

the official nwacuho newsletter

the soundings

northwest association of college and university housing officers



NWACUHO soundings

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**Please attach articles using MS word document or type the submission into an email.

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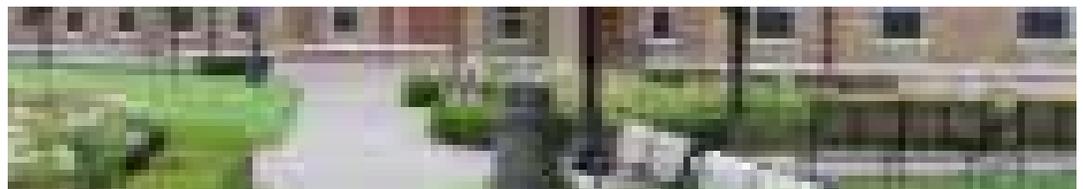
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a letter from the president richard deshields

**Richard DeShields, Central Washington University
NWACUHO President**

Spring is the time when we get to reflect on the accomplishments we've made over the year and celebrate our successes. For our students, it's the time that they get to move outdoors from a long winter and increase their interactions with friends. It's the time that they begin to wrap up what hopefully was a productive year. And for others, it is a time for them to graduate and move on to the next phases of their individual lives. It's also that time of year when we begin when to say goodbye to our students, hoping that we've done everything we can do to provide them with a quality housing experience and a time when we have to say goodbye to those students who we have come so close to over the years.

NWACUHO also celebrates our year's accomplishments. We had a very successful conference in Anchorage thanks to our Alaskan partners. We were able to navigate some of the difficulties such as travel freezes and pinched budgets to continue providing excellent professional development opportunities. We celebrated through recognition of timi Tullos, Shane Daetwiler, Cindy Empey, and Darran Fernandez. The organization observed the many skills and talents of our new professionals as they competed in the Case Study Competition. We exchanged many ideas through programs and identified Carol Young, Emily Webb, and Evan Hilchey as our Best of the Northwest for a program that uses reflection in our supervisory responsibilities.

It was a growing year for NWACUHO. The organization began the process of becoming an official tax exempt corporation, we adopted new bylaws, and we identified our four core values as an organization: Promoting Best Practices, Professional Develop-

ment, Collaborative Sharing of Ideas, and Examining Future Trends. It was a great year.

The year was also challenging because of the economic difficulties our states and provinces face. We saw fewer professional utilize our conference due to financial constraints. Knowing that our conference is an important function of the organization both financially and in its intended purpose of conducting business and providing professional development opportunities, we must continue reaching out to our colleagues and friends to stay involved in the organization. At the end of the conference in Anchorage, I challenged our members to go back to their areas of the Northwest and begin encouraging their colleagues to plan to visit Yakima, Washington on February 6th for our 2010 conference where we will "Get to the CORE" of our professional development.

As an organization, we have celebrated similar successes and challenges over the years and we have found our members are very loyal to NWACUHO. Your executive team will continue providing quality services and seek out new opportunities through recognition and scholarship so that we can continue providing the resources needed for our housing profession. Stay in tune with the organization through your state and provincial reps. Read "The Soundings" Newsletter. Visit our Website. Just drop a line and say "hello" and let us know how you're doing. We'll see some of you in Baltimore at the ACUHO-I annual conference or at some of the drive-in conferences during the Fall. Most importantly, I hope we see many of you planning now to visit Yakima, Washington in February!

planning and reflection

**Brian Stroup, Oregon State University
Soundings Editor**

Welcome to the first post-conference edition of the Soundings! I am excited and honored to serve as your new Newsletter Editor for the upcoming two years. I would like to thank Emily Boling my predecessor for setting me up for success in this role. She accomplished many things in this position and I will do my best to continue that as I start my term.

For those of you that were able to attend the annual conference in February I enjoyed meeting many of you and I hope you found it a valuable experience. For those of you that couldn't make it, there are many great professional development opportunities up and coming in the region. You are taking a step in the right direction towards these by reading the Soundings.

In this edition of the Soundings you will find

article topics ranging from Twitter to study abroad and from combined staff training to utilizing Strengthsquest. Thank you to all of you that contributed to this edition through writing and providing updates and pictures. I very much appreciate it and hope that you will be interested to do so again in the future.

Have a great end of the year and I look forward to working with many of you through the Soundings.

a word from acuho-i jacque bollinger

Dear NWACUHO,

Greetings from the Association of College and University Housing Officers – International (ACUHO-I). I am Jacque Bollinger, the ACUHO-I Regional Affiliation Director. It is my job to serve as a liaison between ACUHO-I and the nine U.S. Regions of ACUHO-I and to keep each updated on the work of ACUHO-I and how we continue to serve you. I offer a few highlights of the activities of the association below.

ACUHO-I China Study Tour and Global Housing Summit: ACUHO-I hosted a study tour in January to China. Twenty-six persons from five countries visited four college and universities in Guangzhou, Guiyang, Beijing, and Shanghai where they experienced and developed an understanding of the structure and practice of higher education and housing in different regions of China, and student needs when studying abroad. ACUHO-I also hosted the Global Housing Summit in Hong Kong which followed the China tour. About 85 senior housing and student affairs staff from 12 countries participated in the five-day summit. The discussion resulted in the development of 8 or more major initiatives. These initiatives will be developed into a final document for ACUHO-I Executive Board consideration later this spring. While at the summit participants had the opportunity to listen to the Hong Kong Housing Authority present on pre-cast concrete construction, toured residence halls on three campuses, and visited a large-scale science park which serves as a technology incubator and features all the tenants of the ACUHO-I 21st Century Project.

ACUHO-I Membership Offer: The ACUHO-I Executive Board voted to approve the issuance of complimentary one (1) year Associate Affiliate memberships for individuals who are displaced from their full-time positions within a college housing office due to budget cuts. This membership will allow continued access to the digital version of the Talking Stick magazine and registration discounts as well as access to the ACUHO-I online professional network and other online resources such as the library catalog. The strength of ACUHO-I has always come from the network of professionals and their willingness to support others by sharing news, advice, and knowledge. The decision was made that, during these difficult economic times, the reliance on that network is more important than ever and steps should be taken to retain our highly qualified and dedicated professionals.

ACUHO-I 2009 Responding to the Economic Condition: Guided by a survey of more than 300 ACUHO-I chief housing officers, as well as projection data from the Council of Higher Education Management Associations (CHEMA), the ACUHO-I Executive Board and central office staff closely evaluated the Association's financial position. We now project a potential decrease in anticipated revenue due to economic factors affecting members and customers. Fortunately, all evidence also shows that ACUHO-I is well-positioned both financially and structurally to weather this down turn. However, the board made the proactive decision to call for a budget adjustment of approximately 11 percent, to positively affect the Association's current financial position. During this time of economic downturn, it is even more important that our housing operations are provided the programs, services, and information needed to make informed, knowledgeable decisions. ACUHO-I will continue to provide the necessary tools.

2009 ACUHO-I Annual Conference & Exposition: Please join us for the ACUHO-I Annual Conference and Exposition in Baltimore, Maryland from June 27 – 30, 2009. The Program Committee chaired by Tom Kane has developed an outstanding line-up of speakers and program sessions. Our keynote speaker is sustainability and environmental activist Robert Kennedy, Jr. Our scholar-in-residence is Dr. Susan Komives and the featured speaker is Dr. George Kuh who will speak on what matters to student success. You will enjoy the diversity of program sessions while meeting new friends and renewing old acquaintances. Registration and hotel information can be found on the ACUHO-I website.

ACUHO-I Conference Series: This October, the association offers the ACUHO-I Conference Series. The ACUHO-I Living Learning Programs Conference, ACUHO-I Apartments Conference, and the ACUHO-I/APPA Housing Facilities Conference are great opportunities for continued professional development. We also have developed a new ACUHO-I Business Operations Conference that considers assignments, conference services, marketing, information technology, and business services into their knowledge content. All these conferences will be held in Columbus, Ohio. Please check out the ACUHO-I web page for details. I invite you to attend any of these exciting professional development opportunities.

ACUHO-I Call for Volunteers: The ACUHO-I Call for Volunteers is currently underway for any committee that would begin its work at the Annual Conference and Exposition. We will have a separate call for any committee that begins its work at one of the October conferences. Please look for the specific announcements to arrive on your desktop this spring or go to the ACUHO-I website at www.acuho-i.org. Encourage your staff to be professionally engaged with our profession by becoming involved with ACUHO-I.

I have shared some major ACUHO-I initiatives above. The ACUHO-I Website can expose you to much more. You can access *The Economic Impact Survey* to get a sense of how your colleagues are affected by the recent economic challenges. Need salary comparison information? *The Salary Survey* allows you to get a snapshot of housing / residence life salaries at all levels. Want to stay connected to housing professionals nationally and internationally? Find out more about the ACUHO-I Social Networking site. Also, find out how to access the digital *Talking Stick*. Our website is www.acuho-i.org.

If you have questions regarding the above information or about other ACUHO-I endeavors, please feel free to contact me. I can be reached at the University of Wisconsin Oshkosh by calling 920-424-3212 or e-mail me at bollinge@mio.uwosh.edu.

Jacque Bollinger
ACUHO-I Regional Affiliations Director

new professionals award winner darran fernandez

Working in student affairs in a professional staff role for two years now and specifically in housing and conferences for just under a year, it has definitely been a welcome experience. Previous to working in residence life, I spent a year working on engagement and retention and peer programs for current and incoming students at Carleton University in Ottawa, Canada, my alma mater. I moved to Vancouver in July of 2008 to pursue my graduate degree in higher education at the University of British Columbia (UBC) and work as a residence coordinator in a traditional style residence area.

NWACUHO's 2009 conference in Anchorage, Alaska was my first housing officer's conference (regional or otherwise) and gave me a great opportunity to delve into the world of housing head on. The opportunity to meet and interact with colleagues of mine from across the region, across Canada and the United States gave me great insight into what was happening on other campuses with respect to supporting and supervising paraprofessional staff, in-service training modules in residence life and developing effective training modules – areas of interest of mine. My experience in Anchorage helped me to expand my thinking on residence life and increase my rolodex with contacts of new colleagues I can now pool for each and every question that may come by way.

In addition to connecting with colleagues across the region, it was a great energizer to help me refocus my thinking and the impact on my daily actions for the staff and students I engage with on a daily basis. The experience helped me to realize the bigger picture of our work and how we fit into the larger educational experience of students as they come through our respective institutions. I appreciated the opportunity to have these experiences in Anchorage and look forward to connecting with my colleagues at future opportunities with NWACUHO and through ACUHO-I.

lifetime achievement award winner cindy empey

David Craig
Oregon State University

The Lifetime achievement Award acknowledges the contributions that individual housing professionals within our region have made as leaders and mentors throughout the course of their careers, whether at NWACUHO regional institutions or elsewhere.

This year's recipient, Cindy Empey, embodies these very commitments to our organization and region.

Cindy was recognized by her colleagues for both her organizational leadership and her commitment to personal mentoring. Cindy's career began in Toledo, Ohio working in the YMCA system. She transitioned to Student Affairs beginning her career in Residence Life/Housing as a Graduate Student at Western Illinois University. After a brief stint at SUNY Stony Brook, Cindy headed west to a long and distinguished tenure at Washington State University. While at WSU Cindy served as a Resident Director, and in other key positions both in Residence Life and in the Dean of Students Office. In 2001 Cindy transitioned to her current position with Oregon State University as the Director of Residential Education. While at OSU Cindy has been recognized at both the Division and University level as an outstanding staff member. While at Oregon State Cindy has been instrumental in bringing about transformative change to both Residential Education and University Housing and Dining Services.

Cindy Empey was recognized at the 2009 Anchorage conference for her service and commitment to our profession. Congratulations Cindy on a very well deserved award!

excellence in service award winner shane daetwiler

Richard DeShields
Central Washington University

The NWACUHO Excellence in Service recognizes ongoing contributions of a professional in the NWACUHO region. The award is given to a person who has and continues to be involved within the NWACUHO region, or whose service continues to better the region on a national and international level.

This year's recipient, Shane Daetwiler, embodies these very commitments to our organization and region. His service includes serving as a state representative, President-Elect, President, and Past President. His work includes increasing financial accountability, creating new professional scholarships, development of the first website, and partnering with WACUHO on a joint conference. Mike Segawa, NASPA President, and Kelly Ammendolia from the University of Puget Sound write, "He has consistently supported NWACUHO through strong encouragement of his own staff to attend and participate in the region and provide wise counsel to the next generation of regional leaders. In this manner he continues to support students of the Puget Sound campus and beyond by contributing to the development of effective housing/residence life professionals. These direct service providers constitute the heart and soul of any campus living/learning experience."

His staff, in their submission for the award recognized Shane by stating, "Shane has attended more than one dozen NWACUHO conferences in as many different cities. He served on the executive board for five years and enlisted himself as an association volunteer for many more. Shane has both supported and sparked positive change within the association. He promotes involvement in the region as one of the best development opportunities of which a Housing professional can take advantage. Shane truly role models the mission and values of NWACUHO in his daily work with students, colleagues, and those he supervises. We are thankful to have had the privilege to work closely with and learn from Shane over the years and are proud to call him a friend. It is with the highest esteem that we nominate Shane to receive the 2009 NWACUHO Award for *Excellence in Service*."

Shane Daetwiler was recognized at the 2009 annual conference in Anchorage for his continued service to NWACUHO and our profession. We value and appreciate the work he continues to perform and utilize him as a resource continually. Congratulations, Shane, on a very well deserved award!

david b. stephen award winner

timi tullis

Emily Boling

The David B. Stephen Award recognizes a member of NWACUHO who, over their years of service, has provided outstanding contributions to our association. David B. Stephen served this organization as President, Newsletter Editor, and initiator of the Northwest Training Institute and in many other capacities during his tenure in the Northwest.

This year's recipient, Timi Tullis, embodies these very commitments to our organization and region. Timi has been a pioneer of housing and residence life programs in Alaska and she has been a beacon of light to the entire NWACUHO region.

Timi served almost 10 years on the NWACUHO Executive Board. She has served on the board as the Alaska Yukon Representative, the president-elect, the president, and the past president. During her tenure on the Board, Timi helped oversee the organization become financially stable. Timi was highly involved in the New Professionals Committee, presented numerous programs on social justice and diversity, and served as the unofficial NWACUHO historian during her later years on the board.

Timi reformed Alaska's regional boarding schools. She recruited new housing and residence life professionals to work in boarding schools in Galena, Sitka, and Nenana. In addition, she oversaw development of residence life programs at the University of Alaska Fairbanks Kuskokwim Campus and the University of Alaska Southeast. Timi led this group of new professionals to establish codes of conduct, begin residence life programming, and assist students' transitions to boarding school and colleges. In the housing and residence life programs Timi oversaw, retention rates of students climbed from 20% to 70%. Timi continues to work for the Association of Alaska School Boards to offer statewide outreach to promote student success and personal resiliency for youth of all ages.

Those that nominated Timi write "She is continuously sending cards, emails, and calling new professionals (as well as old friends) to keep the connections strong she has made over the years strong. She is one of the most dynamic individuals that we have had the privilege of working with in the housing profession. She is highly motivated and extremely dedicated to the growth and development of students, new professionals, and "seasoned veterans." Timi Tullis is the ultimate housing professional and a friend and advocate for all. We have all been touched by Timi's heart and her spirit and we are honored to have had the privilege to get to know her and work with her over the past 10 years."

Timi Tullis was recognized at the 2009 annual conference in Anchorage for her continued service to NWACUHO and our profession. We value and appreciate the work she continues to perform. Congratulations Timi!



best of the northwest

reflection: the nature of our work

Evan Hilchey, Carol Young and Emily Webb
University of British Columbia

Reflection, as we know, is the ability to integrate learning and practice. From our personal experiences we found that intentional reflection enriched our experiences with people and more thoughtfully informed our responses in different situations. Realizing how much each of us used reflection within the context of our work, we decided that this was an important tool to teach our staff as part of their training and development. This is how the reflection tool for staff training came into being at the University of British Columbia (UBC) Department of Housing and Conferences. It is a tool we have used and fine-tuned over the last five years.

Participants who joined us learned about how we use reflection in UBC Residence Life as part of our supervisor training, student staff training, evaluation, midyear assessment, and year end review as a staff team. They had an opportunity to try out some of the exercises and walk away from the workshop with a training package of reflection tools that they could adapt to the housing staff training program at their own school.





making the transition smooth

Stephanie Woods
SAIT Residence

I speak from experience when I say that making the transition from a student staff member to a professional staff member can be challenging. Just one year ago I began my transition from a Community Assistant to a Resident Director at SAIT Polytechnic in Calgary, Alberta.

For many of you, this transition may have been some time ago. However, many institutions can agree that new professionals are an important asset to student housing. Keeping new professionals can be hard; this is why it is so critical to make the transition for new professionals a smooth one.

Here are a few things to remember when you find yourself with the wonderful opportunity to mentor a new professional, or, if it is you that has just begun your new journey in the world of student housing:

1. **Allow time for adequate and on-going training.** There is nothing worse than the feeling of helplessness in a new position. Don't be afraid to ask for more training on topics. When you are being trained, give it your full attention. Don't be scared to ask questions along the way!
2. **Familiarize yourself with contacts on campus.** Knowing the right people to talk to is important. This will allow you to achieve more outside of the community, and create a greater opportunity for your students!
3. **Patience.** Practice patience when working with a new professional or if you are the new professional yourself. It takes time for procedures and policies to set in.
4. **Be open to critique.** Don't be scared to ask for feedback or to give it. This can be one of the best places to learn.
5. **Follow through.** Following through on tasks and commitments earns you respect. Always follow through on processes and maintain open communication.
6. **Policy and Procedures.** Of course you can't always predict what might happen, but be sure you are familiar with important policies, pertaining to you and the students.
7. **Take time to shadow.** Set aside time to work with other professionals in the office. This will give you a great insight in to how specific procedures work in the office. In turn, this will give you an array of useful knowledge.

Above all, have fun. Don't let the job stress you out. If you have put in the time and effort into your job, you and the people around you will see it pay off.

strengthsquest: another take on professional development

Christopher Mallon
University of British Columbia

Constructive criticism is important for professional and personal development – I don't think there's anyone who would argue against that. But until the book "Strengths Finder 2.0" appeared in my mailbox three weeks ago, I really hadn't given much, if any, thought to my strengths. This book comes with a password for an online "Strengths Finder" test, and since I love tests like these (one of my strengths is "Developer"), I quickly completed the online test and received my top 5 strengths. Honestly, I wasn't too impressed (despite being a "Learner" I'm not much for reading reports like the one which came with the results), but I hadn't yet recognized the strengths of this system.

After doing the online assessment, the team of 13 Residence Coordinators attended the workshop component of this system. Our facilitator told us that this would be a very affirming time, and boy was she right! The majority of the time was spent talking about everyone's individual strengths, who had received the same strengths, and what our experiences were. First, we were able to see that everyone had something different to contribute to the team. Second, as we learned about the strengths our colleagues had, we bonded like crazy! It's wonderful to know – absolutely know – that you have something unique to contribute to the team and to be able to share that in such an open and accepting environment is a true privilege. Despite the workshop running overtime, there was a strong agreement that it had been one of the most valuable experiences of the year.

In summary, this innovative professional development technique is very valuable. Not only does knowing your strengths help you find future occupations which you will genuinely enjoy (I always bring my strengths to job interviews), but knowing more about yourself will help you enjoy your current job! For example, knowing that I'm a "Learner", I've started reading the monthly residence life research publications – and I love it! Some parts of this system you will really click with, and some you probably won't, but I would strongly recommend trying Strengths Finder 2.0, especially for teams that work closely together. It could change the way you look at your work!



nwacuho moving forward... incorporation and beyond

Josh Gana, Oregon State University
Treasurer

The NWACUHO membership took significant steps to ensure the future viability of the organization at this year's annual conference by ratifying incorporation and approving a new set of bylaws. With unanimous votes for approval taking place at the annual business meeting in Anchorage on February 24, 2009, the association has shored up business practices in a way that is industry standard in the non-profit arena. According to Past President Matt Lamsma, who oversaw the process during his presidential tenure, "I feel good about where NWACUHO is as an incorporated entity. We took good steps in the last year and with the approval of our by-laws at the annual business meeting, the biggest hurdle was cleared for us as an organization. It is a momentous occasion for our Association."

Incorporation creates a legal entity that enables a group of people to pool energy, time, and money for profit or nonprofit activities. It acquires legal existence after complying with a particular state's incorporation procedures and formalities. The law treats a corporation as a separate "person," distinct from the people who own, manage or operate it. Incorporation allows an organization to legally enter into contracts, incur debts, and pay taxes. The fact that a corporation exists as a separate entity gives directors, employees, and members the benefit of limited liability. It also allows a nonprofit organization the ability to pursue tax-exempt status with the Internal Revenue Service.

In looking to the reasons that this was the right direction for NWACUHO, Lamsma noted, "As I attended the Regional President's meeting at ACUHO-I in Orlando, had discussions with the Executive Board, and learned more about incorporation in general, it became very clear that this needed to not only be a priority for me, but a mandatory task. NWACUHO could not continue to operate in an ethical or legal manner without incorporating." Additionally, new ACUHO-I affiliation guidelines for this year required regional affiliates to be incorporated as nonprofit corporations. To meet that guideline as well as new insurance requirements, NWACUHO needed to formalize its structure.

In terms of the purpose, mission, core values, and activities of NWACUHO, nothing has changed as part of the incorporation process. In terms of business formality and structure, some subtle differences emerge to comply with nonprofit corporation law. With a more direct focus on responsibility of the Board of Directors, the membership power truly lies in the ability to select and remove directors. The NWACUHO constitution as it was structured wasn't a viable legal document for the corporation. Corporate bylaws, the appropriate legal replacement, were drafted and approved utilizing the majority of the intent and language from the current constitution while bringing the document into compliance with the Oregon Nonprofit Corporation Act.

In looking ahead, Lamsma said, "I believe that we are now in a good place for the future. We are operating within the legal bounds of an organization and are able to meet the requirements of our insurance companies. This will better protect our organization and future members of the Board of Directors. Additionally, we are beginning to seek tax exempt status which should save the organization money in the long run. This is an important fiscal consideration in tough economic times." In the meantime, February 24, 2009 will be a day marked in the history books for NWACUHO.

For more information on the incorporation process, contact Treasurer Josh Gana at treasurer@nwacuho.org.

residence life collaboration

Kate Ferguson

University of British Columbia - Vancouver

Last year UBC Vancouver and Okanagan embarked on a journey of collaboration and knowledge sharing when the UBC Vancouver Advisors hit the road to join the UBC Okanagan Advisors at their campus in Kelowna. The partnership resulted in the desire to continue to build on the program and bring the two training programs together even more. The result for this year's Advisor Orientation was even more integration, networking, and consistency.

This effort at collaboration required lots of planning as the two campuses don't have a whole lot in common. The UBC-V staff is 165 people strong while the UBC-O staff is a bit smaller with 40 staff members. Also, the UBC Vancouver campus just celebrated its 100th year and is therefore a bit more established than the Okanagan campus which is going into its 4th year as UBC Okanagan.

Emily and Shari, our colleagues from UBC-O joined the Residence Life Managers in Vancouver for planning meetings, and also collaborated through conference calls. Emily and Shari returned to Vancouver to take part in Residence Coordinator training during early August to give our senior student staff the opportunity to get to know them and to recognize them as part of the larger UBC professional staff.

The UBC-V crew left Vancouver on a sunny Thursday morning and spent 4 great days at the UBC-O campus. Our staff members stayed together, ate together, learned together, and played together – creating true partnerships between the two campuses. When the UBC-V gang returned to Vancouver, UBC-O joined us and they had the opportunity to take part in more sessions as well as explore the city of Vancouver. Our student staff members enjoyed the collaboration and had this to say:

“An amazing transformative experience where I learned a lot about myself and others, and made a ton of memories along the way! The UBC-O campus was fantastic; it had breathtaking views and sights, all in a small, intimate setting. Everyone that goes there is truly privileged! The UBC-O advisors were great to work with, and welcomed us with open arms. It would be great to connect with them again later in the year!”

-Kevin Byers, 4th Cariboo, Place Vanier, 1st year RA, UBC Vancouver

“Yes, I enjoyed training with UBC-V. They are such a diverse group of people and it was so cool because we all had something in common. It is exciting to be a part of a group of 40, but to be involved with a group of that size was a really neat experience. Some of those people from UBC-V I have kept in contact with and when we went to their campus I contacted them to show me around. Also, they have a lot more background experience since UBC-V has been around so long so it was great to collaborate ideas and hear some of their stories and experiences.” – Whitney Rotzien, Monashee Place Residence, 1st year RA, UBC Okanagan

“I thought that going to Kelowna was a great experience because we got to interact with the UBC-O advisors. It was a different atmosphere than staying in Vancouver. The residences and all the facilities were really nice and we took advantage of them really well. The Coffee house is always my favourite part. I love it!”

-Diana Moreiras, 5th Haida, Totem, 2nd year RA, UBC Vancouver

This collaborative effort was most definitely a success that allowed our student staff from the two campuses to work together and share ideas. It's an endeavour that we will absolutely be continuing in the future!



UBC Okanagan showing off their team training shirts

Top 10 things to do on a 5 hour bus ride between Vancouver and Kelowna:

10. Get to know your seatmate.
9. Watch the amazing scenery.
8. Catch up on sleep.
7. Play a rousing round of Catchphrase.
6. Eat lots of candy.
5. Find out how many questions you can ask your Residence Life Manager before they pretend to take a nap.
4. Text your friends on the other buses.
3. Review what you learned in training sessions.
2. Stop in Merritt and meet a cowboy.
1. Bond with your teammates through the shared experience.



UBC Okanagan and UBC Vancouver staff enjoying an annual tradition – the Coffee House

five americans in paris...and london!

Jacelyn Keys
Oregon State University

You know the drill. Everyone comes back to the halls after Spring Break and the same two questions are asked of you at least forty times, “How was your Spring Break?” and/or “What did you do for Spring Break?” For the past nine years (my tenure in the world of student affairs) my answers have all been relatively similar; “I worked”, “I cleaned my apartment” (though it should be noted, that, in and of itself, is impressive), “I went home and hung out with the family”, or last year’s response, “I worked all bloody week on my Master’s portfolio so I could graduate.” This year I had an amazing answer – I went to Paris and London to visit four of my former residents who are studying abroad this year.

I am *that* RD; the one who spends the week after closing with a fist full of kleenex, cucumbers, and various naturopathic remedies for redness and swelling to my eyes; honestly, add some ranch and my face is a summer salad. Last year in the midst of my sniffles and swollen eyes, I planned trips to see the students and former RAs who had, in the process of following their hearts and passions, flung themselves to the four corners of the world. The highest concentration of former students seemed to be Europe so when the kind folks at Delta offered a silver lining to the cloud of economic depression in the form of \$500 tickets to London over Spring Break, I jumped at the chance. My party of one quickly became a party of five as four students joined me in my scheduled jump across the pond. I can’t tell you how it happened; all I know is at 4:30 in the morning on March 21, Jane, Elizabeth, John, and Robert* piled into my car for the drive to Seattle and 22 hours later stepped off a plane in London, England.

It’s hard to initially experience culture shock in London. English is the most commonly spoken language, the accent is one we Americans can’t seem to hear enough and, at first blush, London looks very much like a large American city. The first twinges of culture shock took hold after we checked into our hostel. As you might imagine, we were travelling on a budget and in London the trade off for only spending \$14 a night on lodging with a continental breakfast was sleeping in a 22 person dorm; I usually shy away from the “d” word but, in this case, it is completely applicable. After warning everyone not to set their luggage down and thoroughly checking the room for bed bugs (you can take the professional out of Housing but you can never take Housing out of the professional), I decided we were okay to remain in the room. After stowing our things in lockers (I’ve seen cardboard boxes that would be harder to break into) we hopped the tube bound for Big Ben and the Houses of Parliament. There’s nothing like hearing Big Ben chime a welcome to give you that, “Yep, I’m in London” feel.

By this time I am in hog heaven! As a British Literature major in undergrad and a Student Affairs Professional by trade, for me, being in London with students is the mother ship. There were a million questions I wanted to ask the four students with me to inspire their thinking and prompt them to take advantage of the new culture around them. Alas, I settled for the occasional comments on the significance of this building, that person, those monuments, and drew their attention to certain things in hopes of inspiring conversation, for instance the vast number of stairs in London. I was hoping this would inspire conversation about accessibility and the values of the culture. By hour six of touring on our first day in London nothing had come up save for an, “I’m hungry” or “I’m so tired.” As I sat on the steps in Trafalgar Square, I took a moment to reflect and thought just perhaps I was being a touch overzealous. Certainly, I wanted this to be an experience that inspired thought and deep reflection, but after 14 hours in a plane, traversing eight time zones, eating nothing but airplane food for 22 hours, and Facebook withdrawal causing mild shakes for John, there wasn’t much of a chance that deep reflection and thought were likely – Maslow at his finest.

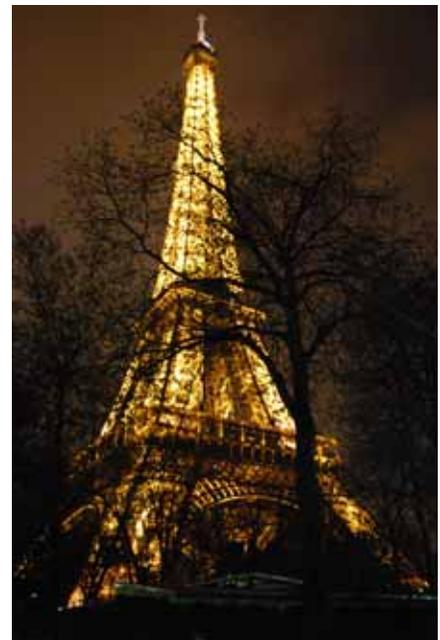
The next day found us thoroughly engrossed in the sights and sounds of London. Every time our group got on the tube I sat hopeful someone would notice the fact that of the many stops within central London closest to all major tourist attractions, only three stops within the tube system are accessible to a person with a disability. Once again, Maslow dashed my dreams – they were more worried about getting lost underground than they were about examining potential differences in cultural values as it pertained to social justice issues.

That night, as I lay on my bed writing in my journal listening to the chatter of the students as they talked about their experiences that day or prepared for their last day in England before heading off to Paris, I almost squealed in sheer delight when from the bunk above me Elizabeth asked, “Have you checked out the tube map? There are only a few disabled access tube stops; what do people in wheel chairs or on crutches do in London?” The conversation that followed is why I love my career. I listened as they talked about access, cultures, differing values, how those values are both visible and institutionalized, what that means from their context and then, ladies and gentlemen, the moment I had been waiting for happened – Jane made the connection between the conversation she was having and her sociology class through feminist theory. I buried my face in my pillow (which is entirely too generous a title for the flat scrap of nothing) and squealed in sheer joy. Robert asked what accessibility had to do with feminist theory and Jane explained the applicability. She went on to plan a project for her sociology class around the topic of accessibility seen through the eyes of various feminist theories.

Paris provided a bit more culture shock for Elizabeth than she felt she was ready to handle. As we stepped off the chunnel into Gare du Nord she whispered, “I don’t like Paris.” A little stunned at the quick assessment of a city she had yet to see I asked why and chuckled at her response, “They don’t speak English here.” I thought back to my first time in London and the shock of not seeing horse drawn carriages clattering through the streets (before you judge, remember that I was an English Literature major and I have a vivid imagination). That was my culture shock; apparently hearing announcements in French was to be Elizabeth’s. Her fears were soon laid to rest when she discovered that all Parisians with which she came into contact spoke fluent English and by the end of our time Elizabeth was proudly, if somewhat timidly, attempting French phrases and words.

After 13,600 miles travelled, 2071 pictures taken, innumerable stairs climbed, old friends seen, new friends made, a beastly 10 hour layover in New York’s JFK airport, dreams realized, dreams planned, and memories we’ll never forget, five grateful Americans arrived back in Corvallis. What excites me the most is the learning and processing that is still happening as a result of our trip. Just today, Jane and I took a walk and talked about cultural values and how our lens determines normalcy. Jane, Elizabeth, and Robert excitedly talk about future spring breaks abroad and have already begun planning for our next trip based on what cultures they want to experience while John is deep into planning a return trip this year. Do you ever have days you are just so humbled by the opportunity to do what you do you can’t imagine doing anything else for the rest of your life? That’s how the opportunity to share my love of travel and culture with students makes me feel; when the realities of conduct meetings, paperwork, and projects galore start to wear on me, I will hold onto these experiences, memories, and conversations extremely grateful for the opportunity to have been able to see the process of learning and cultural development in a group of truly exceptional students.

**Names have been changed*



twitter: what are you doing to reach students?



Kathryn Magura
Oregon State University

Social Networking and other web 2.0 platforms have taken over many college campuses. In an effort to keep up with the growth in popularity, many university housing offices have been looking for ways to capitalize on these media sources to reach out to students. Not only do social networks provide a venue to share information to multiple people at once, they speak to this Millennial Generation of students in a way that email and phone calls never could.

One of the newest web 2.0 platforms is called micro-blogging. What is micro-blogging? Simply put, micro-blogging is a form of communication through texting, RSS feeds, or instant messaging, which allows for real time interactions. As the name suggests, micro-blogging is done on a smaller scale and usually has a restriction on how many characters you can use.

Twitter is a web 2.0 network that uses the micro-blogging format. The general concept is that you answer the question “What are you doing?” in 140 characters or less, and people (or to use the proper Twitter vernacular, “Tweeps”) can subscribe to, or “follow” your updates. They can also respond to you directly based on what you say.

In the almost 3 years Twitter has existed, it has quickly moved beyond a simple site for people to discuss what they are doing, and has instead become a place where people have discussions about what is going on in their life. Many companies like Dell use Twitter to inform followers of upcoming sales, and have even provided discounts to Twitter followers. Universities have been slower to realize the appeal of Twitter, but are starting to understand the ease with which Twitter allows you to send brief messages to anyone interested in learning more about your university. So far, University Admissions Offices have most consistently utilized Twitter to reach out to prospective students, but University Housing Offices can benefit from a Twitter account as well.

If properly utilized, Twitter can be a powerful tool to help college and university housing departments reach out to students, and provide brief updates on various things that are of importance to students considering living on campus. The value you put into creating a community on Twitter will show through to your audience of followers, and will be reflected in the response you receive from your community. As your base of followers grows, you will find that you may cater your messages to reach the various needs they bring.

At Oregon State University, we decided to launch a Twitter account as a venue to reach out to students during our busy room selection season. We are highly aware that the current generation of students is very technologically savvy, so we need to find multiple venues to get important information out to them and their families. Twitter is one very easy way to do so, and takes a minimal time commitment from your housing staff.

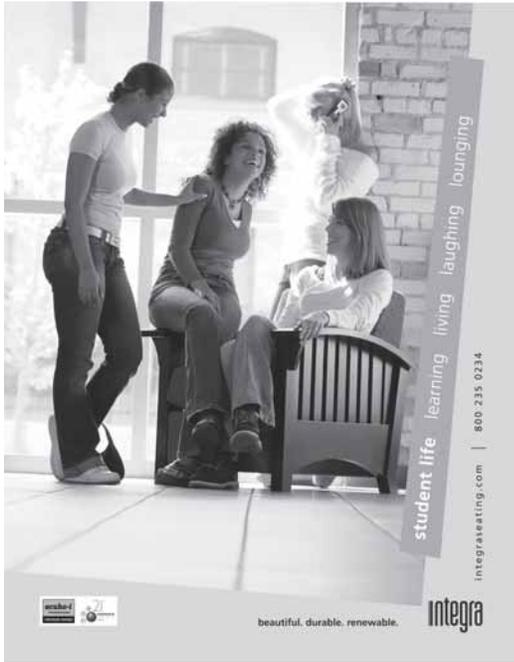
So far, the response to Twitter has been slow but steady. We have a link to our Twitter page on our homepage, and people seem to be finding us daily. As our follower count grows, we’ll find ways to refine the messages we send on Twitter, but for now, we keep the focus on the room selection process.

Have I convinced you to give Twitter a try yet? If you are considering setting up a Twitter account for your housing department, here are some helpful tips to consider:

1. **Keep it brief** – The entire concept of Twitter is about brief messages. Don’t inundate your followers with updates. Also, since whatever you say is a reflection on your institution, it is important to keep your message professional.
2. **Update often** – It is important for your followers to know that someone is consistently updating your message, and will be there to answer any questions they may have.
3. **Develop an authentic voice** – Twitter isn’t a gimmick, so don’t turn it into one. Find your voice, and pay attention to the needs of your target audience. If Twitter becomes just a massive marketing campaign, students will be able to tell, and will deem it to be a joke.

4. **Follow back all of your followers** – The premise behind Twitter is the conversations it allows you to have with others. Conversations go two ways, so while it is tough, it is important to show you care enough to see the updates of those who choose to follow yours.
5. **Don't give up** – It may take awhile to build a core group of followers, but don't give up. Twitter is growing in popularity every day, but it may take time for people to find out your department is Twittering. Give them the chance to find you!

I would encourage you to take a chance on the exciting community that is Twitter. There are no costs to setting up an account, so all it takes is the time and devotion of some key staff members to keep up with the account, and respond to questions as they arise. If it convinces at least one person to live on campus, then isn't it worth it?



The Collegiate Readership Program, managed by USA TODAY, provides students with access to a daily assortment of newspapers on campus.

USA TODAY and a combination of local, regional and/or national newspapers (chosen for distribution by your college or university) are delivered each weekday morning to displays conveniently located in the lobbies of residence halls and other campus locations. Students then select one or more of the papers daily for their reading enjoyment.

The goals of the program are to encourage a lifelong newspaper readership habit and to increase students' knowledge of local, national and international events.



state and provincial updates

ALASKA

Stephanie Self
University of Alaska Southeast

Alaska Pacific University Traditions

We are busy getting ready to end our spring semester and welcome groups of summer conferences. This Spring we had a phenomenally attended “Ladies Night” to honor and support female students, staff and faculty. Next week we will be celebrating Earth Week and our annual Spring Carnival as well as our Honors Assembly in April to recognize student leaders, including our Resident Assistant Staff.

Staffing Changes

We regret to say that Liz Steinborn will be leaving us this summer, but will be heading off to Graduate School and the University of Iowa. We are very excited for her and this opportunity!

Facilities Updates

This summer will be a whirlwind of preparing for the next group of Freshman attending APU and focusing on plans for facility updates, and hopefully the snow will melt!

University of Alaska Anchorage Staffing Changes

UAA is currently doing searches for the following positions: Director of Residence Life, Associate Director of Residence Life,

and two Residence Coordinators. David Weaver was recently hired as Residence Coordinator to finish out the year. David was previously working in Career Services. He is taking over for Tasha Cavasoz, who recently accepted a position in the Aleutian Islands as a community health aid.

University of Alaska Southeast Staffing Changes

Tish Griffin Satre, UAS Director of Student Services, will be retiring this summer after 24 years of service. She came to the University of Alaska Southeast to open university housing in 1985. Her previous housing positions were at the University of Washington, Washington State University, and Colorado State University. She currently oversees Housing and Residence Life, Dining, Recreation, Judicial, Student Leadership and Activities. Tish is a long term member and supporter of NWACUHO, ACUHO-I, NASPA and ASJA and has represented the state of Alaska on all the regional boards over the years. Her retirement plans include spending time with grandchildren in Seattle, cruising with her

husband on their 42 ft boat and traveling internationally. As a three time cancer survivor she has reassessed her priorities and looks forward to spending more time with family and friends, as well as traveling. She is president of Cancer Connection, a local non-profit organization dedicated to assisting cancer survivors. She will remain in Juneau, Alaska, and looks forward to life’s next adventure.

We wish her all the best!



state and provincial updates

ALBERTA

Natasha Lopeke
Mt. Royal College

University of Calgary

Facility Construction Projects

Our hotel and residence hall is nearing completion! We’re very excited for August when we’ll be taking charge of

this new facility. Included in this hall will be a new living learning community centered around international experiences for Canadian and international students alike. We’re also converting existing hotel

rooms in one of our current halls into a living learning community for first year students with strong academic track records. This community will focus balancing

academic achievement with experiencing campus life.

We're also excited to announce that our next residence hall construction project is getting started this month. This facility will house close to 600 students in three bedroom units with communal kitchens. Part of the first floor will include retail space which we hope to fill with many options for our residents, including a grocery store. This new building is slated to be finished by April 2011.

Mt. Royal College **Staffing Changes**

Would like to welcome Lindsey Nelson to our Front Desk Staff! Lindsey worked with us 3 summers ago as a summer housing assistant and also as an RA in 2003. We are happy to welcome her to the professional team!

Facility Construction

Residence will be getting a face-lift this summer with a fresh coat of paint! We will also be changing our West Residence to the Uni-key system with Safelock. This will complete the change over to a new key entry system.

Departmental Initiatives

excited to enter into the start of our conference season.

Professional Development Initiatives

Mount Royal has completed the first year of its Personal and Professional Development Program. This program has provided bi-weekly personal and professional development opportunities for the Resi-

dence Life Staff. We would like to congratulate Resident Advisor Beverly Phypers for her commitment to completing 10 workshops throughout the year!

Red Deer College **Staffing Changes**

Red Deer College would like to welcome Cyndy Lorincz as the new Associate Vice President of Student Services. The Residence department would also like to welcome Stacy Dick as our new Administrative Assistant.

Facility & Construction Projects

Beginning this May, Residence operations, and a local engineering company, are beginning construction on the creation of a new entrance into Red Deer College that would run through an existing Residence building. The College is in need of another entrance, but as you can imagine this poses some complications in terms of re-locating the existing Residence building and conscientiously converting green-space into a major roadway. At this time our plan is to de-construct a four unit townhouse building with two units being moved to one location with the remaining two units moved to another. The relocation of the building will provide an opening to the campus for the new entrance.

Traditions

An appreciation night was held on April 5th for this year's Resident Assistants and the Tenant of The Year winners for

2008 – 2009. The evening consisted of individual awards, institutional recognition, prizes for the most programs (this year's student staff organized over 200 programs for their tenants) and many laughs and farewells. The evening was concluded at a local restaurant.

University of Alberta, **Augustana Campus**

Facility Construction Projects

The library continues to come along; faculty, students and staff were treated to a construction update and internal tours of the building. Additionally the new student forum space is under construction and will hopefully be open for student use in the fall or winter of 2009.

Traditions

RA and senior staff hiring has taken place, resulting in 28 great energetic students hired for the 2009-2010 school year!

Departmental Initiatives

In an attempt to reduce water, waste and promote less food consumption, the Augustana cafeteria has gone tray free for a few days. The students are adjusting, but perhaps not well! A few angry ones, a few excited, it has been an interesting experience!

BRITISH COLUMBIA

Evan Hillehey
University of British Columbia

University of British Columbia - Okanagan

The University of British Columbia-Okanagan is three-quarters of the way to its 4th birthday, and we are happy to report that we are continuing to grow and expand, especially when it comes to our Residence Life program!

Facility Construction Projects

In September 2009 we will be opening two new residence communities, which will see our residence population go from just under 1100 to over 1400! That means that along with our growing first year population, we will also be able to welcome back more upper year undergraduate and graduate students than ever. In the long term, UBC-O ultimately hopes to reach the capacity to house 35-40% of the entire campus population, which means that the next building plans are already in the works, and ground for our next residence communities will be broken this spring.

Staffing Updates

As UBC-O continues to add buildings to its residential community, staff changes and addition quickly follow. As we venture into an exciting year with two new residence halls we will be adding two Head Resident Advisor and ten Resident Advisor (RA) positions to our Residence Life Staff.

Coupled with our addition of team members, we will be altering the distribution of RAs amongst our buildings. This redistribution will allow for a stronger student to RA ratio; creating a strong presence of Residence Life staff amongst our communities.

It has been an exciting year at the University of British Columbia-Okanagan with only more excitement to come. As we continue to grow, it gives us cause to reflect on our practices to ensure that our practice grows alongside our construction and that each student is provided a unique and Okanagan representative experience.

University of the Fraser Valley **Traditions**

Our residence is only 1.5 years old and we have begun to formulate some traditions. Some of them are: trip to the Cultus Lake waterpark, PNE trip for "Fright Night", Holiday formal, Trip to BC Lions game. The intramural teams are the "Baker House Bullfrogs" as we have a lovely bullfrog who lives in the pond next to our building.

Departmental Initiatives

Beginning a Leadership theme floor and a ESL living and learning wing.

Professional Development Initiatives

Recently attended a Violence Threat/Risk Assessment training course with institutions from all over B.C. Very helpful overview on violence at post-secondary institutions and how to identify and handle. Speaker was Dr. Kevin Campbell. He has studied Columbine, Taber, Alberta, Virginia Tech and many other school shootings.

Facility Concerns/Issues

We are having difficulty with our wireless internet. When we built, we did not realize that a wooden building would be an issue with the wireless signal. We also did not prepare for the overt abuse and P2P file sharing. This summer, we are fixing both issues.

OREGON

David Craig
Oregon State University

OIT

Facility Construction

The Village for Sustainable Living is slated to open in Sept. 2009. Just in time for school starting at the end of September. The Village will house 262 students in three apartment style buildings.

Willamette

Staffing Changes

Here are our current staff members at Willamette University (contact information is in parentheses):

Cheryl Todd, Director of Residential Services
(ctodd@willamette.edu/503-370-6880)

Patty Schomaker, Administrative Assistant for Residential Services
Jennifer Pilcher, Administrative Assistant for Residential Services

Marilyn Derby, Director of Residence Life
(mderby@willamette.edu/503-370-6212)
Stephanie Nixon, Associate Director of Residence Life

Tori Ruiz, Administrative Assistant for Residence Life
 Kristen Crepezzi, Westside & Cornerstone Areas Coordinator
 Dan Herman, Eastside Area Coordinator
 Joanna Means, Kaneko Commons Coordinator



state and provincial updates

WASHINGTON

Jill Yashinsky
 Gonzaga University

Gonzaga University Staffing Changes

Gonzaga will have four new Residence Director staff next year. Three current staff, Jess Porras, Shane McKee, and Jill Yashinsky will all be moving on to other ventures in Student Life. We wish them all best of luck in their job searches! Another position will be open in the new residence hall.

Facility Construction

We are currently constructing a new living learning facility scheduled to be opened in August. The project is running on time currently, so we are optimistic for a smooth opening and transition of new staff and students into this building. This is the first time in GU history that the majority of LLC's will be concentrated in one building rather than spread out across campus.

Traditions

Spring always brings many traditions at Gonzaga, including RHA's GUSTO (Gonzaga University in Service to Others) day of service, which usually has over 100 students volunteering at four to six sites around Spokane, and MadonnaStock, a day long event featuring numerous local bands!

Departmental Initiatives

ManTalk and WomanTalk, two programs around men's and women's issues respectively are wrapping up. ManTalk had its most successful year ever, expanding into five other communities and finishing up with a Men's Retreat to wrap up the year. WomanTalk also expanded during second semester. Both programs are in the process of creating formal transition plans.

Professional Development Initiatives

Gonzaga staff and faculty are currently reading the book "Class Matters". This is the freshman reading book for 2009-2010. Reading and discussion groups have been going on this spring, and a luncheon is being held in April to talk about ways to integrate the theme of class into the subsequent academic year.

Washington State University Staffing Changes

We'd like to wish our exiting staff a fond farewell as they have served our department and the students of WSU well during their tenure. Sara Agostinelli (3 yrs), Jesse Andrews (4 yrs), Brandon Brackett (4 yrs), Bryon Burleigh (3 yrs), Kyle Cance (3 yrs), and Kate Gannon (3 yrs) will be missed by our department and we expect good things from them in the future.

We are currently searching for 7 new REDs (one for our new Olympia Avenue residence hall) so we have our hands full as we are wrapping up our process shortly. We will be introducing our new staff in the Fall edition of the *Soundings*.

Facility Construction Projects

Olympia Avenue residence hall is opening Fall 2009 so if you swing by Pullman, you should see the final touches being added to this new building. McEachern and Stephenson North are being refurbished this summer so there will be a lot of work on the south side of campus.

Department Initiatives

WSU is continuing the Freshmen Focus Living Learning communities and we are in the 3rd year of our University Common Reading Program.

Central Washington University

Facility Construction

Our new Residence Hall: Student Village South is on schedule to open for Fall 2009. See the live Projects cam that shows you the building and floor plans. <http://www.cwu.edu/~cams/studentvillage.html>

Traditions

On April 18-19, 2009 the Central Washington University Residence Hall Association (RHA) hosted its 6th annual See-Saw-Athon on the Central campus. For 24 straight hours the see-saw fun didn't stop as Central students, faculty and staff are came and rode the giant see-saw and donated money to support RHA and a local Ellensburg charity. SEE PICS Fun, excitement and lots of laughs were in abundance during this popular campus tradition.

3rd Annual Locks of Love NRHH event took place in April 2009.

Be that Friend Campaign - Suicidal Intervention Program campus wide including UH and Wellness

CWU also hosted Rock Against Rape, a program whose mission is to challenge a diverse community to educate themselves about, stand up against and encourage others to join in the battle to end sexual violence. The first ever Rock Against Rape was held to gather individuals from the CWU and Ellensburg community in an effort to raise awareness about the issue of sexual violence, and share how the community can be involved in helping end it. Live bands were featured at the event as well as an art battle in which students created works of art related to the theme of the event, and various other interactive stations. The event took place on Wednesday, April 22, 2009. More information is available at www.cwu.edu/~wellness/rockagainstrape.html

This year, CWU has also partnered with Student Health 101 to offer online subscriptions to student health for both students and parents. Student Health 101 is a monthly health and wellness magazine just for college students and their parents. Each

month, parents receive an e-mail with the latest issue of the parents-only Parent Perspective, along with the Student Health 101 issue that students receive.

Departmental Initiatives

University Marijuana Caucus -initiated by UH& NSP to discuss the climate of Marijuana use on campus and proactive and reactive measures to the increased use. This engaging and involving monthly caucus has allowed for a team of professional and student staff to unpack the current and future climates here at CWU.

UH & NSP leads with Academic Affairs our campaign to formalize our CWU FYE program. The goals are simple:

- Increase the level of academic challenge
- Create an Active, collaborative learning environment
- Increase student-faculty interaction
- Enrich interdisciplinary educational experience
- Foster connections between divisions.

Facility concerns/issue that your institution faced

CWU UH & NSP has created a year long 'Career in Student Affairs' Seminar track for a cohort of undergraduates interested in Student Affairs. Seminars occur each month ranging from LGBT Student Affairs Panel—A Day in the Life of ...Functional Areas in Student Affairs:—Preparing for a National Conference in the Field of Student Affairs and Student Affairs 101 to name a few.

Awards

Dennis Hall won the regional OTM!

Advisor: Dennis Hall

Nominated by: Steven Ross

Central Washington University

<http://nrhh.org/>

otm_general.php3?otmid=75910&vid=t0fcquvsu434mhhq

Elaine Ames, University Housing, New Student Programs, & Wellness Center Operations & Marketing Manager, has been named Central Washington University's Employee of the year! Congrats, Elaine!



6th Annual See-Saw-Athon at Central Washington



Rock Against Rape Program t-shirt at Central Washington

Green River Community College **Departmental Initiatives**

The CCA Resident Council hosted its first successful event in March. The event titled “Fabadababoosey” included everything a resident could want-music, BBQ, snacks, dancing, games, and a movie. It occurred inside and outside (until the temperature dropped!) of the CCA Community Room. About 80 residents and guests enjoyed the event and danced the night away.

Resident satisfaction surveys were just completed. The staff is working to make programmatic improvements based on the feedback to increase retention. CCA was proud to see improvements in the areas of responsiveness of staff and policy awareness. Additional exit surveys will be given to residents at the end of the academic year. We are excited to learn from new results and build strong baseline data for future years.

Facility Construction

Maintenance Supervisor, Rob Olson & his crew have been busy updating flower beds around the property and preparing for spring blooms. This is a big task since we have 12 buildings of garden style apartments. They also completed touch up paint work in all apartment units in time for our Spring move-in. We are looking forward to the summer to replace doors, mattresses, and carpeting in many of the units. We are staying busy at CCA!



Students at Green River Community College

University of Washington **Staffing Changes**

Housing & Food Services at the University of Washington is excited to announce its new Director has come aboard at the end of March. We hope the region will join us in welcoming Pamela Schreiber.

Pamela Schreiber, who has more than 20 years of experience in higher education, including extensive experience in housing at large institutions, has been selected as the UW’s new director of housing and food services, Vice President and Vice Provost for Student Life Eric Godfrey has announced.

Schreiber currently serves as director of university housing at Florida Gulf Coast University in Fort Myers, a position she has held since 2003. In this position, she manages a budget of \$4.7 million. The university currently provides housing for 2,352 students.

“Dr. Schreiber impressed us with her deep experience in higher education generally and in the operation of housing programs in particular,” Godfrey said. “She has participated in housing capital projects which of course will be an important element of her work here, and she has a sophisticated understanding of the powerful role that student residences can play in building community for students, providing opportunities for engagement and enhancing the overall student experience. We look forward to her leadership in this vitally important area.”

Schreiber’s other housing experience includes work in the Department of University Housing at the University of Georgia from 1993 to 1999. She was responsible for a residential area consisting of three communities housing a total of 3,000 students. From 1988 to 1993 she was assistant director of housing for residence life at the University of Florida. At UF she was chief administrator for a residential area that housed 1,100 students in five historic buildings.

Schreiber holds a doctorate in education, specializing in adult education, from the University of Georgia. Her master of arts degree, in college student personnel, is from Bowling Green State University, and her bachelor of arts degree in social welfare is from the University of Wisconsin-Whitewater.

Seattle Pacific University **Staffing Changes**

We concluded a busy winter quarter and completed our peer advisor selection process for the 2009-10 school year successfully (phew)! While we are sad that this is Ashton Hall Residence Life Coordinator, Paula (Green) Wetzel’s fifth and final year with us, we are glad that Campus Houses and Apartments Assistant Residence Life Coordinator, Dayspring Schlachter accepted a promotion to become a full time RLC for the 2009-10 school year. We hope to hire a new Assistant RLC this spring, and look forward to a largely veteran staff for the fall!

Recognition

We honored Krochet for Kids as our peer advisor program of the quarter. This group of male students works hard to crochet hats and donate them to a local charity. They recently became an official SPU club.

Professional Development Initiatives

Several of our staff attended NASPA in Seattle during March. All agreed that the sessions were very beneficial and enjoyed connecting with colleagues from across the region and country. We were proud of the contributions that Paula (Green) Wetzel to the local organizing committee, and a few folks were able to spend some time at hospitality tables giving conference attendees the inside scoop on Seattle sites.

Facility Construction Projects

Residence Life and Housing recently identified a vacant plot of land within Family and Graduate housing for use by undergraduates who have recently formed a gardening club. The club plans to utilize this space to maintain an organically sustainable community garden whose proceeds would be utilized by the neighboring community. Participation is open to all neighbors both within and outside the SPU community.

Eastern Washington University

Staffing Changes

Deb Stafford (B.S. in Education, M.Ed. in Student Personnel in Higher Education) was hired as the Living Learning Coordinator, a new position at EWU. She brings with her great experience as an RA at Kansas State University followed by various residence life positions at The University of Georgia, Kansas State University and The University of Kansas. After moving to the Northwest she taught as an adjunct instructor at Spokane Falls Community College. Her education includes a B.S. in Education Kansas State University and an M.Ed. in Student Personnel in Higher Education the University of Georgia. Deb is excited to bring together her backgrounds in academics and student affairs!

Misty Griffith, our former assignments coordinator, has left EWU for a position with the City of Spokane. Misty's first two years were as a Residence Life Coordinator prior to transitioning to the Housing office staff. Her positive attitude and collaborative spirit will be greatly missed. We hope to interview new candidates during May.

Facility Construction Projects

- We are phasing an endpoint security product into our residence hall internet network which will increase network stability and security. With university police collaboration, we also are hoping to utilize a great emergency announcement feature which will force an emergency announcement screen onto student computers regardless of what they might be doing online at the time.

- We are near completion with a residential campus master plan. Once some fine-tuning is completed, we'll be prepared to move quickly should the economic and approval stars align.
- The EagleCard/Proximity Card integration is a shared effort between Access Controls, Housing, IT and Dining Services. Currently, residents require a separate proximity (access) card to access their residence hall. We are now combining the proximity feature into their student EagleCard which is the card they use for meal plans and all other identification on campus. This is a positive step toward a complete one card system.

Traditions

- Residential Life House Calls is a highly successful event that invites faculty and staff into the halls to connect with students each October
- Anderson Hall hosts the Winter Warm Fest dance with proceeds going to local area charities
- Dressler Hall sponsors an annual 3-on-3 tournament in the spring
- Streeter Hall hosts "The Roof Is On Fire" event which includes water games, DJ, raffles, carnival, BBQ and other assorted craziness. It is held on a second story rooftop.
- Inventory Challenge is a quarterly contest between halls to see who can turn in the most accurate paperwork to the housing office. The reward is the coveted % t-shirt which displays their accuracy percentage for all to see.
- Food Drive and Homecoming competitions

Departmental Initiatives

We're currently working with other appropriate departments to define our Missing Student Notification Policy per a new requirement of the Higher Education Act.

We've kept one wing of Streeter Hall offline this year and turned it over to Admissions for use in entertaining overnight guests. It's been a wonderful success and allowed prospective students to mingle in a real, but controlled, environment.

Facility concerns/issue that your institution faced

The winter was difficult here and it took its toll on some of our roofs. Like everyone, we worked hard to remove snow but we also had many roof drains clog or freeze which didn't give the water many options to escape so had some interior water damage. Other than that, we were very fortunate with our building systems.

We are currently not at maximum capacity so have not had issues with occupancy logistics, other than to manage revenues by ensuring those that wanted single rooms received them.

As with other state institutions, EWU is currently working through the budget process which unfortunately includes significant budget reductions. Despite this, we continue to follow our occupancy and service strategies and always keep our eye on the core purpose – the students!

annual conference business meeting minutes

Kyle Cance, Washington State University
NWACUHO Secretary

NWACUHO 2009 Annual Business Meeting Minutes
Tuesday, February 24, 2009
Meeting called to order @ 12:25pm

MOTION: Oregon State University moves to open the business meeting
SECOND: University of Alaska Anchorage
VOTE: Acclimation called by Oregon State University, no dissention, 28-0-0, motion passes

I Board of Directors' Reports

- a. President
 - i. Adoption of core purposes and integration into the association and new bylaws
 - ii. Represented NWACUHO at ACUHO-I and AIMHO conferences
 - iii. Attended the PACURH conference at OSU
 - iv. High level of involvement with the incorporation process
- b. Past President
 - i. Case study competition should present and interesting and challenging experience for the new professionals
 - ii. Elections were success and we have 4 new members
 - iii. Awards will be handed out to 3 individuals for
 1. Lifetime Achievement
 2. David B. Stephen
 3. Excellence in Service
- c. President elect
 - i. Attended ACUHO-I this past year
 - ii. Signed affiliation agreement with ACUHO-I
 - iii. New Professional Scholarship Award winner Darran Fernandez
 - iv. Best in the Northwest will be announced at closing banquet
- d. Secretary
 - i. Working on directory updates
 - ii. Developing motion report from the past year, and for the future to be updated in *Soundings*
- e. Website
 - i. New website design
 - ii. Presentations will soon be online from this conference
 - iii. Development of a blog and article posts for the website
- f. Newsletter
 - i. *Soundings* will be coming out soon
- g. Products and Services
 - i. 12 exhibitors at this current conference, a number close to the we had in Calgary
 - ii. Corporate partnership program is holding strong with 8 members
 - iii. Exhibitors had a good time, looking at the AIMHO model for exhibitor time for future conferences (more time on one, day so that exhibitors need to stay for only 2 days instead of 3)
- h. Alberta
 - i. Housing and Residence Life skills competition in Calgary during the 1st through 9th of September at SAIT

- i. Washington
 - i. Facing a budget crisis \$600 million
 - ii. University of Washington hosted a drive-in conference for the state
 - iii. Announcement of Conference 2010 in Yakima and call for assistance
- j. Alaska
 - i. Working with regional colleagues to do an Alaskan Fly-in Conference this past year
- k. British Columbia
 - i. University of British Columbia hosted a drive-in conference on performance feedback
 - ii. Next winter Vancouver is hosting the Olympics

II. Committee reports

- a. New Professionals
 - i. New professional conference pamphlet
 - ii. Call for new members to the committee
 - iii. Night on the Town by Holsag Canada recap
- b. Student Leadership
 - i. PACURH regional involvement highlights
 - ii. Creating articles in Soundings
 - iii. Student leader recognition initiative
 - iv. Developing education on working and getting involved in the profession
- c. Diversity
 - i. Discussed the success of the first annual Diversity Poster Board Presentations

III. Old Business

Approval of Minutes from 2008

MOTION: University of Alaska Anchorage moves to approve the 2008 minutes

SECOND: Mount Royal College

VOTE: 26-0-2, motion passes

IV. New Business

- a. Proposal of budget

MOTION: Oregon State University moves to approve the annual budget

SECOND: Seattle University

VOTE: 28-0-0, motion passes

- b. Approval of annual dues

MOTION: University of Alaska Anchorage moves to approve the annual dues amount of

SECOND: University of Alberta

VOTE: 26-0-2, motion passes

- c. Ratification of articles of incorporation

MOTION: Gonzaga University moves to approve the incorporation of the Northwest Association of College and University Housing Officers

SECOND: University of Alaska Anchorage

VOTE: 26-0-2, motion passes

- d. Approval of bylaws

MOTION: University of Alberta moves to adopt the new bylaws for the Northwest Association of College and University Housing Officers

SECOND: University of Alaska Fairbanks

VOTE: 26-0-2, motion passes

V. Open Forum

- a. Donation for the Parthenon Award—Cindy Empey, Oregon State University
 - i. Discussion an advisory vote in order to earmark our ACUHO-I Foundation donation towards Parthenon Award. Advisory vote on the topic was 25-0-3 in favor of making the donation towards the Parthenon Award.

VI. Recognition of outgoing members

Tim Siemens, Alberta Representative
Emily Boling, Newsletter Editor (new President Elect)
Shelly Clark, Oregon State Representative
Michael Votava, Alaska – Yukon Representative
Dan Larson, Past President

VII. Introduction of new members

Natasha Lopeke, Alberta Representative
Brian Stroup, Newsletter Editor
Stephanie Self, Alaska – Yukon Representative
David Craig, Oregon State Representative

VIII. Call for adjournment

MOTION: Portland State University
SECOND: University of Alaska Anchorage
VOTE: 28-0-0, motion passes

ways to stay connected

Check out these great ways to stay connected to NWACUHO and ACUHO-I all year long:

NWACUHO Facebook Page

We have a Facebook page! Search for “NWACUHO” under Groups and ask to join. You can share photos, engage in discussions, or just connect with friends you haven’t spoken to in a while.

ACUHO-I Online Network

There is an Online Network for ACUHO-I where housing officers across the country are staying connected. There are nearly 800 members. Check out www.acuho-i.net for more information.

NWACUHO E-mail Lists

We have e-mail lists that you can join and send thoughts and start discussions with others in your specific housing trade. Click on “E-mail Lists” off of the NWACUHO home page for more information.

want to write for the soundings?

To see what articles have been submitted in the past please check out past issues on the NWACUHO website here:
<http://nwacuho.org/wiki.cgi?OnlineSoundings>

I am open to any article idea that you may have and can provide a list of topics to write about if you're interested. Most articles submitted are anywhere from one to four pages long.

To provide a variety of types of writing for the soundings I am hoping to incorporate three new sections for future issues. If you have an idea that would fit under any of these sections please let me know:

Book Report - Read a great book lately that you want others to know about and read? Write a short one page report on it!

Just In - Have a new hall on your campus that you're really excited about? Was there a program that went really well? Is there something up and coming that housing professionals should be aware of? Write a short paragraph or two blurb on it!

Interview - Know a great leader in the region? Perhaps someone that has been a mentor for you? Publish a 10 question or so interview with them! It could be a Director, Assistant Director, Vendor, someone in Residence Life, Assignments, Operations, etc. If you can't think of someone to interview you can contact me for ideas.

If you have any questions on any of this please let me know. I want it to be as user friendly as possible for any that are interested.

Lastly, if none of these options seem interesting to you than please consider writing a blog for the NWACUHO website. To find out more contact our website administrator Patrick Cunningham (webmaster@nwacuho.org).

I'm looking forward to working with anyone that is interested, just drop me a line at brian.stroup@oregonstate.edu

Happy writing!



the soundings
c/o brian stroup
oregon state university
102 buxton hall
corvallis, or 97331