

Session Title	Date	Time Start	Time End	Room/ Location	Schedule Track	Description
Skills You Wished You Learned: How Excel and Qualtrics Improved Our Administrative Lives	2/13/18	11:30 AM	12:20 PM	Oak	Operations	<p>Presented by Andrew Beck and Tiffany Firestone, Resident Directors from Washington State University:</p> <p>Throughout this session, attendees will learn how to utilize Excel formulas and survey software Qualtrics to enhance the administrative side of their roles. With surveys and understanding Excel, the presenters will discuss how to collect actionable information to improve the development of residential communities and enhance the quality of student staff conversations with their residents. These are the skills we wished we had learned as students! Computers are encouraged but not needed and everyone will take away an interactive Excel cheat sheet. Any level of professional or student welcomed!</p>
Dialogue Across Difference: Challenging students to listen to different viewpoints	2/13/2018	11:30 AM	12:20 PM	Esquimalt	Res Life	<p>Presented by Michael Zangl and Weston Prisbrey, Resident Directors from Gonzaga University:</p> <p>This presentation, inspired by a well-received RA professional development session, will explore research and methods on how to encourage students to listen to those with different viewpoints and the benefits associated with listening to understand. The presenters will also discuss the professional development activity which allowed students the space to share their perspectives on controversial, current issues while listening to others who held different perspectives. Presenters will also share tips on how others can facilitate this activity with their students and/or staffs.</p>
Adaptive Leadership: Supporting Student Staff Through Departmental Change	2/13/2018	11:30 AM	12:20 PM	Sidney	Res Life	<p>Presented by Luke Poole and Kane Lemasters, Residence Hall Coordinators from Central Washington University:</p> <p>Change is rarely a comfortable experience, especially for our student staff members in residence. This session examines departmental change through the lens of Adaptive Leadership (Heifetz, Grashow, and Linsky, 2009). Using current CWU program remodeling as an example, we explore the factors that contribute to student staff stress along with ways to mitigate that discomfort. Participants will have the opportunity to examine their own experiences navigating or initiating change in their own workplace, and come away with "tools and tactics for changing your organization and the world."</p>

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A Gallery of the Northwest: Diversity and Inclusion Photovoice Project and Research Tool	2/13/2018	11:30 AM	12:20 PM	View Royal	Universal Practice	<p>Presented by Ashlee Norris, Operations and Accounts Manager and Simone-Calais Staley, Residence Director from the University of Washington:</p> <p>Introduction to Photovoice research tool which allows participants to feel seen, heard and validated about the cultural environment of campus. This presentation will showcase the Photovoice Project hosted by the NWACUHO Diversity and Inclusion Committee. Photographs submitted by members of the region were assessed for quantitative descriptions of social identity on their campuses. Presenters will share narrative themes woven from member's voices that focus on the stories of identity within our profession. Topics in diversity and inclusion, professional identity and the story of our NW region.</p>
Town Hall: Assessing Member Dues	2/13/2018	11:30 AM	11:50 AM	West Coast	Town Hall	<p>Join Brian Kerrick (President), Shelly Clark (President-Elect) and Aimee Scrivens (Treasurer) to discuss the assessment of member dues for NWACUHO. Dues have not increased in over a decade, and through the 2017-2021 Association Master Plan, the Board of Directors hopes to not only address an immediate need for operating expenses to be covered by member dues, but to look ahead also at a sustainable model for increases that are both fair and equitable for NWACUHO members. Whether you are a past board member, or just have an opinion, we'd love to hear from you during this collaborative discussion.</p>
Beyond your On-Boarding: Past, Present, and Future	2/13/2018	3:30 PM	4:20 PM	Oak	Operations	<p>Presented by Dillon Andrus, Resident Director, at Red Deer College and Tracey Rollins, Associate Director Housing Services, Simon Fraser University:</p> <p>At our institutions we most likely went through an on-boarding process. This process prepares us to learn about our respective institutions and the culture on campus. What happens after on-boarding? We are often left with questions and uncertainties. This presentation we will help provide a basis as a new professional to help formulate what you should know that might not be covered in an on-boarding process. Attendees will gain an understanding through activities where they started, where they are at currently and how to help prepare for the future personally and professionally.</p>

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CAREfully Designed Teams: Deconstructing Bias and Creating Inclusionary RA Selection Practices	2/13/2018	3:30 PM	4:20 PM	Esquimalt	Res Life	<p>Presented by Dan Murray, Rachel Betron, Marco Polo Ramirez Becerra, and Jes Takla, from Pacific Lutheran University:</p> <p>Hiring a diverse and representative RA staff is important in cultivating residents' sense of belonging, which impacts retention and success. Participants will have the opportunity to reflect on their current RA Selection processes and will leave with strategies to enhance intentional, inclusive selection processes that yield diverse, representative RA staffs. Presenters will share lessons learned from assessment of Pacific Lutheran University's RA Selection process and participants will have the opportunity to share best practices from their campuses through interactive activities.</p>
Developing a Graduate Community- A discussion on the graduate student expereince in Housing	2/13/2018	3:30 PM	4:20 PM	Sidney	Res Life	<p>Presented by Jessica Rashid, Area Director, and Simone-Calais Staley, Resident Director, from the University of Washington:</p> <p>Working with graduate residents differs from traditional first year programs that many housing programs orient to. Faced with questions of how to perform our student affairs work to aid their development and customer satisfaction. The University of Washington Housing and Food Services has a robust population of 380 graduate and professional students including 9-month, 12-month and Family Housing. During this program we will discuss what the UW Apartment Life Team has performed in practices. We will cover initiatives from application to end of agreement to facilitate the graduate experience.</p>
Breaking the Fast: Supporting students during the holy month of Ramadan	2/13/2018	3:30 PM	4:20 PM	West Coast	Universal Practice	<p>Presented by Jacqueline Chambers, Coordinator for Diversity Initiatives & Programs from Oregon State University:</p> <p>As the lunar calendar shifts, the Islamic holy month of Ramadan will continue to be observed during the academic year. Muslims observing Ramadan are required to fast with no food or water from sunrise until sunset daily for the month with special prayers before and after eating and throughout the night. This can impact not only observing students, but also their roommates and community. This presentation will give a brief overview of Ramadan and practices for observing the month and discuss how OSU changed policies and practices to better support students during their observation.</p>

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Popping the Residence Bubble: Paraprofessional Development at UBC	2/13/2018	3:30 PM	4:20 PM	View Royal	Res Life	<p>Presented by Katie Bartel, Residence Coordinator, and Holly Dysserinc, Residence Life Manager from the University of British Columbia:</p> <p>It's time to get out of the residence bubble! From career education to campus communication to data analysis, UBC's Paraprofessional Residence Coordinators are taking their residence knowledge and experience to a broader student affairs context and they're returning to residence better equipped to support students. Through exploring UBC's new Residence Coordinator Project model, entry-level professionals will re-frame what professional development means for paraprofessional staff.</p>
DoubleTree Facilities Tour	2/13/2018	4:30 PM	5:20 PM	DoubleTree Hilton	Facilities	<p>Join The DoubleTree Hotel for a 'Behind the Scenes' tour of our host hotel. The session begins with a discussion of the DoubleTree's style of guest services. The session continues with a guided tour of the Facilities, Kitchen and Housekeeping Operation.</p>
Residence Life: Unionized	2/13/2018	4:30 PM	5:20 PM	Oak	Res Life	<p>Presented by Chelsey Evans, Associate Director for Residence Life and Education, and Colleen Lewis, Manager of Resident Support Services, from the University of Victoria:</p> <p>With vote results of 41 people for and 40 against, the paraprofessional staff at the University of Victoria unionized with CUPE 4163 in December 2013. 4 years later and with a ratified Collective Agreement, we are a unionized Reslife program. As a result of the unionization, we were called to re-imagine our systems and organizational practices. If you have ever wondered how a department known to utter "It's not a job, it's a lifestyle" can operate, positively, in a unionized environment, this session is for you.</p>

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"You Want to Live There?": Breaking Residence Hall Stereotypes and Building Affinity	2/13/2018	4:30 PM	5:20 PM	Esquimalt	Res Life	<p>Presented by Clayton Bracht from Lewis & Clark College:</p> <p>This interactive presentation will focus on addressing stereotypes that exist on campus about residence halls and their communities. The first component will explain how to identify negative stereotypes and their causes. The second component will explain how to address negative stereotypes and how to construct positive ones to replace them. Finally, the third component will explain how to increase affinity among students. This presentation will build off Shushok, Scales, Sriram, and Kidd's (2011) work about narratives (the perspectives of members of the community) of residence halls on college campuses while also utilizing Higher Education theory to make recommendations. Examples will be provided and opportunities to share and collaborate will be offered.</p>
It's Dangerous To Go Alone! The Power of Play & Collaboration between Academic & Student Affairs	2/13/2018	4:30 PM	5:20 PM	Sidney	Universal Practice	<p>Presented by Dawn Albertson-Gass, Resident Director, from Washington State University:</p> <p>Washington State University's (WSU) common reading selection, Ready Player One, sparked a fire within the campus! The Order of the Crimson Key is a mysterious organization dedicated to understanding the best ways to be a successful student at WSU. Through the inspiration of this 80's gaming nostalgia novel, Academic and Student Affairs came together to craft this campus-wide initiative to establish transformative and educational experiences for our Cougs. Accept this quest to learn about fostering meaningful partnerships and utilizing campus resources to develop collaborative settings at your home institution.</p>
Financial Literacy: What's That and Why is it Important?	2/13/2018	4:30 PM	5:20 PM	View Royal	Universal Practice	<p>Presented by Olivia Stankey, Program Coordinator for Residential Leadership, from the University of Oregon:</p> <p>Today's college students are living in the worst recession since the Great Depression. The average college student owns upwards of four credit cards. First Generation and Low Income college students are gaining access to higher education, but leaving because of the cost. What can Student Affairs professionals do to help students become financial literate? How can we use financial literacy to support first generation and low income college students succeed to degree completion. Come and find out.</p>

Session Title	Date	Time Start	Time End	Room/ Location	Schedule Track	Description
Speaking in Truth and Love: One supervisors approach to critical feedback	2/14/2018	10:05 AM	10:55 AM	Carson	Operations	<p>** This session will be live streamed.**</p> <p>Presented by Jared Payton, Assistant Director, from Gonzaga University:</p> <p>Supervisors are often given the opportunity to give feedback to their employees whether it be through regular 1:1 engagements or mid-year or end of the year evaluations. We need to be sure that the content we present is delivered with a degree of care for those we supervise. One way of doing this is by speaking in truth and love. This session will focus on the steps a supervisor should take to prepare to engage in performance appraisal with a supervisee by being prepared to deliver a package whose content is truthful and delivery is loving.</p>
Designing a Student Staff Training Program that Delivers	2/14/2018	10:05 AM	10:55 AM	Oak	Res Life	<p>Presented by Kristin Davick, Residence Life Coordinator, from Mount Royal University:</p> <p>Fall Training is a well-oiled machine at institutions all throughout our region. This session explores the process that Mount Royal University used to reevaluate and develop our Fall Training program, and the assessment data that demonstrates its success. Specifically we will examine program outcomes, deciding included and excluded sessions, rethinking the overall layout, and considering the intentionality of returning RA and key stakeholder participation. Through a blend of lecture style and round table discussion, delegates will learn and develop strategies to meet their desired outcomes.</p>
Generalist to Specialist: Using available opportunities to transition roles	2/14/2018	10:05 AM	10:55 AM	Esquimalt	Res Life	<p>Presented by Robert Egnatchik, Facilities Specialist for Custodial Operations, and Josh Gana, Associate Director for Facilities, Operations, and Special Projects, from the University of Washington:</p> <p>The “entry level” RD position is one near and dear to many housing professionals across functional areas. While the role of the Resident Director may vary from institution to institution, one constant is the endless opportunities to build transferable skills. During this session, presenters will explore key aspects of the entry-level position, the importance of recognizing existing opportunities for growth and specialization within their role, and which qualities and experiences hiring managers value when looking at candidates for specialized positions within housing operations.</p>

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How to Inspire as a Supervisor	2/14/2018	10:05 AM	10:55 AM	Sidney	Universal Practice	<p>Presented by Jon Wheeler, Director of Residence Life, from Gonzaga University:</p> <p>What really inspires staff? Come learn techniques, skills, and attitudes that inspire employees! Participants will have an opportunity to reflect on their own supervisory approach to strengthen what they do well and add skills to their repertoire of supervisory savvy.</p>
NextGen: Mentoring and developing the next generation of Higher Education leaders	2/14/2018	10:05 AM	10:55 AM	View Royal	Universal Practice	<p>Presented by Tricia Rabel, Director of Housing Operations and Marketing, and Katie DeVore, Residence Hall Manager from Central Washington University:</p> <p>What made you choose higher education as a profession? For close to a decade, Central Washington University has supported students in their exploration of student affairs careers through an undergraduate preparatory program. CWU's Careers in Higher Education program is cohort-based; providing mentorship and educational tools to students. Presenters will share CWU's program structure, student success stories, and program challenges. Join us we discuss how to cultivate the next generation of higher education leaders through implementation at your institution.</p>
Transferable Skills and Related Experiences: Hiring Professionals Who Have Never Lived In	2/14/2018	10:05 AM	10:55 AM	West Coast	Res Life	<p>Presented by Katie Buell, Residence Life Coordinator at Eastern Washington University:</p> <p>"I've never lived on, but..." was the continued mantra of Katie Buell during her recent job search. Residential Life Coordinator at Eastern Washington University and one of the recipients of the New Professional Scholarship with NWACUHO, Buell had never worked in a live-in role before accepting her current position at EWU. This session will discuss how she marketed her transferable skills and related experiences to secure a live-in position in housing, from resume tips to interview strategies. It will also discuss how those hiring live-in professionals can evaluate candidates without live-in experience - what to look for, what questions to ask, and how to tell if a candidate is appropriate for a live-in role. Opportunities for questions and discussion will also be available.</p>

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Gender Inclusive Housing at Washington State University	2/14/2018	11:05 AM	11:55 AM	Oak	Facilities	<p>Presented by Justeen Montelongo, Resident Director, from Washington State University:</p> <p>This presentation will give an overview of the Gender Inclusive Housing (GIH) program at Washington State University. Topics covered in this presentation will include: a history and rationale of the program's development, an overview of the current program implementation, areas of improvement for the program, plans for future growth in this community, and ways to create inclusive housing spaces within the greater campus. Participants will learn about the GIH program and be able to discuss ways that some of these practices may be implemented into other campuses.</p>
How architectural design impacts community.	2/14/2018	11:05 AM	11:55 AM	Esquimalt	Facilities	<p>Presented by Julia-Anne Morris, Manager of Front Desk Operations, from the University of Victoria:</p> <p>Have you ever considered how important shared and communal spaces are to the residence experience? This program will summarize the findings from a housing-specific research project on how the architectural construct of shared spaces in residence buildings impact community buildings amongst residence students. Learn what both residence students and student-staff experience to be the best spaces for social interaction, building a sense of belonging, and creating community. This program will highlight student-led illustrations and industry trends.</p>
REM: A Decade of Revisiting Education Through Meaning	2/14/2018	11:05 AM	11:55 AM	Carson	Res Life	<p>**This session will be live streamed.**</p> <p>Presented by Christian Urcia and Richard Henderson, Resident Directors, from Western Washington University:</p> <p>After a decade of implementing the Residence Education Model, University Residences conducted a thorough review of resident assessment data, student staff testimonials, alignment with the Residential Curriculum Institute and revamped the model to parallel current student climate. We also interviewed peer institutions with similar models and revisited our mission to commit the residential education as the cornerstone of our work. In this session we plan to explain how this process occurred, challenges encountered and where the model currently is and where our 2-3 year plan will lead us.</p>

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Passion Projects and Student Impact	2/14/2018	11:05 AM	11:55 AM	Sidney	Res Life	<p>Presented by Anna McNamara, Residence Life Coordinator, from Eastern Washington University:</p> <p>Have you ever had a passion that turned to a project and when it was completed you felt completely reenergized? In the beginning of 2017, myself and a colleague began the idea of an Alternative Break Trip. Conversations turned quickly to action and in three months time 11 students were heading to Weed, CA. Reflections on turning a passion to action, the importance of service, and students taking control.</p>
The Balancing Act: Management v. Leadership	2/14/2018	11:05 AM	11:55 AM	View Royal	Universal Practice	<p>Presented by Alexa Forster, Residence Education Specialist in Leadership & Programming, and Jessica Rashid, Area Director, from the University of Washington:</p> <p>This session will explore supervision and leadership and the critical skill set required to balance these distinct concepts as an effective professional in higher education. Participants will engage in multiple activities to distinguish these two concepts and assess their personal values for supervision and leadership. Three strategies for approaching supervision from a leadership lens will be discussed.</p>
Limbo: Managing in an Interim Capacity	2/14/2018	11:05 AM	11:55 AM	West Coast	Universal Practice	<p>Presented by Stephen Jenkins, Interim Executive Director for University Housing & Dining Services, and Drew Morgan, Interim Director for Residential Education, from Oregon State University:</p> <p>Presenters will detail their experiences and lessons learned while serving in interim positions of leadership.</p>

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What I Wish I Would Have Known Before Becoming SHO	2/14/2018	3:10 PM	4:00 PM	Esquimalt	Res Life	<p>Presented by Noah Hurley, Assistant Director of University Housing at Southern Oregon University:</p> <p>This program is intended for younger professionals that have thought about making that leap toward becoming a Director soon-- whether that be a Director of Housing or Director of Residence Life-- this is advice from many sources (i.e. other Directors in the field) about what they learned, what they wish they knew heading in, and sound items to ponder as one considers this next professional step. This program will be somewhat interactive, and if you are Director and would like to add to the discussion, I would welcome the input! Other sources of the content are from the Oregon SHO group, as well as my experiences in being at the Director level in two different institutions.</p>
Occupancy Management 101	2/14/2018	3:10 PM	4:00 PM	Oak	Operations	<p>Presented by Kathryn Magura, Assistant Director of Operations at Oregon State University and Silvina Sousa-Ransford, Associate Director for Residence Life at the University of Oregon:</p> <p>“Occupancy Management 101: Why it Should Matter to You.” What is occupancy management in a residential environment? This session will provide an overview of the principles of occupancy management and will provide attendees with practical application tips for how every role within University Housing is crucial for occupancy. The presenters will share expertise and wisdom from their years of experience to articulate the driving principles of occupancy management and how it matters for every residential life and housing professional.</p>

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<p>Tragedy on Campus: Responding to Unthinkable Loss</p>	<p>2/14/2018</p>	<p>3:10 PM</p>	<p>4:00 PM</p>	<p>Sidney</p>	<p>Res Life / Operations / Facilities</p>	<p>Presented by Tina Fuchs, Dean of Students and Director of University Housing, Lindsey Gibson, Assistant Director for Facilities and Operations, and Karen Schlieder, Resident Director, from Western Oregon University:</p> <p>Western Oregon University experienced five residence hall student deaths over the last year. Through these experiences we recognized that we were not fully prepared for these unthinkable tragedies and that an effective response to death requires advance planning. In this session we will offer some of the insight gained and lessons learned on how to prepare for and respond to residence hall student death. We will discuss challenges faced from the moment we were informed of a student death through the hours and days that followed the tragedy. Participants will be provided with resources to begin creating their own plan for preparing for and managing a student death. Furthermore, we will offer suggestions to consider relative to key campus partners, institutional culture, and outside factors such as parent/family relations and media involvement.</p>
<p>ACUHO-I Professional Standards Primer</p>	<p>2/14/2018</p>	<p>3:10 PM</p>	<p>4:00 PM</p>	<p>View Royal</p>	<p>Res Life / Operations / Facilities</p>	<p>Presented by Dr. Ian Miller, Assistant Director of Residence Life and Tricia Rabel, Director of Housing Operations and Marketing, from Central Washington University:</p> <p>Join us for an introduction to both the updated ACUHO-I Professional Standards and Ethical Principles as well as the ACUHO-I Self-Assessment Guides. In this session, attendees will also learn about utilizing these documents for an assessment of their housing programs. There is something for everyone: business management, education and programming, facilities, emergency response, ethical hiring practices, and so much more. Learn the importance of standards to strategic and long-range planning, organizational/departmental structures, and daily decision-making.</p>