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NWACUHO Soundings

The Northwest Association of College and University Housing Officers is a professional organization whose purpose is to contribute to the improvement and coordination of housing, residence life, and food service operations of our member institutions. NWACUHO sponsors activities to assist its members in exchange of ideas related to the administration of their organizations and the professional development of its members.

Soundings, the newsletter of NWACUHO, is published three times a year to provide information of the association and its member institutions, as well as present information affecting the housing, residence life and food service professions.

Soundings Publication Deadlines for

2000-2001:

September 1st

December 1st

March 30th

Soundings Editorial Board:

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

Editorial and Submission Policies:

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

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

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

Advertisements in the *Soundings* should not be considered an endorsement. For information on vendor advertising rates please contact Vennie Gore, Product & Services Coordinator, at 206-543-7635.

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

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or

email: ljbh@u.washington.edu

**Please attach articles using (saving as a) MS word document or type it into the email.

EDITOR'S NOTES

Welcome back to another year of the NWACUHO Soundings. Since the last Soundings was mailed I have moved to the Seattle area, married, and started a new position at the University of Washington. As is true in all new positions I am learning, like our students, what the campus is about. All this transition is a good reminder of what students go through when they come to campus for the first time and has heightened for me areas to make sure staff are trained on.

As we approach the ending of the first year in the 21st century it is a good time to revisit those mission statements and look at the housing program to see if it is meeting the needs of the new college student. It is also a good time to look at what our new professionals in the field need to create interest in staying in the field longer term.

Within this issue there are many opportunities for reflection on these issues. Encourage staff and each other to become involved in the Mentor/ Telemachus program. This is a great way for folks across the region to make a connection and learn another professional's perspective. In addition, submit a programming form, run for a NWACUHO Board position or write an article for the next Soundings. These are great avenues for professional development.

Also in this edition of the newsletter there is a CHO column from one of the regions directors. This is a new column that will give CHO's around the region to talk about issues they face in today's market of Student Services Vs Student Development. I would welcome other suggestions for columns to appear in future editions of the newsletter. If you are interested in helping with the region's newsletter, please send me an email or give me a call.

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Peace,

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You don't have to be in the front to lead a group. Some of the best leaders I have known have been those at the rear encouraging others.

From.... Lessons learned and observations made: A student's perceptive on leadership

Greetings from the Current President

Hi everyone!

Move-in day has passed, and by now you may actually find the time to focus on the upcoming months. Without exception, they will be busy for all of us, your NWACUHO Executive Board included!

Three months have passed since our May meeting, and our annual conference is only 6 months away! As the calendar continues to turn, it is a good time to see where we currently stand and where we're headed. Here is a summary of a few of our biggest current activities:

Affiliation with ACUHO-I

At the Annual General Meeting at Semi-ah-moo, the membership voted to affiliate with ACUHO-I. The paperwork has now been signed, and we have embarked on a non-binding, but hopefully mutually beneficial relationship with the International. In the next six months, we hope to work with them to standardize and update our website, to enjoy the benefits of their lobbying power on issues such as cross-border work opportunities, and to take advantage of funding sources such as ACUHO-I research scholarships and funding the "Best of the Northwest" winner to attend the annual conference.

Committees

Many of you may have received an email discussing volunteer opportunities with the association (it was sent to conference attendees with a request to forward to interested parties). At the last Executive Board meeting, an effort was made to restructure the committees, in order to move the region forward in a variety of areas. Although adjustments will undoubtedly be made and committees added, here is the current menu:

- New Professionals/Handbook (Margot Bell)
- Western Placement Exchange (Shane Daetwiler)
- NWRLLC (Val Holtom and Jim Bajczyk)
- Academic Relations (Timi Hough)
- Diversity (Lisa Gibson and Katie Bryant)
- Cross border Work Opportunities (Val Holtom)

If you have any interest in joining or providing input/feedback to any of these committees, please contact the chairs directly (their information is at the front of the newsletter). Updates will be given at the next Executive Board meeting, and the structure will be reviewed at the regional in February.

Finances

While Dave Dettman will undoubtedly provide an update on our current financial status, it should be noted that he has done much work to advance our association in this area. These initiatives have included securing an Association credit card, providing a variety of proactive budget alternatives for the upcoming years, and looking into safe investments for some of our carryover funds.

There are a number of other initiatives that are currently underway, and your State and provincial reps will keep you updated on those that are likely to impact you most. If you would like any more information, please contact any of your Executive Board members. Have a fantastic semester. I look forward to seeing or hearing from you in the upcoming year!

Jason Hunter

President - Elect Ponderings

Welcome to yet another year and all the new experiences that eagerly await us all. If you don't mind me taking a few lines for my own personal announcement, I am happy to announce that I have had an addition to my immediate family, as Seth Richardson Daetwiler joined us just in time for opening weekend. Thankfully my UPS family is supportive and strong and successfully made me very proud to call them colleagues and friends. Now back to business.

For those of you who are new to the northwest region I have no doubt that you will enjoy the beauty of our natural surroundings, and I look forward to meeting you at our regional conference. Our conference will be held in Edmonton, Alberta, February 25th – 27th at the West Edmonton Mall. Preparations have long been underway to make this a worthwhile experience for all of our members. One of my tasks as President-Elect is to chair the program committee (made up of your state and provincial representatives).

Program Proposals

In this issue of *Soundings* you will find the **Conference Program Proposal form**. Please consider presenting a session at the conference. We have many "experts" in our region, and I hope we will encourage each other to share our knowledge and experiences. Some suggestions have already been forwarded to me asking for possible presentations dealing with the Residential Tenancy Act, issues facing smaller colleges with minimal staff wearing multiple hats, substance issues, judicial affairs issues, staff recruitment (both

professional and student) and issues surrounding security and safety. If you have any questions about an idea you have please feel free to contact your state/provincial representative or me. Again, we look forward to building a solid conference program but will need your help and involvement to make it work. Proposals are due by **December 31, 2000**.

State and Provincial Representatives

Another area that I focus on as President-Elect, is working with and helping select the state and provincial representatives. In the selection process for 2000-2001 we will have open spaces in Oregon, Alberta and Alaska. As a State/Provincial Representative you are a member of the Executive Board. Some of the tasks associated with the position are:

Writing an article for Soundings with updates from your state/province

Collecting at least one additional article for Soundings from a member from your area

Attend the Fall, Early & Late Spring Executive Board Meetings

Work with the President-Elect as members of the Programming Committee for the Annual Conference

Chairing a focus group/committee

If you are interested in one of these positions I would encourage you to contact your current representative:

Oregon: Katie Bryant (541) 346-5393
kbryant@oregon.uoregon.edu

Alberta: Margot Bell (780) 492-8957
margot.bell@ualberta.ca

Alaska: Timi Hough (907) 465-6389
timi.hough@uas.alaska.edu

We will be soliciting recommendations throughout the Fall with announcements coming prior to the annual conference February 25-27, 2001. If you are considering this position and are selected, the first board meeting you would be required to attend would be just prior to the conference.

Again, I look forward to seeing all of you in February. If you have any questions or concerns regarding program proposals, state/provincial representatives or anything regarding NWACUHO, please feel free to contact me at: (253) 879-3317 or sdaetwiler@ups.edu

Cheers, Shane

Past - President Thoughts

Training has been completed, and students have moved in for the start of another school year. I hope that everyone had an enjoyable summer and got to spend some time away from the job for some relaxing vacation. I think we all need to get recharged before the year starts and things can get a little crazy.

The Past-President has two major responsibilities to complete One, the Election of new Officers and Two, the Case Study Competition, which takes place at the annual conference. For these two activities to be successful, I need **you** to get involved. The positions that need to be filled with this election are **President-elect, Newsletter Editor and Treasurer**. Anyone who would be interested in running for any of these positions or would like to nominate someone can contact me. I would like to have information about each candidate in the next Newsletter. Being an Executive Board member requires three Executive Board meetings a year. Generally these meetings are held in early November, directly before the Annual Conference, and early to mid-May. There is money budgeted to cover your travel expenses, over and above what your institution is willing to support, to the November and May meetings.

The **Case Study Competition** takes place at the annual conference. This competition is designed for **new professionals** with less than three years experience to exhibit, present and display their knowledge, awareness, expertise and philosophy. This can be a team or individual activity. If you are a new professional this is a wonderful opportunity to have some fun and partake in friendly competition. Please send in your nomination or recommendation for a candidate for one of the Executive Board positions by November 27, 2000. I hope that everyone has a great opening and that fall goes smoothly with no major problems. See you in Sunny and Warm Alberta, Canada in February.

Jerry Kruse

“What we must decide is perhaps how we are valuable, rather than how valuable we are.”

Edgar Z. Friedenber

Provincial and State Reports

News from Alaska

University of Alaska Southeast, Summer Staff Retreat

Every other year the three main campuses in Alaska hold a Student Affairs conference, gathering key players for these areas together to discuss current issues, while offering an opportunity to share new ideas. On the off years, the University of Alaska Southeast offers a two day retreat for their regional staff members. This year, representatives were present from Juneau, Sitka and the Ketchikan campus. Entitled "Helping Each Other to Help Students" the two days were full of a wide variety of topics, all to help make UAS a better place for students.

Highlighting the conference was a presentation by the summer ACUHO-I interns, **Tiffany Pelletier** (Western Illinois) and **Tricia Schwery** (Texas A & M). Tricia and Tiffany reminded us all of the importance of theory and how it effects our daily lives. They highlighted a variety of theorists and through interactive activities encouraged us all to remember why we work at the jobs we do, and how to best work with the students we serve.

Barbara Burnett, UAS Financial Aid Director helped us brainstorm ways in which we could recognize each other and students more often with incentive programs. We all do need a "thanks" once in a while don't we? **Elizabeth Schelle**, Exchange Coordinator made us all wish we were undergraduates again when she introduced us to the international and national exchange opportunities that are available to our students. There are some amazing programs out there, and students can technically attend UAS for 4 years and physically be on our campus for only 2 of those 4.

Tim Schroeder, UAS Sitka Campus Student Services Coordinator brushed the surface of Distance Education. We in the state of Alaska embrace distance education, and, as it is one of the newer aspects of college education system, there is a lot to learn. Thanks Tim for getting us thinking of these topics.

One of the most interesting parts of the retreat was the conference call between our student services group and our statewide lawyers. We as a staff were able to discuss a variety of topics with the lawyers and have many "gray" area questions answered, or at least thrown on the table to discuss at a later date.

"Diversity" and "How to Deal with Difficult People" were other presentations that left our group a bit more prepared for the fall semester to begin. It is amazing the talent that is on a staff and the diverse areas of expertise that can be pulled together to make an educational and productive retreat. Search within your own ranks and you will be amazed at what is out there. We all left much more prepared. Thanks to everyone who helped make the retreat a success.

Timi Hough

Alberta News

Well, what can I say...like everyone else in this industry, we are all in the midst of training, check-in and orientation activities (by the time you read this, they'll be behind us for another year). The energy and activity levels are high and the campus is buzzing. That being said, (and not that it's an excuse) I haven't been in touch with my colleagues in the province in the last couple of months to see what they've been up to. I apologize; my update will be a short one for this edition.

Alberta's big event at this time of year is the 11th Annual Student Leadership Conference held in the third week of September every year. This year's theme is "Discovering New Frontiers." This event has grown to include student leaders from both Saskatchewan as well as British Columbia along with our Alberta constituency. A great big thank you to our outstanding Conference Planning Committee: **Sylvia Cholodniuk**, University of Saskatchewan; **Randy Fines**, Lakeland College; **Wilf Hill**, University of Calgary; **Nadia Jagar**, Red Deer College; **Tracey Mason**, University of Alberta; and **Doug Wagstaff**, Olds College. This year promises to be really exciting; along with a great weekend line up, our Keynote Speaker will be our very own **Lorne Williams**.....one of our Alberta Residence Life "veterans." We know you'll "wow" them Lorne!

I would also like to take this opportunity to invite any Alberta NWACUHO members to submit articles for Soundings. We've got a lot of talent in the province, so let's contribute to our Regional Newsletter. You can send articles to me at margot.bell@ualberta.ca and I will forward them on for you.

Remember: your Rep needs your news.....if you hire new folks, have new ideas and programs or generally have information you'd like to share, please pass it along to me. Rest easy everyone, we've survived another September!

-Margot Bell

News from British Columbia

Hi everyone, Things have been moving & shaking in beautiful British Columbia...

British Columbia Institute of Technology has done a few things differently. They've reformatted their 15 day in residence RA Training to include a 3 day Whistler retreat. The Whistler trip combined half day training modules with half day team building outdoor activities. It proved to be extremely successful in bringing the group together, building spirit and building confidence. Of their 9 Residence Advisors, only 3 are new. The others have been with them for either 2 or 3 years.

The news at **Royal Roads University** is that **Jim Dunsdon** has left us to go to the University of Toronto, Scarborough as their new Manager, Housing and Residence Life. A search is currently being conducted for his replacement.

Simon Fraser University's Department of Residence and Housing has been going through a small transformation in the past while. With the retirement of the director of 18 years, **Geoff Ward**, the search began for a new director. **Jan Fialkowski** joined SFU in September from Trent University, where she served as Associate Director, Housing and Food. **Maureen Kates McConnell** was promoted to the position of Residence Life Services Coordinator, and now works in tandem with the Residence Life Program on a full time basis. **Betty Selezinka** accepted a new appointment as the Facilities Coordinator, and **Sandy Werner** was promoted to the Business and Assignments Assistant position. We've welcomed a new receptionist, **Midori Yasouka** who holds down the fort at the front desk.

At the **University of British Columbia** we were sad to see **Liz Marshall** move on – she has gone to pursue a Masters in Library Science at the University of Western Ontario. However, we are very happy to welcome back **Chad Elliott** (formally of Guelph University) to our Residence Life Team. From 1995 – 97 Chad was a UBC resident and student staff member, since then he left us to spread his wings, and now has come home to roost with the true Thunderbird spirit. Chad is responsible for Thunderbird, UBC-Ritsumeikan House, and Fairview Crescent. Also our director search continues.

Thanks for sharing your updates, Val Holtom

Updates from Washington

Eastern Washington University

Eastern Washington University is very excited about its two (2) new Residential Life Coordinators for the 2000-01 academic year. They bring new ideas and energy to the Residential Life system and all has been good!

Melissa (Missy) Passarello comes from Pennsylvania by way of Bothell, Washington. She earned her Bachelor's Degree in Secondary Education with a concentration in Geology from Kutztown University in Pennsylvania. After graduation, Missy was a Resident Director at Keystone College in LaPlume, Pennsylvania and an Assistant Coordinator of Residence Life at Colorado Mountain College in Steamboat Springs, Colorado. Until recently, she worked at Rand McNally Map and Travel Store in Seattle, Washington. No one at EWU will ever get lost because they know Missy will always be there to help.

Brian Ufford comes to EWU from Oregon and most recently from Oregon State University where he received his Bachelor's degree in Communications and two (2) Master's degrees. His breadth of experience began with being a Night Desk and Weekend Desk Manager, to food service, to being a Resident Director. They are looking forward to all the new ideas Brian has to share.

Louise Anderson Hall underwent its second renovation this summer. Thirty-seven rooms were added for the upcoming academic year. The department is very excited that the

building will be in full operation this year. In addition, the Asia University of America Program was given new office space. With the additional rooms, Housing was able to assign sixty-six (66) more students increasing their upcoming resident count to 1668.

Staff training has been focused on the Community Standards Model (UNLV style). EWU has worked with this model for three (3) years and after attending a seminar at UNLV this past June, the department focused staff training around Community Standards. They have been able to share this philosophy with the Student Affairs staff, Custodial/Maintenance staff, as well as the Housing staff. EWU's focus this year is to work on having standards of agreement not only with the residents on each floor, but having standards of agreement among staff members, hall officers, student employees, and custodians. This is just the beginning of the Community Standards Model!

Western Washington University

Western Washington University is proud to announce its newest staff additions and promotions. They are:

Ronna Biggs, Coordinator for Programming and Leadership Development. Most recently, Ronna was a Resident Director at WWU.

Jaime Wesson, Resident Director. Jaime was born and raised in Texas and has 5 years experience in Residence Life, most recently as Apartments Supervisor at Stephen F. Austin State University.

Jamie Murphy, Resident Director. Jamie is a native Minnesotan and completed his undergraduate work in Sociology and Geography at South Dakota State University. This spring he received his Master's in College Student development and Administration from the University of Wisconsin – La Crosse. Go Eagles!

Taya Dolsen, Resident Director. Taya comes to Bellingham from Wisconsin via Indiana. She grew up in Leo, Indiana and graduated from Ball State University with a degree in Criminal Justice and Criminology. She spent the last four years working in Wisconsin as an Assistant Hall Director and just recently graduated with her Master of Science degree in Counseling.

Joel Bynum, Resident Director. Joel comes to WWU from Ball State University where he completed both his undergraduate and graduate work.

Jennifer Cochran, Resident Director. Jennifer is joining the WWU staff and originally hails from Buckhannon, West Virginia. She went to West Virginia Wesleyan College and majored in Psychology, graduating in 1997. Jennifer completed her Master's degree in Higher Education at Florida State University in May of 1999.

Jennifer Quin, Resident Director. Jen was born in a suburb of Toronto, Canada and completed her undergraduate work at Carleton University in Ottawa, Canada in Law with a

concentration in Human Rights. Jen spent three years at Western Illinois University and received her Master's degree in Student Development and Higher Education.

Heather Ryan, Resident Director. Heather hails from Niles, Michigan and recently completed her Master's at Grand Valley State University in Allendale, Michigan.

University of Puget Sound

The University of Puget Sound is pleased to re-introduce **Kyla McLeod** to NWACUHO. Kyla joins the UPS team as the Area Coordinator for the North end of our campus. Kyla's most recent experience was at the Center for Cultural Pluralism at the University of Vermont as she completed her Master of Education (Higher Education and Student Affairs Administration). Many of you may already know Kyla as she was a Resident Director at Whitman College in Walla Walla, Washington (1996-98). To completely round things off and further complete her ties to the Northwest and the Association, she is a Native Canadian who completed her Bachelor of Arts at the University of Victoria. Please join UPS in welcoming Kyla back home and share in their excitement to have her on campus.

Seattle Pacific University

SPU welcomes 5 new people to their Residence Life staff! **Emmanuel (Manny) Mourtzanos** is the new Assistant Director for Residence Life and most recently worked at Nyack College in New York. Also, SPU's three new Residence Life Coordinators are, **Michael Houston**, most recently from Azusa Pacific in California; **Kimberly Halladay** from Spring Arbor College in Michigan; and **Laura Partridge** who most recently served as the Coordinator for Student Programs. In addition, SPU's new Assistant Residence Life Coordinator is **Melissa Reesman**, who recently graduated from Taylor University in Indiana. Internally, **Nick Herberger**, who was an RLC for two years, has been promoted to Area Coordinator for Residence Life, and **Cam Tipp**, an ARLC for two years, has been moved into a full-time RLC position.

Washington State University

After a busy recruitment season, the Department of Residence Life at Washington State University is pleased to announce its "dream team." **Cindy Empey**, most recently the Assistant Dean of Students at WSU, rejoins the department as the Associate Director of Residence Life. Cindy has been serving WSU students for over a decade and the department is pleased to have her back. Also, **Matt Dietz** has been promoted to an Area Coordinator position. Previously, Matt was a Residence Hall Director in the Stephenson Complex for two years.

Anita Cory has been promoted to Director of Greek Affairs after working with WSU's sorority system for the past seven years. Assisting her will be **Chris Bell**, who comes to WSU from San Diego State University where he received his Master's degree in Communications.

Sean Broghammer, originally from Anchorage, Alaska, has been named to a Residence Hall Director position. Previously, Sean had been a Graduate Hall Director at WSU. The department is also excited about **Bree Kauzlarich**, **Doug Haugen**, **Sara Gonzalez**, and **Matt Park** being named Graduate Hall Directors. Each of them has served the department in the past as "super parparos." Also, **Megan Howe** and **Greg Batten** have obtained Graduate Hall Director positions. Megan joins the WSU staff from the University of Northern Colorado, and Greg from Colorado Christian. Additionally, **Cindy Greenwood** joins the WSU Leadership Center from Grand Valley State University in Michigan. Overall, based on the enthusiasm and professionalism demonstrated by each, the Department of Residence Life looks forward to making raving fans of its customers this year!

Finally, WSU would like to welcome all colleges and universities in NWACUHO to its *3rd Annual Northwest Regional Resident Advisor Conference* to be held October 27-29, 2000. This conference is an inexpensive way for RA and government staffs to network and share resources. This year's conference will have a government tract in lieu of the tentative nature of this year's NWRLAC Conference. For more information, please contact Mandi Horney at mandi@wsu.edu.

University of Washington

The University of Washington is pleased to announce its new Residential Life staff. Resident Director Staff:

Michael Glidden, Mercer, Stevens Court, spent a year working in Alaska. Prior to that he worked as a Resident Director at Franklin Pierce College in Rindge, NH.

Steve Railsback, Haggett Hall, spent his previous two years at The Evergreen State College as a Graduate Resident Director.

R. Tony Keim, McCarty Hall, worked for 1 year as a Resident Director at Whitman College. This past summer he worked as a Conference Resident Director at Western Washington University.

Kristen Harrell, McMahan Hall, worked as a Graduate Assistant at the University of Washington for the last year.

Area Coordinator Staff:

Leslie Barber Howard, Coordinator for Leadership, Selection and Training began her position with us in July. She was previously a Resident Director at Western Washington University.

Jim Bajczyk

News from Oregon

Greetings from Sunny Oregon. As usual, summertime in Housing brings many staffing changes. We welcome many new people to the northwest housing community.

Reed College

They have three new full time staff, **Dwayne Davis**, Associate Director of Residence Life from the College of Wooster and three new Resident Directors, **James Linn** from Harvard, **Michael Taylor** from the Pratt Institute and **Michelle LaRock** from the College of Wooster.

Western Oregon University

They welcome two new Area Coordinators, **Mark Keller** and **Kyle Jordan**.

Southern Oregon University

They are excited to have **Shelly Clark** on board as a new Area Coordinator.

University of Oregon

They welcome a new Director of Food Services, **Tom Driscoll** from Olympia, Washington and three new Complex Directors, **Jessica Pettitt** from the University of South Carolina, **Peter Erschen** from Kansas State University and **Ben Fisher** from Western Washington University. In addition, **Tenaya Meaux** joins the department in the newly created position of Assistant Director of Housing for Marketing and Public Relations.

Oregon Institute of Technology, Eastern Oregon University and **Souther Oregon University** will all be welcoming new senior staff hired from their experienced student staff.

Oregon State University

OSU is looking forward to the energy and experience their new Graduate Assistants will bring to the department. All are looking forward to an abundance of talent in the new leadership.

Lewis and Clark

Jon Eldridge was appointed Dean of Students. He retains his role as Director of Residence Life. He will now coordinate efforts of the Student Life Staff which is composed of Ethnic Student Services, International Student Services, the Center for Service and Work, Student Activities, Career and Human Resource Development, Residence Life and Judicial Affairs. They have hired two new Resident Directors, **Melanie Love** from St. Louis University and **David Castro** from Oberlin College in Ohio.

In addition, **Kelly Hoover**, a Resident Director from 1997-2000, remains at the college in the new position of Coordinator of Leadership and Service Programs in the Center for Service and Work. Finally, Lewis and Clark is in the process of a multi-phase redevelopment of the residential sector of campus. This includes three new residence halls scheduled to open in the Fall of 2002. For more information on the planning and construction, as well as the College's Residential Master Plan, check out <http://www.lclark.edu/~reslife/planning.html>.

Willamette University

The Willamette Housing and Residence Life staff are looking forward to new developments on campus that will benefit their department and the campus. Thanks to a generous gift from the Montag Family, ground broke on August 1, 2000 for the new Montag Student Center. The building was designed and developed by students to be a hub for student activity and programs on campus.

Katie Bryant

Training New Student Paraprofessionals

During the spring 2000 semester the approximately 50 new Resident Advisors (RAs) and Residential Education Advisors (REAs) recently hired by Residence Life participated in an EdAd 497 class in which they were trained as academic peer advisors by the Student Advising and Learning Center (SALC). As a result over half of all the student paraprofessional staff members who will work on the residence hall floors this fall will have had academic peer advising training.

Previously only the 34 REAs in the Stephenson Residence halls received training as academic peer advisors. These trained REAs were supervised by SALC as they peer advised up to 8 students assigned to each REA as advisees. When possible REAs were given advisees interested in the REAs' academic major area and who lived in close proximity in the residence hall. This arrangement made it easy for new students to get their academic questions answered by another student whom they knew. The success of this approach led to the training of all new RAs outside of Stephenson as academic peer advisors. These peer advisors trained new RAs who are not assigned specific advisees, but can now accurately assist students with questions about the academic requirements of WSU and make appropriate referrals when needed.

This effort to train the RA staff in academic advising is part of a new Residence Life emphasis in creating academically supportive residence hall communities. During the upcoming year Residence Life seeks to also train all Hall Directors and as many Graduate Hall Directors as possible as academic advisors.

The paraprofessional students who will be selected this year and who will join the hall staffs next fall will continue to receive academic peer advisor training. In this way, eventually all the student staff members of the Residence Life department who live and work directly with students on residence hall floors will be fully informed of the WSU academic requirements. Such training of all residence hall staff in academic advising is unique to Washington State University.

Randy Jorgensen
Associate Director of Residence Life
Washington State University

NWACUHO Mentor/Telemachus Program

Greetings colleagues!

I hope this letter finds you well and enjoying the autumn season! NWACUHO is entering its second year of a program that we hope will continue to connect new and veteran members of our association. It's called the Mentor/Telemachus Program, and we would like you to consider being a part of it. Last year, 31 individuals signed on to participate and we're hoping for increased participation this year!

(On a literary note, Mentor, in Greek mythology, was a friend and counselor to the hero Odysseus. Mentor then became a tutor for Odysseus' son, Telemachus.)

To be a Mentor, you need to have experience in your professional position and be willing to serve in the role of a guide as you share thoughts and perspectives with a colleague who is new to the field or new to NWACUHO. To be a Telemachus you simply need to be new to your area of responsibility, and have the desire to connect with a regional veteran and ask questions. Sounds easy? It is! (At least easier than running from Marathon to Athens.)

Mentor Responsibilities (application on PAGE 11)

1. Initiate contact with your Telemachus by December 1, 2000.
2. Maintain voice contact monthly throughout the year.
3. Maintain email contact as often as you'd like!
4. Assist your partner in the following areas:
 - a. An introduction to NWACUHO and its services
 - b. Talk about your area of responsibilities and any areas of expertise you wish to share
 - c. Ask what sort of information your partner is looking for, and what s/he hopes to learn from the experience
 - d. Be available to converse about ideas and issues as your partner contacts you
5. You are encouraged to attend the NWACUHO Annual Conference, make contact with your partner, and attend special events related to the Mentor/Telemachus program.
6. Provide "insider information" to your partner, and HAVE FUN with this opportunity!

Telemachus Responsibilities (application on PAGE 12)

1. Be open with your thoughts, ideas and questions as you talk with your mentor.
2. Develop a list of goals that you hope to accomplish with the help of your mentor, and share the list during one of your conversations.
3. You are encouraged to attend the NWACUHO Annual Conference, make contact with your partner, and attend special events related to this program.
4. Don't be afraid to initiate contact with your mentor if there is anything you would like to discuss. Ongoing dialog is key to developing your relationship, and your mentor likes to be called!
5. HAVE FUN with this opportunity!

I encourage you to give strong consideration to participating in this program, and to complete the application form.

Please make copies or route this information, and application forms, to staff you believe might be interested in participating in the program!

If you have any questions or comments please feel free to contact me by email at peter@housing.wvu.edu or by calling 360-650-2960. Thanks for your support of this program. Best wishes in the year ahead!

Peter Rosenberg
Western Washington University

NWACUHO Mentor Application Form

Name: _____ Title: _____

Institution: _____

Address: _____

Phone: _____ Email: _____ Fax: _____

YES! I am willing to be a mentor for a NWACUHO colleague in the following areas (check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> Residence Life – General | <input type="checkbox"/> Apartments / Family Housing |
| <input type="checkbox"/> Programming / Leadership Development | <input type="checkbox"/> Technology / Computing |
| <input type="checkbox"/> Student Conduct | <input type="checkbox"/> Publications |
| <input type="checkbox"/> Facilities Management – General | <input type="checkbox"/> Dining Services |
| <input type="checkbox"/> Custodial Operations | <input type="checkbox"/> Business / Fiscal Services |
| <input type="checkbox"/> Building Management | <input type="checkbox"/> Conference Services |
| <input type="checkbox"/> Other: _____ | |

If possible, I would like to be paired with someone from the following type of institution(s):

- | | | | |
|---------------------------------------|--|--|--|
| <input type="checkbox"/> Large Public | <input type="checkbox"/> Small Public | <input type="checkbox"/> Private Secular | <input type="checkbox"/> Private Non-secular |
| <input type="checkbox"/> Canadian | <input type="checkbox"/> United States | <input type="checkbox"/> No Preference | |

Educational Background: _____

Areas of Interest / Expertise: _____

Personal Comments: _____

Years in the profession: _____ Years in current (or similar) position: _____

Please return this form by **November 17** to:

Peter Rosenberg
Associate Director of University Residences for Residence Life
Western Washington University
Bellingham, WA 98225-9195

As forms are received, individuals will be matched (as best as possible – please be a bit flexible), and another letter will be mailed with information about your partner.

THANK YOU FOR YOUR PARTICIPATION

NWACUHO Telemachus Application Form

Name: _____ Title: _____

Institution: _____

Address: _____

Phone: _____ Email: _____ Fax: _____

YES! I am would like to be paired with a NWACUHO mentor in the following areas (check all that apply and circle the one of greatest importance):

- | | |
|---|--|
| <input type="checkbox"/> Residence Life – General | <input type="checkbox"/> Apartments / Family Housing |
| <input type="checkbox"/> Programming / Leadership Development | <input type="checkbox"/> Technology / Computing |
| <input type="checkbox"/> Student Conduct | <input type="checkbox"/> Publications |
| <input type="checkbox"/> Facilities Management – General | <input type="checkbox"/> Dining Services |
| <input type="checkbox"/> Custodial Operations | <input type="checkbox"/> Business / Fiscal Services |
| <input type="checkbox"/> Building Management | <input type="checkbox"/> Conference Services |
| <input type="checkbox"/> Other: _____ | |

If possible, I would like to be paired with someone from the following type of institution(s):

- | | | | |
|---------------------------------------|--|--|--|
| <input type="checkbox"/> Large Public | <input type="checkbox"/> Small Public | <input type="checkbox"/> Private Secular | <input type="checkbox"/> Private Non-secular |
| <input type="checkbox"/> Canadian | <input type="checkbox"/> United States | <input type="checkbox"/> No Preference | |

Educational Background: _____

Areas of Interest / Expertise: _____

Personal Comments: _____

Years in the profession: _____ Years in current (or similar) position: _____

Please return this form by **November 17** to:

Peter Rosenberg
Associate Director of University Residences for Residence Life
Western Washington University
Bellingham, WA 98225-9195

As forms are received, individuals will be matched (as best as possible – please be a bit flexible), and another letter will be mailed with information about your partner.

THANK YOU FOR YOUR PARTICIPATION!

2001 – A Canadian Odyssey!!!

NWACUHO 2001 Conference

West Edmonton Mall, Edmonton Alberta, Canada

February 25th – 27th , 2001

Hi everyone!

I'm putting on my conference toque (that's hat in American!) as this year's Host Committee chair to give you the latest update on the 2001 conference. We had our latest provincial Host Committee meeting on August 1st, and things are starting to fall into place!

Once again, we're very excited about our conference facility, located in the West Edmonton Mall, the world's biggest! Our Welcome, Entertainment and Hospitality Committee are working hard to make sure that there will be no lack of things to do, but in case you want to see for yourself, check out it out for yourself – the West Edmonton Mall website location is www.westedmall.com

While we're still in the planning stages, there are a few secrets we can share. Our opening keynote speaker is **Dr. Martin Collis**, a faculty member at the University of Victoria who just happens to be very entertaining and a real expert on Wellness issues. He is a fantastic speaker who understands higher education, and I could go on, but you can find out more for yourself at his website, www.speakwell.com You may have seen him, or this could be your first time, but either way, you don't want to miss it!

The Host Committee is a joint effort of the Universities of Alberta and Calgary, as well as Lakeland and Mount Royal Colleges and the Southern Alberta Institute of Technology. The opportunity to host has stirred a lot of local pride in Alberta, and we'll be doing our best to provide you with a taste of what the city of Edmonton (and the province of Alberta, if you have more time) have to offer.

That's all for now – more information on travel, activities, and of course, registration will be sent to you in early November. We look forward to seeing you in Edmonton!

A residential student will spend an average of 40% of their time outside the classroom engaged in social interaction and activities."

- Barbara Keller

***Utilize the NWACUHO Website:
NWACUHO.org***

It offers to you a Regional Directory, Regional Updates, Info on Upcoming Events, Soundings on Line (coming soon), and Position Announcements.

39th Annual NWACUHO Conference

Edmonton, AB Canada; February, 2001

Conference Program Proposal

1. **Primary Presenter/Contact Person** _____
Position Title _____
Institution _____
Mailing Address _____
Telephone _____
Fax _____
Email _____

2. **Other Speakers/Presenters (name, position, institution, telephone, email):**

- 1)
- 2)
- 3)

3. **Program Title:** _____

Target Audience: _____

Description of Content (Please highlight areas of emphasis, sketch an outline and/or program objectives. Include an abstract suitable for publication in the conference program (Max 100 words). **Attach additional sheets if necessary.**

Note: Session lengths are approximately 1 hr 15 min. Please indicate if you would like two time slots.

4. **AUDIO VISUAL EQUIPMENT/ROOM REQUIREMENTS:**

Overhead Projector/Screen____ White Board____ VHS Video Player/Monitor____
35mm Slide Projector____ Flipchart____ Lectern____
Other (you will be contacted if we cannot accommodate you)_____

Maximim # of Participants: _____

Please return proposals no later than December 31st , 2000 to:

Shane Daetwiler
Student Development Office
University of Puget Sound
1500 North Warner
Tacoma, WA 98416
Phone (253) 879-3317
FAX (253) 879-3500
Email: sdaetwiler@ups.edu

Presenters will be notified of program acceptance by January 19, 2001.

Executive Board Member Nomination Form

Call for Nominations

I Would Like to Nominate: (You can nominate yourself)

Name: _____

Institution: _____

For the position of (circle one):

President-Elect

Newsletter Editor

Treasurer

Complete Contact Information:

Nominated by:

Name: _____

Institution: _____

Signature: _____

*****Feel free to make copies of this form and nominate more than one person.**

Please Return Nomination Forms by November 17, 2000:

**Jerry Kruse
Housing Manager, Apts
Washington State Univ – Housing
A.E. McCartan Office Suite; Streit-Perham Hall
Pullman, WA 99164-1726
(509) 335-7732
krusej@wsu.edu**

NWACUHO EXECUTIVE BOARD MEETING HIGHLIGHTS

30 May, 2000 – 31 May 2000
Western Washington University
Bellingham, WA

Present: Jason Hunter (President); Shane Daetwiler (President-Elect); Chris McGrath (Secretary); Dave Dettman (Treasurer); Leslie Barber (Newsletter Editor); Vennie Gore (Products & Services Coordinator); Val Holtom (British Columbia); Margot Bell (Alberta); Jim Bajczyk (Washington); Timi Hough (Alaska) **Regrets:** Jerry Kruse (Past President); Katie Bryant (Oregon)

REPORTS AND DISCUSSION

President's Report

ACUHO-I letter of affiliation received. Wants to go to regional President's meeting with an idea of what we need to see as an association. Now with a document there is a clearer understanding of what affiliation means. Committees: a lot of interest among membership to get involved in whatever way possible. Hope is to have exec bd. members facilitate discussion on some of the topics — wants to see some of it happen in the next few months. 2001 conference: Met with Alberta committee and making good progress.

President-Elect

Wants to see if conference program evaluation form met people's needs. Wants to look at possibility of a special conference program focus, to entice seasoned professionals to present and provide something for upper to mid-level professionals. Wants to use state and provincial reps more. High interest in taking a lead on the committees to be point person that can evaluate where we're at with them, and important to have one person who is responsible year to year for the maintenance of the committees.

Treasurer

Main activity in the past few months has been the conference. Distributed quarterly financial report. Have acquired credit card that Jason has. Working to reconcile items for Conference. Finding that information is sent in various ways from different institutions. Therefore, trying to establish a consistent framework for financial documents so that we can compare from year to year, using common references, etc.

Secretary

Just received disk from LA, so will be going through files to get a sense of what has been going on. Investigating potential of centralized archives for the association so that information is centrally accessible, and exec board members don't have to haul boxes of historical information around with them to meetings, conferences, etc.

Alaska Rep

Coming out of the thaw....UAS not a lot of changes. Doing upgrades on buildings over the spring. Fall occupancy numbers are up significantly related to new admissions strategies that are helping matters. Anchorage: high vacancy rates. At least one or two positions open there. They have 6 ACUHO interns. 2 in Juneau. Anchorage still seeking new Director. Going through a lot of turnover. Fairbanks has renovated quite a bit, which has helped their occupancy rates. They were full as of a few days ago.

Alberta

Sent out note to province for information. Generally fine. Most exciting thing — RLPA is launching a provincial leadership certificate program. Masters student has developed criteria for baseline provincial recognition, and are launching program for this September. RLPA had general meeting in March — work is progressing to develop web page. Alberta Student Services Conference is May 1 & 2, all student services people to connect. RLPA offers a professional development day on June 15 & 16; this allows housing people to come together. Student Leadership conference is Sept. 23 & 24.

British Columbia

Thinking about the double-cohort. Director searches are going at SFU and UBC. UVic hiring an Area Coordinator. Liz Marshall left UBC June 1. Chad Elliot from Guelph and St. FX will be back...did his undergraduate degree at UBC.

Oregon

No report submitted.

Washington

Trouble with staffing at entry level. WSU worried about sponsored activity — NW Regional RA conference. UPS building a new 200 bed facility as a result of a generous donation; opening around 2002. Hoping to increase percentage of residential students. University of Washington has seen a 60% return rate to residence halls.

Product & Services Coordinator

26 vendors this past year. Had to turn 3 away because we had no room for them. The big thing was that Sunday's opening reception bar was not in the vendor area. 2001 Conference Committee has assigned Northern Alberta and Southern Alberta vendor reps.

Newsletter

Will be sent out next week. Updated constitution will be distributed with newsletter.

6. SPONSORED ACTIVITIES

Western Placement Exchange (WPE) (update given by DD) 22 candidates and 14 employers. Went in the hole when you take out the donations made by NWACUHO and NASPA. Request has been made to hang on to money for next year as opposed to having to deal with administrivia of transferring the money back, and then making another request for seed money.

Northwest Training Institute (NWTI) Do we have it at the conference, or try to run it separately as a program beyond the conference? Do we do it as a pre-conference, or as an integrated part of the existing conference.

Northwest Residence Life Leadership Conference (NWRLLC) No bid proposals in. Still owe NWACUHO \$300 seed money. Finalized report is in progress. Ended up about \$300 in the hole or so.

7. MISSION STATEMENT

NWACUHO exists to provide services, opportunities for professional development and fellowship that meet the needs of our diverse membership.

8. DUES / CONSTITUTION ISSUES

Constitutional changes are the official ones. We were in session and had quorum. We have about 70 schools paying membership dues.

9. 2001 HOST COMMITTEE REPORT

Met with Alberta based committee. Have a large working group running, broken down into functional teams. Vendor and program teams can connect with Vennie and Shane. Theme is NWACUHO 2001: A Canadian Odyssey. Conference is February 25-27, 2001. Discussion of airfares and hotel costs, including distances from various hubs.

10. WACUHO

Vennie attended WACUHO meeting in Palm Springs. Executive officers chair committees. Are open to continue exchange with our region, and see value in WPE, and are willing to pay extra costs for whatever production etc., is needed for CA schools. 2003 would be a viable year in either Northern Calif. (SFO) or Seattle.

11. BUDGET DRAFT

Developed 3 budget plans. Highlight our potential financial situation under three different "scenarios" Clarified line items and costs incurred with New Professional Scholarship. Discussed renaming Outstanding New Professional Award to avoid confusion. We basically have 3 awards. Stephens award. NEW PROFESSIONAL Award. and NEW PROFESSIONAL Scholarship.

12. COMMITTEES AND PROJECTS

Proposal to regionalize committees and establish committees in each region. Build in time during the conference for committees to get together and discuss some of the things they have been talking about over e-mail etc.

14. STAFFING ISSUES

Little consideration for ethical standards (giving less than 2 weeks notice, re-negging on contracts, etc) What are we trying to do in order to facilitate retention? What about the RA level? They want more—pay, benefits, etc. As freshman classes get bigger, the impacts are spread all over the board. Need to go back to the core competencies; sell the skill base.

15. COMMITTEES AND PROJECTS :

Talk to your State and Provincial Representatives for more details on brainstorming from Exec Board meeting.

Next Meeting: Edmonton, AB; November 9 & 10, 2000

.....
Change is the law of life. And those who look only to the past or present are certain to miss the future.

.....
~John F. Kennedy

NWACUHO Treasurer's Report
Quarterly Financial Report
Period of Report: May 1st - September 1st, 2000

Account Balance as of 5/1/00 26609.19

Revenues:

Member Dues Collected 0.00
Interest Earned 31.98

Total Revenues: 31.98

Expenditures:

NWACUHO Publications 1600.72
 Soundings printing 1586.22
 Misc. paper expenses directory/dues mailing 14.50

NWACUHO Executive Board Meetings 344.21
 Spring meeting meals 177.37
 Alaska Representative Airfare (1/2 cost) 166.84

NWACUHO 2000 Conference 993.43
 Conference Reconciliation 993.43

ACUHO - I Conference 3024.47
 NWACUHO President 1322.90
 NWACUHO REception 551.57
 "Best of the NW" prog. - hotel, air expenses 1150.00

Miscellaneous 389.22
 NWACUHO 2001 Conference Deposit 344.22
 NWACUHO business card annual fee 45.00

Total Expenditures 6352.05

Account Balance as of 9/1/00 **20,289.12**

Submitted by Dave Dettman
Treasurer, NWACUHO

AIMHO, NWACUHO, WACUHO

“Coming together is a beginning; Staying together is progress; Working together is success!”

Colleagues:

Extraordinary events occur when people dream and ask the question: What if? Truly, the concept of a Super Regional is the result of asking the question: What if our regions met together? The statement followed that question: Lets make it happen! Let us explain.

In the beginning....

In Vancouver, British Columbia, during the 1999 Annual Conference, then Presidents, Jerry Kruse of NWACUHO and Sue Matthews of WACUHO had a vision of having a joint conference sometime in the near future. Both Presidents had the foresight to see the value of bring together the resources of both Associations to provide an extraordinary experience for their membership. Learning and professional exchange is at the heart of this exchange.

Unlike many ideas, this vision did not die in Vancouver. To the contrary, this vision grew in thought and discussion. At both the 2000 Annual NWACUHO Conference in Blaine, WA and 2000 Annual WACUHO Conference in Palm Springs, the big audacious idea began to shape. AIMUHO has been invited to participate in the discussion. Thus, we seek to bring together richness and diversity of housing officers that represents the Associations in Western North America.

The Journey...

The journey that begun at ACUHO-I in Vancouver, British Columbia continued with more discussions in earnest at Pittsburgh. Representatives from the three Associations met in Pittsburgh at the Annual ACUHO-I conference to continue discussions. The excitement of the potential gathering fostered collaboration, energy, and synergy.

We believe that a Super Regional will provide great value to the membership of all three Associations. The conference could potentially attract between 400-600 delegates from Arizona to Alberta, Canada to Nevada, and Hawaii to Alaska. Therefore, we believe there will be great breath and depth of programs offerings for delegates. Additionally, there would be great opportunity to develop professional relationships and exchange ideas with delegates from all three regions.

This Super Regional is not intended to replace the annual conferences in future years. It can be viewed as a one time opportunity for three associations to gather, share ideas and make new connections. The conference would financially stand on its own. Conference fees would cover all expenses. Each Association would provide seed money for the Planning Group which would be refunded. Each Association would have representatives on the Planning (Host), Program Committee and Exhibitor Committee. Any revenue generated after expenses would be divided equally between all three Associations. We recognize the value of maintaining and fostering the uniqueness of each region's annual meeting. To that end, we pledge to provide opportunities for delegates to renew relationships with each region. Likewise, during the conference, each Association would conduct their business meeting at a designated time.

The Road Ahead.....

The exploratory group continues to work toward developing a plan that is attractive for participants. The Conference would begin Sunday and conclude on Wednesday. The Conference would occur in either late February or early April. The Road Ahead leads to a destination in a major metropolitan area either in Washington, Northern California or Central Rockies in late winter to early spring 2003. This is an exciting time for us. We will continue to explore this concept over the next several months.

With Regards,

Exploratory Committee

Suzy Campbell AIMHO	Vennie Gore NWACUHO	Jason Hunter NWACUHO	Sue Matthews WACUHO	Sherry Ochsner WACHUO	Carol Roberts-Corb WACHUO	Jon Schrade AIMHO
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EDGE 2000 at the University of Alaska Fairbanks

EDGE (EDUCATION, DEVELOPMENT, GROWTH, EXPERIENCE), a comprehensive residential program for first time students, has begun its second year at UAF. Participating residents must be under twenty years of age and enrolled full time with fewer than 15 credits. EDGE is primarily housed in Moore Hall, an 8-story residence hall with a 250 student capacity. Due to an increased population, EDGE residents are also housed on two floors in Lathrop Hall; and several students will be in temporary housing until space becomes available.

Along with a Resident Director and Assistant Resident Director guiding the building there are two Resident Assistants and one Residential Peer Mentor on each floor within the building. The Peer Mentor is responsible for tutoring, forming study groups, and networking with academic advising and specific academic departments. Residential Fellows, faculty and staff who spend a few hours each week in the hall, help students become comfortable speaking with other faculty and staff around campus. Alumni Fellows, local alumni, plan and participate in events in the hall and involve students in many types of off campus events in the Fairbanks community throughout the year. Opening is a great time of year for these folks to get involved. We showed off our in-hall computer lab, the game room, new sound system, and shared a calendar of the year's events at a glance. Most were impressed with the amount of activities that occur in the hall. ***EDGE 2000 is off to a super start!***

Washington State University: RESPECT the Differences Campaign

The RESPECT the Differences campaign is a ***voluntary program*** that was introduced in the Residence Hall system at Washington State University; it is now beginning to be introduced campus wide. In the residence hall system our student paraprofessional staff members guide their residents through a ***FOUR STEP*** campaign with the aid of an interactive ***diversity resource manual*** designed to complement this campaign. We strongly advocate that no one should be forced, coerced, or peer pressured into participating in this campaign. The purpose of the campaign is to develop the floors and the residence hall communities into safe, respectful and caring environments.

To facilitate the developmental process of accepting the differences among us the campaign looks at diversity, moving through four stages from tolerance through celebration.

In the first stage, tolerance, we introduce the campaign with a flyer, showing a picture of a hand on it, which says "RESPECT the Differences", "Racist, Sexist, Homophobic and other discriminatory remarks NOT WELCOME HERE." This flyer is designed to help visually create safe zones. Tolerance is also stressed in the first floor meeting when creating the community standards. Copies of the flyer are made available to the residents who wish to make their rooms a safe zone. Participating in this program means addressing jokes, comments, or remarks that are degrading. In addition there is another flyer utilized by participants: "In This Community, we value differences, we hear people out, we act respectfully, we believe in equity, we do not accept racism, we stop sexual harassment, we do not tolerate discrimination, we do not stand for homophobic remarks. FREE YOUR MIND! RESPECT the Differences.

The Diversity Resource manual is broken down into sections relating to tolerance, acceptance, appreciation and celebration. In each section there is a description of what a community looks like when it is in that phase and programs that are appropriate for the community at that level. The programs are broken down in such a way as to provide a description of the purpose of that program, the time needed to complete the program, materials needed for the program, program procedures and facilitation questions. The front section of the manual is designated for advisors and has guidelines for getting people to participate in diversity programming as well as some 'deeper' level programming to do with staff.

The hope for the RESPECT the Differences Campaign is to make diversity programming safe, easily accessible and level appropriate for the target audience.

Heidi Adelia Stanton, Residence Hall Director
Washington State University

New On-Line Resource Available for Housing Staff, Students and Parents

For Further Information:

Terri Scanlon, Managing Director

(215) 295-6858

info@reslife.net

A new on-line resource related to housing and residential living is available on the Internet. The site, which can be reached at www.reslife.net, offers educational and resource information for housing and residential living professional staff members, resident assistants, and students going away to college for the first time and their parents.

The site publishes timely articles by knowledgeable experts, who to date have included Norb Dunkel, Joan Schmidt, Bob Mosier, Jack Collins, Manny Amaro, Tom Ellett, David Butler, and Joanne Goldwater. Information on the web site is targeted to the cycle of the housing profession, and articles relate to a wide range of issues, such as: operations, supervision, administration, leadership development, advising and programming, student conduct, crisis intervention, and professional and personal development. Over 100 articles are currently posted on the website.

The site was professionally designed and is easy to navigate. In addition to resource information, the site offers a shared message board where topics can be posted for discussion, or individuals can post comments on items that have already been posted. The shared message board will provide insight into what are the important issues on the minds of students, parents, housing professionals and resident assistants.

As a next goal, the website will be enhanced to include an "Ask the Expert" component, where individuals will be able to submit a question that will be answered by one of the site experts. Special thanks to Jim Grimm, Norb Dunkel, Tom Ellett, Rich Bova, Fred Fotis, Carol Bouche, Carmen Vance, Ann Bulger, Mike Hoctor, Ken Stoner, and Chuck Lamb, who have volunteered to assist as Experts for the website.

In addition to providing timely information and opportunities for individuals involved in the college experience to interact on-line, another primary goal of the website is to provide professional development opportunities for all levels of staff. Articles have been written by Resident Assistants, Resident Directors, and through all levels up to the position of Vice President of Student Affairs.

Individuals who are interested in serving as authors on the website can contact the site at ***info@reslife.net***

The site was founded by Tim Johnson, Director of Residence Life and Housing at Rutgers University; Nancy Griffin, past Associate Dean of Students and current Director of Admissions at St. Joseph's College of Maine; and Terri Scanlon, who served in the Chief Housing Officer role at Temple and Drexel University for 9 years and now works as the Managing Director for the website.

Reslife.Net enhances the residence life experience by providing to housing professionals, resident assistants, students and parents quality resource information and opportunities for exchanging ideas, building relationships, and managing activities in an online environment.

R.A. Orientation Themes That Didn't Quite Make The Cut

The RA Orientation theme on our campus last year was "August & Everything After." Yes, we blatantly 'borrowed' it from the Counting Crows debut album, however, thought it was appropriate for residence life work! This year, in preparation for brainstorming about what our staff orientation/training week theme would be, I turned again to my CD titles for inspiration. I came up with my Top 10 Titles that didn't make the cut to be the theme, but sure made me laugh. Just picture arriving back on campus for staff training to see one of these across the front of your RA Orientation T-shirt. Here they are for your viewing pleasure:

10. RA Orientation 2000 - New Miserable Experience
(Gin Blossoms)
9. RA Orientation 2000 - End of the Innocence
(Don Henley)
8. RA Orientation 2000 - Building the Perfect Beast
(Don Henley)
7. RA Orientation 2000 - Money For Nothing
(Dire Straits)
6. RA Orientation 2000 - What the Hell Happened to Me?
(Adam Sandler)
5. RA Orientation 2000 - They're All Gonna Laugh at You!
(Adam Sandler)
4. RA Orientation 2000 - Welcome to My Nightmare
(Alice Cooper)
3. RA Orientation 2000 - Maybe You've Been Brainwashed Too
(New Radicals)
2. RA Orientation 2000 - No Rest for the Wicked
(Ozzy Osbourne)
1. RA Orientation 2000 - The Ultimate Sin
(Ozzy Osbourne)

Chad Hyson
Residence Life Manager
University of British Columbia

"I want to be remembered as a person who stood up to injustice, who wanted a better world for young people."

Rosa Parks

The following article is from one of the *Chief Housing Officers* within the region. The hope is for a new column with thoughts from current *CHO's* within the region to touch on various areas of being a *CHO* in the 21st century and working with the new student expectations.

I would like to encourage other *CHO's* to share their perspectives and visions for the coming year with the readers of *NWACUHO*. If you have interest please contact the Newsletter Editor for further information.

Leslie Barber Howard,
ljbh@u.washington.edu
(206) 543-5620

CHO Challenges Fall, 2000

It's hard to believe that fall term is about to begin. It seems like commencement was just completed. Yet, the Resident Directors have settled into their training schedule; conference guests have come and gone; major renovations are almost complete; and the buildings are being cleaned and readied for move-in day. Ready or not...here they come!

With every opening there are challenges but as I talk with colleagues it seems as though Fall 2000 presents some bigger challenges than usual.

Occupancy

a. Some schools in our region are experiencing enrollment problems and related residential occupancy reductions. Since "Occupancy Drives the Budget", *CHO's* must struggle with the possibility of trimming budgets; reallocating staff; adjusting plans for renovations and upgrades. Along with that challenge comes the exploration of additional revenue sources and methods of A reducing costs without reducing service.

b. Some schools in our region are experiencing enrollment gains and related residential occupancy pressures. A number of schools are offering triples for the first time in their history as

well as identifying space within the residence halls that can be converted to residential space. Waiting lists are growing, and parents and students are upset and concerned. Opening at maximum occupancy is stressful for staff and students alike.

c. Whether occupancy is high or low, CHO's must struggle with how they will manage during the next decade of fluctuating enrollment patterns, the mobility of students, and the escalating costs of renovating and/or building new buildings.

Staff Expectations and Needs

a. Today's work force spans three broad generational groups: the **Pre-boomers** or the Silent Generation, the children of families who lived through the Great Depression (1925-1942); the **Baby-boomers** whose heroes inspired hope and idealism (1943-1963); and **Generation X**, who are defied by technological developments, primarily the advent of personal computers, during their formative years. (Conger, J. "How Gen X Managers Manage" Strategy & Business, Issue 10 (first quarter, 1998), pp.21-31) Understanding the varying needs and wants among the work force, managing differing work styles and schedules, and remaining open to new approaches can be very challenging to veteran CHO's as well as to those who are new to leadership positions.

b. Low unemployment may cause a drain from public service and tight budgets make it difficult to compete for the educated work force that we are demanding. Along with this factor, many schools across the country are experiencing difficulties in recruiting and retaining live-in staff and have experienced many more incidents of staff breaking employment agreements mid-year.

c. Record numbers of staff are or will soon be retiring and this fact will challenge many organizations to review their formal and informal procedures. Long-term staff have often devised and maintained systems, most of which are not documented. As staff retire, organizations may lose important and valuable history and may not know what they are losing until systems crash.

Technology

a. The constant change in technology and how we use it within our departments presents an enormous challenge for every manager. Purchasing proper equipment, training staff,

installing new systems not only represent huge investments of capital but also of staff time and energy. The outcome of this investment doesn't always result in greater efficiency or customer service.

b. Many of our offices have made the move from typewriter to computer, from manual assignment processes to electronic systems, and yet our offices as a whole remain with one foot in the 19th century and one in the 21st century. Now that is a challenge!

Students

a. Today's student population continues to present higher test scores and high school academic records. They are competitive and anxious to complete their academic work and secure a high paying job! They often expect more than we can provide in a standard double room with a meal plan. CHO's are challenged to provide flexible food programs at lower cost, direct connect to the Internet from each room, facilities that are free from various toxic "stuff" and are sprinkled and alarmed. All of these things at an "affordable" cost.

b. With these active, intelligent, and achieving students come active and highly participative parents. The challenge becomes how to provide customer service to the family and at the same time respect the student's confidentiality and the parents' interest and support.

c. Students are presenting complex mental and physical health conditions, which challenge not only the residential program but also many other student service areas. Greater collaboration is a positive outcome of this challenge but greater time commitments for individual students also challenge staff at all levels.

These are just a few of the challenges I believe CHO's will face as we begin another school year. As we tell our staff each year, "*challenge and support from staff at all levels provides an environment that encourages growth*".

It's time for us to jump in and face the challenges of a new year and share what we learn so that we can be ready for the new challenges that will present themselves in 2001.

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