I'm currently the Assistant Director of Residential Education at Southern Oregon University in Ashland, OR, where I focus on Conference Services and Family Housing. Before working at SOU, I got my professional start at Oregon State University as a Resident Director. I'm looking forward to working with our members in Oregon and the region to better connect members and support all of our professional development. NWACUHO provides an amazing opportunity to make new professional colleagues, friends, and lifelong connections. Also, start planning for NWACUHO 2012 hosted in beautiful Ashland, OR. The host committee is looking forward to having all of you with us next year!

## 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



**Elaine Ames**  
**President Elect**  
**Operations and Marketing Manager**  
**Central Washington University**

Welcome all NWACUHO members. NWACUHO is here to provide information and ideas to support all of our colleagues in this region. It is important to recognize and encourage everyone in the industry to participate and benefit from professional development and networking opportunities that are offered. We are a diverse community that benefits when everyone shares their talents and strengths. I am excited as the president elect to extend an invitation to make new friends, network with new colleagues, and share ideas for the benefit of everyone. I am in my 17<sup>th</sup> year in University Housing and New Student Programs at Central Washington University as the operations and marketing manager. Over the years, NWACUHO has been an excellent resource for me. I look forward to seeing you at our annual conference, reading about your university and achievements in the newsletter, and working with the executive committee.



**Lauren Pigott**  
**Secretary**  
**Assistant Director, Housing & Res. Life**  
**Green River Community College**

Hello! I have lived in the Northwest for almost 3 years. As someone new to the region, NWACUHO made me feel welcome right away. Don't be afraid to join a NWACUHO task force, write an article for the Soundings, or present a session at next year's conference. You are part of a community of welcoming and supportive professionals. I am currently the Assistant Director of Housing and Residence Life at Green River Community College in Auburn, WA. I enjoy the challenge of meeting the needs of international students (70% of our population) while also supporting American students. Before relocating to WA, I was a Hall Director at the University of Tennessee and worked and studied at Virginia Tech and the University of Southern Mississippi. I was also involved in the SEAHO regional and TACUHO state organizations as a host committee member and newsletter editor. In my spare time I enjoy reading, improving my cooking skills, going to musical theatre productions, & traveling (Alaskan cruise in May-wool!).



## **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](mailto: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 Annual Conference 2011

## Travel Plans and Housing

The annual conference in Vancouver, BC is right around the corner! It will be **February 13-15, 2011**. Put it on your calendars, it's going to be a great conference. The host committee is putting lots of great work into the conference theme, Experiencing the Mosaic. The hotel will be the Four Seasons in Vancouver.

As you're preparing for NWACUHO 2011 please remember to get a passport if you are from the United States. In order to cross the border into Canada you will need this on you. For more information on this and how to obtain one please visit [http://travel.state.gov/passport/passport\\_1738.html](http://travel.state.gov/passport/passport_1738.html)

### Register now for the annual conference!

Registration is now available for the 2011 annual conference in Vancouver, BC on February 13 – 15, 2011. Member registration fees are \$325, with the nonmember rate at \$400 and students at \$250. Be sure to register prior to 2/1/11 to avoid late fees! Registration and more conference information is available online: <http://regonline.com/nwacuho2011c>

Be sure to contact the Four Seasons Vancouver ASAP to make your hotel reservation, rooms are going fast. **Call the Four Seasons at 1-866-223-9333 and ask for the reservations department** and state that you are making your reservation for the "NWACUHO 2011 Conference"

## Preconference Activities

Preconference activities are available again this year. Check out the NWACUHO website for this year's activities, including information on Granville Island, the Vancouver Aquarium, and Whistler! Click on preconference activities for details!

