

the official nwacuho newsletter

# the soundings

northwest association of college and university housing officers



# NWACUHO soundings

## cover

Old Main, Western Washington University

## soundings editorial board

The editorial board is comprised of volunteer members 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.

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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 submissions for space requirements.

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

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

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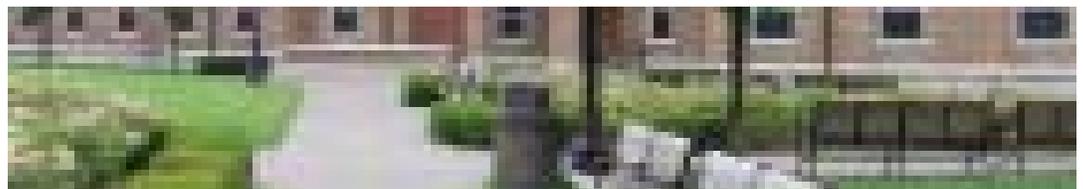
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# a letter from the president

## richard deshields

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

Welcome back to a new academic year in the Northwest. It's the time of year when we join our professional colleagues in training preparation for our students' arrival to campus. The professional development that each of you will receive is important to continued growth and to ensure that your institutions provide the best possible resources to your students and staff.

The Northwest Association of College and University Housing Officers (NWACUHO) values this development and also provides similar opportunities for you throughout the year as a core value of our organization. I know that even as a Senior Housing Officer I find many opportunities for professional growth within our association. Whether it is the opportunity to network with colleagues, share in dialogue regarding issues in our profession, understand the international issues within our organization, or to learn about a new product or service from our corporate partners, I am continually learning. NWACUHO supports professionals at all levels of the housing organization. Whether you are a new professional, a facilities management staff person, a housing technology specialist, or a senior housing officer, we invite you to utilize the services within NWACUHO—this includes our regional conference that will be held February 7<sup>th</sup> through February 9<sup>th</sup> in Yakima, Washington. This year, we will also be showcasing an Aspiring Senior Housing Officer workshop on February 6<sup>th</sup> for a select number of professionals in the region.

Some of the professional development opportunities we provide throughout the year include:

- Drive in conferences (if you would like to host a drive in conference, please contact your state or provincial representative to see if there may be funding sources to assist you).

- Quarterly issues of the regional newsletter, "The *Soundings*".
- Scholarship Opportunities—ACUHO-I New Professional, NWACUHO New Professional, Vennie Gore, Best of the Northwest, STARS, National Housing Training Institute (NHTI) Participant, and many others.
- Recognition Opportunities—David B. Stephen Award, the NWACUHO Excellence in Service Award, the Lifetime Achievement Award, and Case Study Competition Awards. This year we will be offering new recognition items within the region to be presented at our regional conference.
- Executive Board Positions—this year, we will be electing a new Pres., Treas., Sec., Products and Services Coordinator, and Website Administrator. In addition, we will be appointing individuals to the BC Provincial Rep. and WA State Rep. positions.
- Regional Conference—"Getting to the CORE of It" in Yakima, Washington (February 7<sup>th</sup> through February 9<sup>th</sup>)

Our region has very strong professionals. This year at the ACUHO-I conference in Baltimore we recognized some distinguished individuals:

- Kay Rich, (Western Washington University)—The ACUHO-I Award
- Mike Eyster, (University of Oregon)—The James C. Grimm Award
- Dima Utgoff (University of Alberta)—ACUHO-I Foundation Parthenon Award

We look forward to providing you with many professional development opportunities throughout the year and hope you take advantage of the many resources we provide. Lastly, we encourage you, at all levels, to begin to prepare presentations and to prepare for registration for our annual conference.

Let us know if there is anything we can do to better serve you.

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

Welcome to the first Summer edition of the *Soundings*! The *Soundings* is now being published four times a year to provide more opportunities for us all to share ideas, best practices, and stay up to date with the latest and greatest in the region. In this edition you will find many great updates as well as a special section on sharing of best practices around professional and student staff training. This idea of sharing information on a specific topic came out of our ex-

ecutive board meeting in Spokane, WA last May. I hope that in the sharing you find some ideas interesting and possibly interesting enough that you want to implement them this fall at your own institution.

In this edition you will also find updates on the 2010 annual conference that will be in Yakima, WA next February 6-9, as well as an excellent personal narrative on a professional's experience this last year by Jacelyn Keys.

## summer sharing

I hope that you enjoy what your fellow colleagues in the region have shared in this edition. If you ever have any feedback on how the *Soundings* could be improved or want to share any ideas you have to implement please just send me an e-mail at [brian.stroup@oregonstate.edu](mailto:brian.stroup@oregonstate.edu)

Have a great rest of the summer and I look forward to a great new academic year with you all in NWACUHO!!

# nwacuho 2010 conference

## “getting to the core of it”

Josh Gana  
Oregon State University

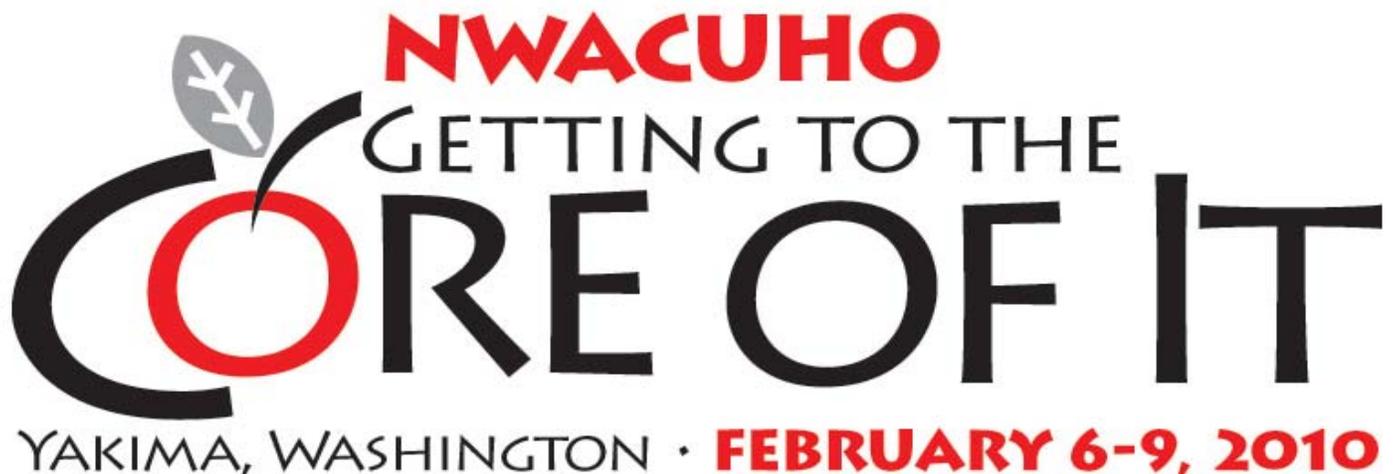
2010 Annual Conference Programs!

The 2010 Northwest Association of College and University Housing Officers annual conference is coming up February 7 – 9, 2010 in Yakima, Washington. The theme, “Getting to the Core of It,” will provide ample opportunity for building professional networks, examining our purpose, and engaging in wonderful training opportunities.

Do you have a best practice to share? Is there an exciting program or initiative at your institution? Would you like to facilitate a roundtable discussion on a particular topic? It is time to start thinking about submitting a program proposal to present at the conference. NWACUHO will be seeking proposals in four primary areas – Facilities and Housing Services, Supervision & Advising, Organizational Development, and Core Purposes. Proposals will be accepted starting in October and will be due in December, with the goal of informing you of acceptance prior to holiday breaks. Keep your eyes on <http://www.nwacuho.org> and in Soundings for the release of the proposal submission form.

An opportunity also exists to help shape the program tracks at the conference by serving on the program committee. Responsibilities include helping review program proposals to select programs for the conference and supporting presenters in Yakima. There is a minimal time commitment and it is a great way to be involved.

Contact President Elect Josh Gana at [josh.gana@oregonstate.edu](mailto:josh.gana@oregonstate.edu) for more information about conference programs or to volunteer for the Program Committee.





## a request...

**Jennifer Betschart**  
University of Alaska Fairbanks

Greetings Administrators and Education Professionals!

I am developing a presentation proposal for the 2010 NWACUHO conference, to be held in Yakima, Washington, and I need your assistance. I believe that annual events and traditions on campus have a positive impact on community development which ultimately leads to higher retention rates. During the NWACUHO conference I hope to share with you a glimpse of UAF's most successful traditions as well as an overview of how to create a "new tradition."

Here is how you can help...

In an effort to broaden my understanding of annual events and traditions I would love to know how your institution embraces community development through these programs. Who created your favorite tradition (student, staff, faculty, etc.)? How long has it endured? Why do you believe the tradition continues today? What resources were required to support the program? What concerns has the institution faced as the tradition evolved over the years? Which departmental or institutional goals are met by the tradition? Who generally participates in the tradition? How has it benefited your campus community?

Your input is highly valued and appreciated. Please feel free contact me at [fnjlb4@uaf.edu](mailto:fnjlb4@uaf.edu) or 907-455-3907.

# 10 lessons in battling the dynamics of dysfunction

Jacelyn Keys  
Oregon State University

Though armed with extensive experience in the field of student affairs and two years as a Graduate Resident Director under my belt, I began this, my first year with master's degree in hand, feeling a bit like a neophyte. As I stumbled along through the year I often struggled with the dissonance I was experiencing; I had six years of practical experience in the field and had just completed two amazing years of learning about the philosophical and theoretical underpinnings of the profession. Why did I not feel successful as a supervisor, leader, or professional? With distance the answer became obvious – I was in transition between the experiences of grad school and stepping into my role as a newly minted student affairs professional. It has been a transition filled with tears, self-doubt, joy, frustration, confidence, and humility.

I was hired at Oregon State as a Resident Director in mid-June. I stepped from a grad position in a low-conduct, apartment style hall and staff of seven, to a full-time position in a high-conduct, traditional style hall with a staff of twelve... eleven of whom were brand new to their role as RAs. Of the eleven newbies only one had any acculturation to the department; save the one, none had served on hall council, been active in their respective halls the previous year, or were close with any of their RAs. Because they were hired in the summer after the alternate list had been exhausted, they had no formalized understanding of what it meant to be an RA. Before the end of training, I was down one staff member, lost another mid-winter, and by the end of the year what remained of the staff was firmly divided into a variety of cliques, most of whom were less than thrilled with yours truly. It is from these experiences that I have compiled my top 10 lessons in battling the dynamics of dysfunction.

**Lesson number one- life is not a TV sitcom.** I say this not because I am a slow learner and reached the merry age of 30 thinking it was, but to underscore the fact that happy endings are not guaranteed. No matter how much passion, time, and energy you invest in a staff they may decide they would rather be a group of individuals as opposed to a team. When the staff I supervised this year made that choice it was particularly difficult for me because my previous two staffs had chosen to invest in each other, be a team, and as a result many are friends to this day. I know how wonderful a great RA team can be and wanted that for this year's staff; unfortunately, I wanted it more than they did. When I had done everything I could and still they chose to be divided and work as individuals as opposed to a team, I had to give them the freedom to make that decision. My focus then became not trying to build a team but working to make certain reputations were appropriately managed, hold the staff accountable to the expectations of the position, and ensure they worked together functionally to provide the best experience for the residents.

**Lesson number two – student development is messy and that's okay.** At first blush, student development theory is like a romantic comedy; guy meets girl, he thinks she's hot, she thinks he's a tool, much hilarity ensues until, against her good judgment she falls for him, then finds out he lied to her and storms away, cut to soulful music, a scene or two with grey clouds and rain, followed by the inevitable moment of reconciliation, a theatrical Hollywood kiss complete with soaring music, and after 126 minutes they live happily ever after. Theory works essentially the same way. Jones and McEwen's (2000) work on identity development is ten pages complete with references. They trace the experiences and resulting development of the women they studied beginning to end – the entire messy process condensed into ten crisp pages. In the year, or less, you spend with your staff you will only see a very small segment of their development. The time they spend with us is seldom a complete chapter in their lives but rather a few pages of which we are privileged to play a part. If you don't make it to the end of the page with the student or never get to read the rest of the chapter, you just have to trust that their experience working with you will one day result in positive personal choices and development.

**Lesson number three – sometimes you have to be the one to make decisions.** I believe in teamwork, and I love the collaborative process. I make decisions without consulting my staff, tell them what needs to be done, and expect they will do it to the best of their ability. These supervisory styles are not mutually exclusive. You were hired for a reason, trust your instincts, consult as appropriate, and do your job.

**Lesson number four – decide if you want to be liked or respected.** This is the best question my supervisor asked me all year and by far the hardest to answer. It's easy to look at the choices and quickly choose to be respected; it may in fact be your true choice, but know that respect can be much like lesson one. You may have to work with a lot of pushback, you may never actually see respect from your staff – in fact, if you had a year like mine, you may work with a lot of verbal and non-verbal hostility. Stay the course. If you need it, give yourself two minutes to wallow but remember you were hired for a reason. That reason was not to be voted “Best RD Ever” by your staff and if you are seeking their approval, you are seeking the wrong thing.

**Lesson number five – don't let them leg sweep you.** This is the best advice given to me by my supervisor this year. As I held them accountable for their attitudes or their lack of attention to the details of their job, I was told I was micromanaging and not giving them enough recognition for their work. These are hot button topics for me and are the two things that can (and temporarily did) distract me from the topic at hand. Stay focused on the task at hand (holding them accountable) and work with your supervisor to provide the staff opportunities to give constructive feedback at an appropriate time.

**Lesson number six – keep the residents foremost in your mind.** Amidst all the drama that can ensue when working with a dysfunctional staff it's easy to forget the residents. Don't allow the smoke and mirrors to divert your attention, or that of your staff, from providing a quality experience for the residents. Quarreling staff impact the experience of the residents in measurable ways. Work to hold your staff accountable to positive methods of verbal and non-verbal communication.

**Lesson number seven – you are a supervisor not a fixer.** In almost all cases, if staff have concerns about a colleague, your first question should be, “Have you talked to your colleague about this?” If the answer is no, then your conversation needs to be giving them the tools to speak with their colleague and ask them to follow up with you when they have had the conversation. Just because someone is having a hard time or is particularly frustrated, don't let yourself fall into the mode of “fixing” things for them.

**Lesson number eight – everyone makes their own choices; you are responsible for yours not theirs.** This is a symptom of being a fixer. Do not take ownership of the choices of others. Don't “what if” yourself to death and don't accept responsibility for the poor choices and behaviors of others. Hold them accountable to their choices – it's not going to make you Popular Polly with your staff, but it is going to challenge their world view and help them develop and in the end, that's a good days work.

**Lesson number nine – don't let the problems of a few staff members distract you from working with the entire staff.** It can be easy to zero in on the staff members creating drama and work with them to improve, grow, and mature, but don't neglect the staff members who are performing well or are huddled in the corner silently begging you to see their struggles. They, too, need attention and development. In this case, sometimes the squeaky wheel just needs to squeak.

**Lesson number ten – you aren't perfect so don't try to be.** The job doesn't come standard issue with an invisible plane or a golden lasso of truth though that would come in handy in some conduct meetings. Place no expectations upon yourself to be a card carrying member of the Justice League. You will make mistakes -don't beat yourself up over them. There is always something you could have done better. Be aware of it, and do better next time. Take the criticism the same way you take the praise and don't let either go to your head. You are growing and learning – give yourself permission to make mistakes and grow from them.

# what are you planning for fall staff training?

## Mt. Royal College

Brandon Smith

Residence Life Coordinator

We are working hard at Mount Royal to make our team training fresh and innovative for our new and returning staff members. First, we will be running our Leadership Team training for our senior staff members and Residence Activities Council chair from August 17-20. This four day training period consists of leadership philosophies, professional development, role modeling, dealing with high conflict people and Residence Life Philosophy. Also, we spend a lot of time team building and look forward to our annual camp out in Banff. This year we are taking more of an approach to prepare these leaders with the foundations of leading a team.

Our paraprofessional staff training has shifted from a ten day period to thirteen days. We have decided a thirteen day training program will ultimately be better for our teams, as there is more opportunity to spread out sessions, avoid burn out and reflect on new knowledge. The theme for this year's training is "To Infinity and Beyond" which plays with the idea of superheroes. We will be attending Sunnyside Camp for two nights during the training, and are excited to welcome back the Loose Moose Theatre Company who provide an incredible communications and body language workshop. New sessions include presentations on holistic wellness and living, as well as body image and the media.

## University of the Fraser Valley

Tracey Mason-Innes

Residence Housing Coordinator

Student Staff:

We are a very small operation with only 4 RAs and 8 Front Desk staff. We have had to be innovative and flexible to provide a good head start.

UFV spend 5 days with their RAs and Front Desk Assistants. We start out socializing with a BBQ. We spend one day with the counsellors in CORE training which gives them the introduction to peer-counselling skills. We also have our Manager of Security training them to receive the Non-violent crises intervention certificate.

To supplement the topics in Training, RAs take part in the Leadership Practices Inventory and we follow the B.A.S.I.C. journal for building a strong Involving community published by ACUHO-I. We also use the RA video staff trainer program thorough Reslife.net and we follow and read "Lessons Learned: How to avoid the biggest mistakes made by college resident assistants" by John D. Foubert.

Our topics include:

Nuts and Bolts of the position- contract, policies, vision mission etc.

Building Community Ethics

CORE Training

Security

Programming

Publicity

First Floor Meetings

Conflict Mediation

Roommate Agreements

Diversity/International students

Case studies/Role Plays

The evenings are free for floor and office preparations. We wrap up with dinner and mini golf.

**Professional Staff:**

We have little funding for professional staff training except their Professional Development fund of \$1500 that they can apply to use. We do try and bring in webinars and support local conferences.

**Pacific University**

Lindsey Mullens Blem  
McCormick Hall Residence Director  
Housing & Marketing Program Coordinator

We are excited to be heading into “training season” with a Pacific University Housing and Residence Life manual for professional staff members. Undergoing final touches, this manual details procedures for housing operations, emergencies, budgets, facilities, computer systems, and more. We are hoping that it will be a resource to the professional staff within the department this year and will aid in transitioning roles in years to come. Additionally, we are approaching our one year anniversary of the opening of Gilbert Hall this August and are happy to announce that it has been certified LEED Gold by the U.S. Green Building Council, joining four other recently opened Pacific University buildings.

**University of Alaska Southeast**

Stephanie Self  
Conference Housing Guest Service Coordinator & Residence Hall Coordinator

Mission Mayhem, a puzzle-hunt in the spirit of *The Amazing Race*, was created by our Residence Life student staff as a final community event for the Spring semester, but we quickly realized what a great communal event this would be for the first week of the Fall semester when students are much more enthusiastic.

A quick synopsis: As a student, your Mission, should you choose to accept it, is to work together in teams to complete the course. Each team receives a “top secret” folder with classified information—new identification cards for each teammate (with goofy names and character profiles), special Mayhem money for bartering, and the instructions to get them to their first task station.

Our student staff is each assigned a station somewhere in student housing. Each station has a task that must be completed—a game, a puzzle, or physical task—so the team can earn their instructions to take them to the next task station. To keep it interesting, returning student volunteers roam around housing as “dealers,” peddling items for Mayhem money—some of their items will make completing a task much easier but some are worthless. Participants have to decide if it is worth it to waste time shopping and purchase such items because both time and money are of the essence to win.

Currently, the plan is to organize this event for Labor Day, leading into our annual BBQ in student housing. We chose to utilize this event as a “Getting to Know You” function for our residents and staff and to facilitate interactions among our first-year and returning students.

**Alaska Pacific University**

Sonja Olson  
Assistant Director of Campus Life

Alaska Pacific University is anxiously awaiting the arrival of our student staff for “Sesame Street” training, brought to you by the number 50 and the letter A (2009 is APU’s 50<sup>th</sup> Anniversary year). We are hoping to facilitate our two weeks of preparation so our student staff can have the ability to inspire, challenge, model, enable, and encourage their fellow students for a successful year. Our staff of 8 students and 2 professionals is very small compared to other schools in our region, but we find that to be to our advantage. By using our size as a strength, we have seen our staffs become very close knit as we move through the years. We are very excited for our two day camping retreat complete with StrengthsQuest training incorporated into a Challenge Course as the starting point for community building and expectation gathering. As we have for the past few years, we will also be working with UAA Residence Life staff on some joint training topics and events to continue a healthy relationship between the two offices.

### **University of Idaho**

Cori Planagan

Assistant Director of Residence Life

Our paraprofessional training theme will be centered around the quote, “The great leaders are like the best conductors - they reach beyond the notes to reach the magic in the players”, by Blaine Lee. For images, etc. we will use music notes and other music-related things. Good times!

Here are our main changes this year:

1. We will have a more robust social justice training. This is still coming together, but we will be going beyond diversity and multiculturalism.
2. We have not done much in the way of separate tracks for returners and new RAs before, and this year we are going to try two separate tracks in the following areas: community building, programming, communication, ethics, and policy enforcement/crisis intervention.
3. We hope to be adding to our usual mental health training (which is usually about depression, anxiety, and suicide intervention) by a UI psychologist by adding information on Asperger’s, issues war veterans face, anger, bipolar disorder, and stress disorders. I have not arranged this with the presenter yet, but I think she will be up for it.

Not new to us, but we start training by going to a camp in the woods for two nights for team building (this year we are going to Rathdrum, ID, about 100 miles away). We are curious if it is the norm for most training programs. We leave the morning after everyone returns to campus (around 60 people including professional and paraprofessional staff).

### **Eastern Washington University**

Robin DeSantis

Residential Life Coordinator

This year we are condensing our professional staff training into 10 days (2 weeks), but we have amped up the intensity. As budgets have been cut and people reassigned, we are tapping into resources we have never used and collaborating with staff, faculty, and community leaders who have demonstrated their skill in the various areas we will be trained in. Currently we have approximately 30 of these guest speakers/trainers confirmed from over 20 difference community groups or campus offices, ranging from the Register’s Office to Summer Programs to Fine Arts & Letters. To make it even more amazing, we have scheduled the majority of our training within our Residence Halls, which means these campus and community guests will be getting a peak into our halls - for many of them this will be their first visit into the halls.

Another exciting piece we have added into our training are round table discussions for our own professional development and to review ideas we have collected from other schools that could be implemented at EWU. It will be a grueling two weeks of training but as all of our professional staff is returning from last year, we are all excited and look forward to a more in-depth training than ever before.

I must not forget, as with all Residential Life training, we do have some fun staff development activities planned, one of which is to use EWU’s new Challenge Course (aka Ropes Course) and do both high and low elements with everyone in our Residential Life Office.

### **Seattle Pacific University**

Sharon Barr-Jeffery

Residential Life Coordinator

Our staff is reading *Brain Rules* by John Medina over the summer and will discuss ways to integrate what we learn into our educational initiatives during the year to come.

### **Washington State University**

Coree Newman Coronado  
Assistant Director of Residence Life

Greetings from the Palouse!

While we have enjoyed a slightly more relaxed pace over these summer months, we are VERY excited for our staff and students to return. Our professional staff will start training in July, followed by our student staff in August. Our training theme this year, selected by our student staff, is “Kickin’ It Old School”. “Old School” is meant to refer to the early 90s, which for some of us seems more like yesterday than old school. We are especially excited that during this year’s professional staff training we will be interacting with a trainer from StrengthsQuest to learn about strengths-based leadership. We are also very excited to involve Randy Haverson, Cherine Badawi, and Arthur Ramano who will be facilitating a day-long workshop with our student staff on leadership, self-esteem, and diversity.

### **Central Washington University**

Jenna Hyatt  
Director of Residence Life and New Student Programs

CWU embarks on a university commitment of formalizing what we have been providing to First Year students through a formal FYE Program. CWU University Housing and New Student Programs are the main coordinators of the FYE Program.

#### First Year Experience

Central Washington University (CWU) is committed to the development of a supportive campus environment. This is particularly important for first-year students as they transition from high school to college. CWU recognizes that a positive and engaging first year experience can make a significant impact in terms of incoming students’ level of satisfaction, academic performance, campus involvement, and progress toward graduation. Although CWU has offered a variety of curricula, programs, and services geared to first year students for several years, these have traditionally been developed in isolation and/or have been loosely related in planning, implementation, coordination and/or assessment.

Through supportive faculty, administration, and professional staff and through innovative curricula and programs, CWU will address the transitional needs of first-year students through a coordinated purposive first year experience

[http://www.cwu.edu/~housing/discover/pdf/FYE\\_brochure\\_a%20Final.pdf](http://www.cwu.edu/~housing/discover/pdf/FYE_brochure_a%20Final.pdf)

<http://www.cwu.edu/~avpugrad/fye.html>

### **Evergreen State College**

Michael Sledge  
Assistant Director for Residential Life

Resident Director training at Evergreen this year will be less concentrated, spanning a month of round-table discussions with key campus staff, balanced with ample in-office work time in an effort to encourage balance going into RA training. Crisis response, student conduct and AOD work will continue to be areas of emphasis, as will leadership development as we begin our second year with a NACURH-affiliated RHA organization. Resident Advisor training this year will see RA’s moving into and living in their own community during the first half of training; they’ll have an RA roommate and work through their own roommate agreements, as well as have a greater opportunity to bond with their fellow staff members. Additionally they will become certified Peer Educators for the first time, working with our Counseling and Health Center professional staff for much of the training period.

## Gonzaga University

Esther Gaines

Residence Director

Training RAs can be a steep task and we at Gonzaga have found that it can be made more intentional when a model is used to guide the process. The Social Change Model was selected last year and we thought it was very successful and have chosen to use it again this fall. This model focuses on Individual Values, Group Values, and Societal/Community Values. Seven “C”s fit within the three value systems. The individual values focuses on consciousness of self, congruence, and commitment; the group values portion focuses on collaboration, common purpose, and controversy with civility; and the Societal Values focuses on citizenship.

Understanding the model is one thing, implementing it is quite another. As the sessions of RA training begin to surface, we start discussing which “C” is most relevant to that topic and how it related to the other parts of the model. We ask presenters to put special focus on certain topics. For instance, when we discuss how to mediate roommate conflicts, we spend time talking about controversy with civility. We also have the RAs do a service project which really brings the citizenship piece into place. The fun thing about the social change model is that all of the pieces work together and the carryover from one concept to another is seamless. Residence Directors can choose to use the model in in-hall training if they choose which really helps to solidify the concepts with the RAs. One great way to do this is to utilize self reflections (consciousness of self) and to discuss how things affect the staff and the community as a whole (common purpose). We encourage anyone to “play around” with the model to see how it can have a positive effect on their own institution’s training.

# state and provincial updates

# ALASKA

## University of Alaska Anchorage

Greetings from UAA! We are proud to introduce five new professionals to our residence life team.

We have three new Residence Coordinators, Diane Kozak, Jamie Vance, and Stephanie Whaley.

Diane Kozak will be returning to UAA from Clarkson University in Potsdam, New York where she was the assistant dean of students. Prior to her current position, Diane worked at UAA for four years as the assistant director of student life and leadership. Diane holds a master’s degree in student personnel administration from State University of New York College at Buffalo.

Jamie Vance will be coming to UAA from Warrensburg, Missouri where she was a graduate assistant at the University of Central Missouri with Student Union and Conference Services. Prior to her current position, Jamie was a resident director at Stephens College. Jamie recently earned a master’s degree in college student personnel administration from the University of Central Missouri.

Stephanie Whaley will be joining UAA from East Lansing, Michigan where she was an assistant hall director at Michigan State University. Stephanie recently earned a master’s degree in student affairs administration from Michigan State University.

We are excited to have them on-board. Please welcome them to the region!

In addition, Maria Bonifacio, who served for two years as a Residence Coordinator at UAA, is our new associate director of residence life. Before coming to UAA, Maria was an area coordinator at Western Oregon University. Maria holds a master’s degree in teaching from George Fox University.

As a returning professional, Karla Booth continues to do amazing work as our Alaska Native and Rural Outreach Program Coordinator. And finally, we have a new Director of Residence Life, Lacy Karpilo. Lacy replaces Dawn Dooley who is now our associate dean of students. Lacy earned her Ph.D. in educational leadership at Colorado State University and a master’s degree in counseling psychology from the University of Denver. Prior to coming to UAA, Lacy was the assistant director of residence Life at the University of Puget Sound. With such a talented and energetic staff we look forward to a fantastic year!

# BRITISH COLUMBIA

## Simon Fraser University

With the Olympics coming fast SFU has solidified our policies and student staff plan for the upcoming event. With classes cancelled but students still living on campus we expect some unique challenges. Those challenges have been increased as SFU will serve as a transportation hub for those attending events and activities. While we are a bit anxious about what this will mean for us, we are also very excited to offer our residents such a unique experience.

Speaking of opportunity, we are proud of a new initiative that was started this year. One of our students had the desire to help reduce the amount of “reusable” household items that students here in residence have always just thrown away each semester. She also wanted to reduce what ended up in our landfills and answer our calls to find ways to make residence more sustainable. So she opened “The Attic” the residence thrift store. This is where students can donate old household items and other students can get what they need by donation. On our move in days we were almost emptied out. Josina Vink, the student staff who championed this achievement has done a great job to provide a service to students that is obviously needed and helping us reduce the amount of useable waste being thrown away.

The Attic is hosted in a room in Residence and is open bi-weekly throughout the semester and is staffed by a student volunteer. Throughout the term, students can donate goods as well as search for quality goods they may need for a small donation. The Attic has shown itself to be a great resource to students as well as provide our staff with programming ideas.

With all the great things ahead we are also about to enter a challenging year ahead. SFU has just completed a request for expression of interest and vendor qualifications for an opportunity for private partnership to operate residence and housing. Currently SFU is reviewing the documents submitted and preparing to go out for tender. This is a new and unknown area for many but Residence and Housing is operating with business as usual until more is becomes known.

# OREGON

## Oregon State University

We are excited to welcome Linda Kasper, our new Director of Residential Education, to University Housing and Dining Services. Linda is coming to us from The University of Arizona where she served as Assistant Director for Residential Education. She received her Masters degree in Higher Education and Student Affairs Administration at the University of Vermont. Linda is not new to the region as she served earlier in her career as a Resident Director at Western Washington University for six years. We are glad that Linda has returned to NWACUHO and are looking forward to having her on board here at OSU!

# WASHINGTON

## Washington State University

Our summer has also been busy with construction. We are refurbishing two of our residence halls, McEachern and Stephenson North, and completing construction of our new residence hall, Olympia Avenue. The building will be LEED-certified (silver) and we will be emphasizing sustainable practices as part of our community development model for this hall. It is also going to provide opportunities to meet a variety of student needs with several different room/bathroom configurations and by becoming our most “wired” hall on campus. If you would like to see why we are so excited, you can visit: <http://olympia-ave.wsu.edu/>.

This fall will mark the third year of WSU’s Common Reading program. This year’s selection is *The Omnivore’s Dilemma* by Michael Pollan. The program had been suspended for this year, but due to a generous donation to cover the expenses related to bringing Michael Pollan to campus, the program was reinstated. Several of our staff are partnering with faculty to bring a variety of programs and discussion opportunities related to themes from this book to students.

We would also like to introduce our new staff to all of you in the region. Johanna Brown (Western Washington University), Sarah Horn (University of New Hampshire), Matt Kelly (Oakland University), Janelle Love (Ball State University), Jen Mathews (Washington State University via the University of North Texas), Patty Morris (Missouri State University), and Lisa Schriver (Purdue University) will all be joining us as Residential Education Directors this year. We are also happy to introduce Janae Brewster (Whitworth) who will serve as our graduate assistant in our Residential Education Center this year. These amazing individuals are coming to us from around the country, with a few from our own great Northwest region!

We wish all of you a great end to your summers and great year ahead! Go Cougs!!!

### **Seattle Pacific University**

We welcome one new staffer this fall-Meghan Matthews-who will serve as Assistant Residence Life Coordinator for Campus Houses and Apartments. Meghan recently earned a Master of Science in College Counseling and Student Development at Azusa Pacific University. Since the majority of our Residence Life Staff works on a 10 month basis, we look forward to reconnecting as a group in August to train and prepare for the year ahead.

One of our older apartment complexes received a facelift and internal remodel this summer. Residents will enjoy sparkling new kitchens, baths, and flooring this fall.

Residence Life staff assists with New Student Orientation Registration days throughout the summer facilitating student life “what to expect” sessions in preparation for on-campus living in the fall - roommates, moving in, meal plans, balancing academics and college life, etc. We also host parent sessions and provide some reassurance and answers to their particular questions about our program. We look forward to being a part of New Student Orientation Welcome Week in September and welcoming a new, incoming class of approximately 700 freshmen.

### **Central Washington University**

We are pleased and excited to welcome Andrew Rogers from the University of North Texas to Central Washington University. He will be joining the CWU team as a Residence Hall Coordinator.

### **Evergreen State College**

Evergreen is wishing our outgoing Resident Director, Julie Silipo, best wishes as she departs for graduate school at Syracuse University, and we are happy to welcome Britt Q. Hoover as the new Resident Director for Apartment Style Housing. Britt completed her Masters of Education in College Student Services Administration at Oregon State University and, besides her work at OSU, brings with her three years RA experience at Western Washington University, as well as summer internships at the Wisconsin in Scotland program, and SUNY Downstate Medical Center.



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.

# in the next soundings...

The next edition of the *Soundings* will be published in mid October. Here's what to look forward to:

- **State and Provincial Updates.** State and Provincial Representatives will be contacting you to receive updates from your institution (staff changes, new building projects, new programs, etc.). An easy to use form will be provided to make this as smooth a process as possible.
- **Articles.** There will be articles in the next edition and one could be by you! 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> Article submissions are due by October 1st and can be e-mailed to me at [brian.stroup@oregonstate.edu](mailto:brian.stroup@oregonstate.edu).
- **Report out from NHTI participants.** Two members of NWACUHO attended the National Housing Training Institute (NHTI) at the University of Maryland College Park last June and they will discuss some keys lessons learned from that experience.
- **NWACUHO 2010 Conference Updates.** Planning for the NWACUHO 2010 Annual Conference in Yakima, WA is moving right along. The latest updates including program submission information will be provided.

Between now and the next edition remember to check out the many ways to stay connected to NWACUHO that are noted below.

Have a great rest of the summer!

Brian Stroup  
*Soundings* Editor

## 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](http://www.acuho-i.net) for more information.

### NWACUHO E-mail Lists

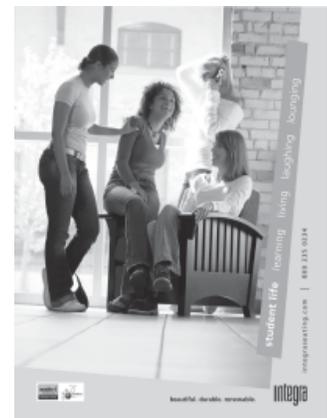
We have e-mail lists that you can join and send thoughts and start discussions with others in your specific housing trade. Click on "E-mail Lists" off of the NWACUHO home page for more information.

### NWACUHO Blog

We have a blog where you can post thoughts and comments on various topics from the *Soundings* to next years annual conference. Blogging on the NWACUHO website is a great small step if you're interested in writing but don't want to write an entire article.

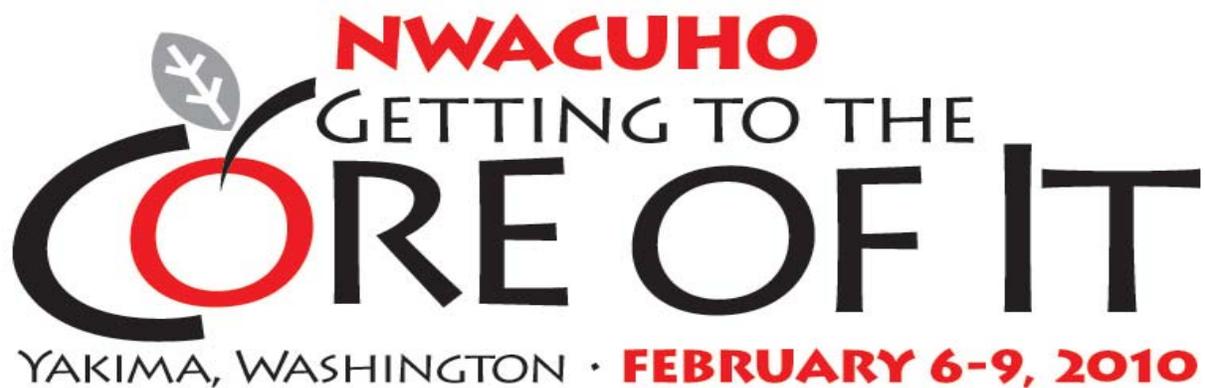
### NWACUHO on Twitter

Follow the latest and greatest of NWACUHO on Twitter with the 24 other followers that are currently signed up. Just go to <http://twitter.com/NWACUHO> to get started.



Done reading the *Soundings*? Pass it on!!

Please remember to share the *Soundings* with the rest of your colleagues in the office and on your respective campus. A digital copy can be found at [www.nwacuho.org](http://www.nwacuho.org)



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