

Winter 2002

NWACUHO Soundings



the newsletter of the
Northwest Association of College and University Housing Officers
alaska • alberta • british columbia • hawaii • oregon • washington

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NWACUHO Soundings

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

Soundings, the newsletter of NWACUHO, is published three times a year to provide information to the association and its member institutions, as well as present information affecting the housing, residence life and food service professions. Schools with less than 500 students will get 1 copy of the newsletter, schools between 500 and 1500 will receive 3 copies, and schools with 1500+ will receive 10 copies. Please contact Mandi Horney for additional copies.

Soundings Publication Deadlines for 2001-2002

October 1st
December 1st
March 15th

Soundings Editorial Board:

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

Editorial and Submission Policies:

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

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

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

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

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

Mandi Horney
A.E. McCartan Administrative Suite
Streit-Perham Building
PO Box 641724
Pullman, WA 99164-1724
or email: mandi@wsu.edu

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

Editor's Notes

Welcome to another edition of your NWACUHO newsletter! In this time of uncertainty following the tragic events of September 11, 2001, I hope you find encouragement, support and thoughts on how to continue to assist your staff and students in the months following within these pages.

You will also find several interesting articles, updates from around the region, upcoming election news, and conference updates. As you enjoy this edition of *Soundings*, please consider submitting an article for the next edition.

-Mandi

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Statement from the Exec. Board

One of the components of our work as student affairs professionals has been to effectively train students, peers and colleagues to deal with all kinds of personal and professional tragedies. The most recent national events in the United States have certainly challenged us in that regard and remind us of a common purpose and vision that we share across our borders— that by enriching the student experience we have the potential to make this world a better place. Our thoughts go out to all of the victims of not only this tragedy but also to those who experience senseless acts of terrorism and violence worldwide.

-Northwest ACUHO Executive Board-

President's Message

Greetings from Tacoma! We just recently concluded our Fall Executive Board meetings, November 5th-6th in Eugene, Oregon and had a very productive session. We are very fortunate to have such a dedicated and hard working executive board.

I am excited about the months to come and applaud Sandy Schoonover, Conference Chair (University of Oregon) and her colleagues for the wonderful work they have done thus far for our annual conference. We had the opportunity to tour the different venue sites and were very impressed with the University of Oregon and downtown locations chosen. I hope you are planning to join us, February 17th-19th, 2002 at the Valley River Inn, located in beautiful Eugene, Oregon. The mailings will be out soon with all of the details, so check your mailboxes. Some highlights will include the return of the Northwest Training Institute and a new addition of a position posting and message center (in lieu of the western placement exchange).

Both of those adjustments are reflections of the feedback we received at the Town Meeting at the 2001 annual conference in Edmonton, Alberta. In addition we will also be providing time at the conference for regional roundtables. As we continue to try to meet the needs of our diverse membership, our hope is that it will provide an opportunity for regions to discuss items that might be more specific to them. There will also be sessions devoted to committee information, discussion and sign ups.

As you may recall we have been trying to develop our committee structure over the past couple of years and this should provide some needed time to move forward with this goal.

I would like to encourage our membership to become more involved with our newsletter, *Soundings*. It really has the potential to be an incredible tool for us all. Please think about submitting an article. If you are interested in submitting something or have any suggestions please contact your state or provincial representative:

Alberta	Jason Novak
Alaska	Patrick Brown
British Columbia	Helen Pigott
Oregon	Kyle Jordan
Washington	Jen Quin

NWACUHO elections are upon us and you should find a nomination form or information regarding elections in this issue. We will be electing a President-Elect, Secretary and Product and Services Coordinator prior to the conference. We are also looking to appoint a new representative for British Columbia and Washington. If you have any specific questions regarding positions and process please feel free to contact me directly or any other member of the Executive Board.

I wish you the best as you conclude your term and look forward to seeing many of you in Eugene.

Cheers,
Shane



Past President's Thoughts

Jason Hunter has accepted a new position as the Dean of Students at the University of Toronto, Victoria Campus. We wish him well!

News from ACUHO-I

Building Tomorrow Today

The 2000-2001 ACUHO-I Foundation Board continues to work on behalf of the Association to develop funding for scholarships, research grants and other activities that support the professional development of our membership.

How can you help? Contributions from individuals, institutions, and regional associations help support the Association's goals and each of us has an opportunity to participate. Individuals may make a one-time gift or pledge an annual contribution over a period of 3 or 5 years. These gifts may be unrestricted or restricted to such activities as the National Housing Training Institute or the Chief Housing Officers' Training Institute. You may also help by contributing an institutional gift from your departmental budget in support of the research activities funded by the Association. In addition, you may provide leadership within your region by encouraging your regional association to make a contribution to the Foundation. Individuals, institutions, and regional associations may honor staff members or other individuals by nominating them for The Foundation of Excellence. If you wish to make a pledge or a contribution please send it to:

ACUHO-I FOUNDATION
ACUHO-I Central office
941 Chatham Lane, Suite 318
Columbus, Ohio 43221-2416

ACUHO-I Conference 2002

Mark your calendars now for the 54th annual ACUHO-I Conference! ACUHO-I 2002: Dream BelieveDareDo will be hosted in the Contemporary Resort at Walt Disney World in Orlando, Florida. The State of Florida's Housing officers look forward to welcoming you to sunny central Florida!

The 2002 Host committee would like to thank all those who stopped by our booth in Kansas City! We hope you enjoyed the Florida tunes filling the air and got a chance to see our mini monorail and model of our host location – Disney's Contemporary Resort. Special thanks to those who took a moment to fill out our Disney Questionnaire! The information will help us to plan the best possible conference experience for all.

Here's a sampling of what was shared:

Of the 428 people who filled out surveys—

78% have been to Disney World at some point in their lives.

85% of respondents plan on visiting at least one Disney Park as part of their ACUHO-I 2002 Trip.

53% plan to bring significant others, kids or other family members with them to Orlando for the conference.

And the winner of the favorite character contest was.....

Mickey with a resounding 52% of the vote!

Goofy comes in at second with 17%

Donald, Minnie, Tigger, Pooh and Pluto each received about 7% of the vote

Receiving a few votes each were: Eyeore, Piglet, Buzz Lightyear, Snow White, Peter Pan, Ariel, 101 Dalmatians, Simba, Belle, Genie and Cinderella.

And finally, proving that every Disney character has at least one fan, with one vote each: Pocahontas, Jasmine, the Alligator from Peter Pan, Daisy Duck, Mulan, Dumbo, Tramp, Esmerelda, Dale, Scar, Figment, Mad Hatter, Doc, Grumpy, Jiminy Cricket, Timon, Lumiere and Sebastian.

More fun facts and information about Orlando and Walt Disney World will be provided in upcoming editions of the Talking Stick and the NWACUHO newsletter. If you have questions or are looking for more information, please feel free to contact either of our conference co-chairs: Sue Beebe, Associate Director of Housing – Florida International University at xbeebe@fiu.edu or Diane "DP" Porter, Staff and Student Development Specialist – University of Florida at dianep@housing.ufl.edu.

Looking forward to seeing you in Orlando!
Watch your mail for resort reservation numbers and information coming soon!

Submitted by:

Kathy B. Schnolis

ACUHO-I 2002 Host Committee



ACUHO-I Academic Initiatives Committee

Hello from Baton Rouge, LA! I hope that all is well on your respective campuses and that the residents are perfect scholars at this point of the semester!

We are in the process of working on the Academic Initiatives Committee's ACUHO-I Website, specifically, we are working on the section for the Assessment of Learning Related Initiatives. Ideally, this portion will encompass an assessment tool bank for any Residential Colleges, Living and Learning Environments, Freshman Interest Groups, or Faculty in Residence type programs. As these learning communities rise, the idea of a bank of assessment tools and/or evaluation techniques used on different campuses would be a great asset. The ability to go to the ACUHO-I website and pull this helpful information up at a moment's notice is very exciting. If you have any of these types of tools and are willing to share with others, please submit them to me at:

David Cooper 204 Grace King Hall
LSU
Baton Rouge, LA 70803
dcooper1@lsu.edu
(P) 225.578.0563
(F) 225.578.5449

The preferred method of sending is via email, but will accept any medium. Thank you in advance for your cooperation in this exciting initiative.

Take care,

Dave

Missing In Action and New Faces

It has been a time of transition for the Executive Board of NWACHUO. We unfortunately lost two of our board members to new challenges:

Jason Hunter left the University of Alberta to fill the position of Dean of Students at the University of Toronto, Victoria Campus. Jason served us well and we will miss him dearly. He served NWACUHO as Treasurer and most recently two years in the President cycle. He was instrumental in redeveloping a committee system and our new Canadian at par conference fee structure which may be adopted by ACUHO-I. I know we will all miss Jason's presence, sense of humor and low key, yet powerful compassion for the field.

Val Holtom left the University of British Columbia to go to graduate school at the University of Southern California. For those of you who know and knew Val, this is not a surprise. An ongoing venture for Val was to tackle the Cross-Border work and study challenges. She was able, through her studies, to also land a position on the USC staff. We hope to see Val at the Western Regional in Seattle, February 2003. She served NWACUHO as the British Columbia representative and was instrumental in starting the tradition of Executive Board, cross-border bowling challenges and also chaired the Cross-Border Issues committee. We will miss her presence, sense of humor and ability to see the big picture. Even while she was in California she emailed us with some suggestions on finalizing our mission statement. Thanks Val!

Helen Pigott has graciously filled the British Columbia provincial representative position for the rest of this term through the Conference in Eugene, Oregon. Helen has served NWACUHO in the past as the BC representative and has been an unofficial mentor to many of us in the association. She has been a loyal participant in the association and we are lucky to have her joining us again.

State and Provincial Reports Alberta Updates University of Alberta

Hello everyone!! Hope this newsletter finds you all well and on the downslide towards the Christmas break. I cannot believe it is already November. Where has the year gone? I guess it just means I'm keeping busy, which means I'm staying out of trouble, right?!?

Anyhow, there are a few things to report from Alberta. The Residence Life Professional Association hosted its annual student leadership conference September 22-24 at Camp Nakamun, which is just outside Edmonton. In total, 92 student leaders and 12 professional staff attended this weekend event. This was the 12th annual conference, with this year's theme being "A Tribal Philosophy". A big thanks to our conference chairs, Johanna Waggot from University of Calgary and Dike Igboemeka from University of Alberta, as well as to everyone who was part of the organizing committee for the conference. This event has evolved into a first-class conference, and it shows in the quality of student leaders that we have within the province and the association.

Lakeland College hosted a two-day workshop on June 14-15, but unfortunately it had to be cancelled due to low registration. This workshop was designed mainly for residence administration staff. The RLPA will be looking at ways to make this event more valuable and accessible for staff. If anyone has any suggestions, I would love to hear them!

By the time *Soundings* goes to print, the RLPA will have had its annual fall meeting in Lethbridge. Lethbridge Community College and University of Lethbridge kindly volunteered to host this two-day meeting November 14-16, which also included a half-day professional development session and a tour of the residence facilities at both host institutions.

On a more somber note, our province lost one of our dedicated professionals this past summer. Josie Lamothe passed away on July 25, 2001, after a lengthy illness. Josie was a respected member of the residence staff at Keyano College in Fort McMurray, as well as an active member of the RLPA. Her energy and dedication to residence life will be missed by all of us.

That's about all the news I have for now from the province of Alberta. Hope that everyone is having a great school year! If anyone in Alberta has news, new hires, etc. please email them to me at jnovak@mtroyal.ab.ca.

Jason Novak

Alaska Update

University of Alaska Fairbanks

University of Alaska Fairbanks is off to a solid start with increases in residents due to higher enrollment and higher retention. The year started with "Rev It Up" which brought many resources to one place making moving in easier. Students could check into their hall, fill out their board plan, get a new Student ID, talk with Student Activities, open a bank account, learn about student government, and learn about other departments and opportunities on campus. The one clause for having a table at "Rev It Up" was that participating organizations and departments had to have people help students move into the halls. This was primarily focused towards first year students in the Education Development Growth and Experience (EDGE) program, but it also benefited other students and started the year on a high note.

UAF Residence Life is now looking towards the future to determine what we are going to do when we reach maximum occupancy in several years. This is rather incredible when you consider that two years ago we took a building, which housed over 300 residents, off-line because we didn't have enough residents. Overall, things are going well at UAF.

Oregon Updates

Greetings from Oregon! As always there have been great things going on in Oregon! We have new buildings/complexes, new staff and new excitement. Oregon warmly welcomes all of the new faces to our northwest housing community!

University of Portland

University of Portland would like to welcome Michael Walsh as the new Director of Residence Life. Michael joined the University of Portland team after departing from Western Oregon University.

University of Portland would like to welcome its four new Hall Directors: Tony DeGoede; Fr. Pete Pacini, CSC; Jenni Mathers; Jason Pinkal. Returning Hall Directors are: Tom Gannon; Stephanie Nichols; Shawn Baxter.

University of Portland has no new buildings. U of P did open two buildings in an apartment style complex in October of 2000. Haggerty Hall and the University Courts house 230 upper-class students.

This is also the first year of the Foreign Language House, an innovative academic living and learning unit housing 18 students. The University of Portland will open two more academic living learning units next year.

Oregon Institute of Technology

OIT has added a full-time position in the Housing and Residence Life Office. Our new Assistant Director of Residence Life is John Hollan, a recent graduate from Oregon State University. John is a great addition to our staff, bringing new ideas to OIT.

OIT is also evaluating the need to build new student housing on campus, with a decision expected within a couple of months.

Oregon State University

Greetings from Beaver Country! This summer has been exciting for us; we have made several changes in our organizational structure and have welcomed many new staff members.

We welcomed three of our current employees into new positions. Scott Etherton formerly served as our Assistant Director for the West Campus and is now our Assistant Director for Rights, Responsibilities, and Emergency Response. Dave Craig formerly served as our Assistant Director for the South and East Campus and is now Assistant Director for Staff Selection. Matt Rygg has transitioned from a Graduate Assistantship Hall Director into a full time Resident Director position.

This summer saw the arrival of 11 new professional staff members. Cindy Empey arrived from Washington State University and is our Director of Residential Life. Ruth Bryan and Tom Unzicker from Washington State University, Marcus Bulow from U. Mass. Amherst, Carl Yeh from the University of Oregon, and Vernecia Harlien from Oklahoma State have all joined the team as full time Resident Directors. Jessica Reynolds from Western Oregon, Ben Hahn from Western Washington, Laura Tripp from UC San Diego, Julie Johnston from Pacific Lutheran, and Amy Akana from Western Oregon have joined us in Graduate Assistant positions. All are working towards master's degrees in OSU's College Student Services Administrations Program.

Summer saw the completion of one major building project and the groundbreaking of another. The renovation of Buxton Hall in the West Campus area was completed at a cost of nine million dollars. The upgrades to Buxton include seismic, fire and life safety system including auxiliary power unit, increase in the number of physical singles, improved

Washington Update

sound proofing for student rooms, and modular furniture. Ground was broken in July for our New Student Residence Hall in the South Campus area. When completed in May of 2002 it will be a four story suite style facility housing approximately 210 students with two three-bedroom faculty apartments located on the first floor.

As we look to the immediate future, we are already anticipating some openings for Graduate Assistant Resident Directors for Fall 2002. If you have student staff members that are interested in a career in either Student Affairs or Residential Life, please send them our way. The web address for the CSSA program is <http://cssa.orst.edu/> and prospective GA Resident Director Candidates can direct questions to david.craig@orst.edu.

Western Oregon University

This summer Western Oregon University saw the departure of Michael Walsh as the Assistant Director of University Residences. Mike made the move to the University of Portland and we all wish him the best of success!

WOU restructured some of its administrative positions in the Office of University Residences. Patrick Moser who served as our Leadership and Retention Program Coordinator is now serving the university as the Assistant Director for Leadership and Operations. WOU would also like to welcome Noah Hurley as the new Assistant Director for Residential Programs. Noah joins us as a recent graduate from Oregon State University.

Currently Western is in the process of completing its new Residential Service Center. The center will house all of the University Residences mail services, RHA office, and weight room/fitness facility. The service center should be completed this term with its grand opening scheduled for the beginning of Winter Term.

WOU is also in the design phase of a new 210 bed suite-style residential complex. The complex will add valuable space and facilities to the university. The new complex will open in the Fall of 2002.

Oregon Update Respectfully Submitted,

Kyle F. Jordan
Western Oregon University
NWACUHO Oregon Representative

Central Washington University

Office of Residential Services at Central Washington University is proud to announce some recent hires. Dawn Melton is our new Assistant Director of Residential Services. Her main responsibilities include all training activities and co-curricular initiatives. Brad Melton is our new Area Coordinator for Apartments. Thomas "Dale" Scully, a Yakima native but recently from New Jersey, was hired as one of our new Area Coordinators. Jennifer Herbold and Michelle Wesolowski return as Area Coordinators for a second year.

We recently started a first year living experience program titled Wildcat Connections. The premise of the program is to focus on freshman transitional issues and connect students with faculty outside the classroom. We have also added new Academic Interest Areas and a new theme house called the Leadership House. This past summer, Michelle Wesolowski served as one of the Orientation Coordinators and Jennifer Herbold coordinated Preview Weekend activities...both were a huge success.

Eastern Washington University

We have started the year off with two new Residential Life Coordinators, Brett Miller and Melissa Christiansen. Brett comes to us from Lees - McRae College, in North Carolina and Melissa received her Bachelor's degree from Boise State and her Master's degree from Eastern Washington University. It is a privilege to work with both of these dynamic professionals.

We would also like to recognize our outstanding para-professional staff's 5-year dedication to a Community Standards philosophy in the residence halls. This approach has increased student satisfaction and is a contributing factor to our achievement of 1663 students in Eastern Washington University's residence hall system.

Gonzaga University

Enrollment is up and the Office of Housing/Residence Life is expanding. Gonzaga has introduced two new positions: Kirk Heinam is the Program Coordinator for the Department and Tara Martinez is working as the Program Assistant. Gonzaga also opened a new 150 bed apartment complex this fall, the Corkery Apartments, and a 160 bed residence hall is scheduled to open in Fall 2002.

Pacific Lutheran University

PLU welcomes two new Resident Directors: Stephanie Serventi and Mike Smolko. Kathleen Farrell has also left her position as Associate Director of Residence Life and Matt Lamsma has been newly appointed to the position of Assistant Director of Residence Life.

The Art Institute of Seattle

Renovations to the Cornelius Building were completed in Winter 2001 and they were very successful. The Art Institute welcomes two new Resident Directors: Chris Koffland is the Cornelius Building Resident Director, and Mike Letter is the Lenora Building RD.

University of Puget Sound

Kyla McLeod is now the Assistant Director of Residence Life at UPS. Kyla worked as an Area Coordinator at UPS before accepting her new position. UPS welcomes Area Coordinators Maritza Baida from University of California–Santa Barbara, and Chris Pelletier from the University of Washington.

There are many new initiatives and departmental successes at University of Puget Sound to share with the region. Theme housing has been a focus for the department, and a new “Social Justice” themed living environment has been piloted this year. In addition, the department experienced a large growth in interest for other theme communities, including the Humanities community, and the Outdoor Program community doubled its applicants from last year.

UPS was the recipient of a Mellon Grant this year and Debbie Chee has moved from her position as an Area Coordinator to the position of Community Development Coordinator. Debbie works primarily with the grant, and its purpose is to facilitate a study of how the University can enhance the co-curricular experience in the residence halls by integrating community development with faculty interactions.

Finally, the University will be opening a new residence hall in Fall 2002. Trimble Hall will be a suite-style residence for upperclassmen.

Washington State University

Eleanor Finger has returned to WSU to the position of Interim Director of Residence Life. WSU also opened two newly renovated halls this year. McCroskey Hall is a renovated residence hall, and Honors College Hall is an academic building that was gutted and transformed into an honors living community that houses Honors College Faculty,

academic scholarship recipients, and students involved in the Honors Program.

Washington State University also has the following new staff members, new position titles, and new positions:

Central Office

Eleanor Finger, Director, Residence Life
Donna Arnold, Coordinator, Peer Advising
Bruce Fleming, Coordinator, CATS Program/
Residential Education Center

Complex Directors (New Titles)

Sean Broghammer: Complex Director (Gannon-Goldsworthy, Stimson, Waller)
Mandi Horney: Complex Director (Community, Duncan-Dunn, Honors, Stevens, McCroskey, Wilmer-Davis)
Dennis Renno: Complex Director (Stephenson Complex)
Michael J. Smith: Complex Director (Regents, Scott-Coman, Streit-Perham)
Heidi Stanton: Complex Director (McEachern, Rogers, Orton)

Graduate Hall Directors

Sarah Bailey: Graduate Hall Director–Regents Hill Hall–NEW
Luke Jones: Graduate Hall Director–Orton Hall–NEW
Jennifer Mazzotta: Graduate Hall Director–Stephenson East–NEW

Residential Education Directors

Sara Gonzalez: Residential Education Director–Stephenson South
Matt Park: Residential Education Director–Stimson/Waller
Jami Hinshaw: Residential Education Director–Wilmer-Davis

Western Washington University

WWU would like to welcome Linda Amburgy back from a one-year leave of absence. LA will be continuing in her position as Coordinator for Programming and Leadership Development and she cheerfully looks forward to serving NWACUHO as the President-Elect!

Michael Sledge will also be returning to Residence Life this year, filling the newly created University Residences Judicial Officer position. Michael was a Resident Director at WWU for three years, and he has spent the last two years as the Orientation Coordinator for New Student Programs and Family Outreach at WWU. We're happy to welcome Mike back to Residence Life.

The Residence Hall Association offices have been relocated into the Student Union building, and renovations to that building are now complete. The next planned renovations will be to the Highland Residence Hall and Birnam Wood Apartments, scheduled for Fall 2002 completion.

Whitworth College

Whitworth College is currently expanding its residential facilities. Boppell Hall will be an 84 bed, modified suite-style residence hall housing upperclassmen. Whitworth would also like to welcome three new staff members: Ann Snuttjer and Harry Neff join the Residence Life staff as Resident Directors, and Nicole Boymook is the new Assistant Director for Residence Life.

Campus Response to September 11, 2001

We've been deeply affected by the events of September 11. The shock I felt that day has been replaced by a roller coaster of emotions, from anger to disbelief to unbelievable sadness and fear. Mix in pride, patriotism, and gratitude for the heroism displayed by everyday people and it becomes difficult to know how to approach each day (or sometimes each hour.) And while we're going through this, we're trying to attend to our students, who are experiencing the exact same thing. It can be overwhelming, wondering how to help them continue on in a life where everything has changed, and yet in some instances nothing has changed. How do we know what to do for them when we're not sure how best to take care of ourselves?

I heard a piece on NPR the other day from someone who had flown recently. In addition to the normal safety precautions the crew goes over, the pilot addressed the steps to take if a hijacking were to occur. The commentator talked about how much more comforting it was having the discussion out in the open, because everyone was wondering and worrying about it anyway. That got me thinking that we might want to adopt that approach with our students. The goal of education is to understand the complex, to make meaning of our world, to see connections between disparate entities. Perhaps we'll best serve our students if we talk about the unthinkable, which is now horrifically possible. Not in the panicked, attention-getting way that some media has done, but in a thorough, calm, and exploratory way. We usually do not fear that which we understand, at least in part. So, let's go further than the basic "oh my gosh - anthrax" discussion, to approaching it critically, in a thoughtful way. The more we explore, the more we educate ourselves, the more we equip ourselves to be in an ever-changing world. Let's have those conversations, let's address the fears out in the open. Let's arm ourselves with information and understanding. We'll not only be assisting our students, but we'll be helping ourselves.

-Virginia Thomas
Assistant Director, Student Leadership
Washington State University

On September 11, a hush fell over the mountaintop campus of Simon Fraser University, as staff, faculty, and students sat with eyes glued to television sets, computers navigating web newscasts, and ears tuned to radio stations to hear of the terrorist attacks on the United States. After meeting with a campus response team, and connecting with students who were affected by the attacks, the Department of Residence and Housing felt it was important to initiate a response to the attacks in our community. The response is called the "One Better World Campaign."

Building upon the same premise as safe space and ally card programs on campuses across North America, SFU residents received a red "One Better World" card in their mailboxes shortly after the attacks. One side of the card reads:

Dear Members of the Residence Community,

In light of the tragic events of Tuesday, September 11, 2001, many of us in the Residence community have come to realize how desensitized we are to the terrorism and violence that is part of the daily lives of millions of people across the globe.

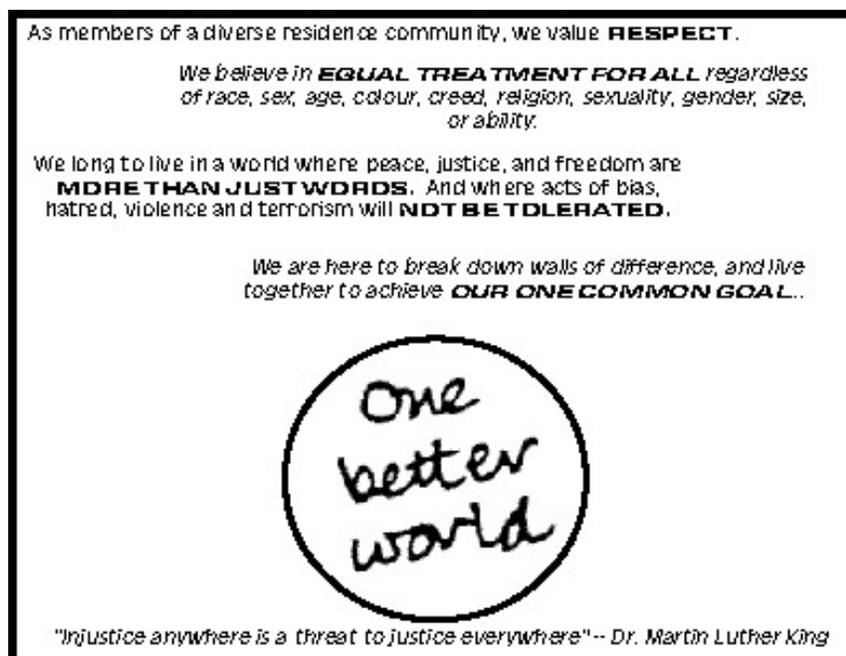
Out of solidarity to those people who live with injustice, violence, terrorism and war each day of their lives, we encourage you to display this card outside your door. Let this be your symbolic commitment to making your residence, your campus, your world a safer, more respectful, more peaceful place to live.

Peace,
The Department of Residence & Housing

The theme of "One Better World" was borrowed with permission from Vernon Wall, the Assistant Dean of Students at Iowa State University. Vernon is a passionate and captivating educator who brings his "One Better World" message to campuses across the United States, with the goal of calling students and professionals to action to respond to the injustices of our global community. More information on Vernon's work can be found at www.vernonwall.org.

Residents were encouraged to display the flip-side of the red cards on their doors as a symbolic gesture of their commitment to living in a respectful and peaceful environment.

As we now roam the halls of our residence community, it is very easy to see the number of students who share this important set of common values — a constant reminder that in spite of the world we live in, we all have the capacity and potential to affect change in even the most simple of ways.



Web helped
quench USC's
thirst for water
and saved us
over \$20,000
in energy costs
in our laundry
rooms.



www.weblaundry.com
1-800-421-6897 ext. 644

"Web understands the college environment, they understand the things that are important to students, and they understand the value of a quality amenity." - Dr. Gene Luna, Director of Student Development and University Housing, University of South Carolina

"We already knew the front-load washers Web provided would save us 10 gallons of water per wash cycle, but we were pleasantly surprised to find we could also project a savings of up to 25% in energy costs every year," says USC's Gene Luna.

But although environmental sensitivity is an important issue, Luna says, "the bottom line is still maintaining a high level of service to our students. And Web has never backed away from their basic premise of providing 100% service, 100% of the time."

When you need a partner in creating better, more environmentally-sensible amenities on campus, arrange a meeting with Web. We saved USC 16 million glasses of water a year. Perhaps we can do the same for you.

Dr. Gene Luna,
University of
South Carolina



NWACUHO Treasurer's Report
Quarterly Financial Report
Period of Report: May 1, 2001 – October 31st, 2001

Account Balance as of 5/1/01 33,265.79

Revenues:

Revenues from NWACUHO Conference 2002	2505.84
Bank Account Interest earned	21.70
Vendor deposits	1443.94
Total Revenues:	3971.48

Expenditures:

NWACUHO Exec. Board Meetings:	
Spring Conference meeting lodging/meals	1083.28
Spring Executive Meeting travel (airfare)	471.70
Fall Executive Meeting travel (airfare)	235.52
ACUHO-I Conference	
NWACUHO President (travel, lodging, registration)	1342.11
NWACUHO regional reception	544.43
"Best of Northwest" program winners – lodging, travel	1124.59
<i>Soundings</i> Newsletter	
Summer 2001 Newsletter and Mailing	1426.80
Prizes and Awards:	
NHTI Scholarship Awards	250.00
Amber Carmichael Honorarium (admin/tech support)	51.00
Miscellaneous:	
Website upgrades	270.00
Website maintenance (hosting fees)	99.65
Domain name re-registration	35.00
NWACUHO 2002 Conference Seed Monies	1000.00
Bank (Credit Card renewals, account adjustments)	110.00
NWRLLC 2002 Conference Seed Monies	1000.00
Total Expenditures:	8044.08

Account Balance as of 10/31/2001 28,193.19

Submitted by Dave Dettman
Treasurer, NWACUHO

Utilize the NWACUHO Website:
NWACUHO.org

It offers to you a Regional Directory, Regional
Updates, Info on Upcoming Events, *Soundings* on-line (coming soon)

Committee Reports

Diversity Committee

Currently the Diversity committee is getting ready to distribute a survey via e-mail. This survey is fairly short, but will require written responses. The purpose of the survey will be to help define diversity as it pertains to NWACUHO, and to help the committee meet the needs of the region. There will be a display at the annual conference with the results of the survey. For anybody interested in the committee, there will be a committee meeting at the conference. During this meeting we will work to establish a mission statement for the committee and we will establish several short and long term goals. I welcome anybody who is interested in participating and sharing their experiences and ideas. If you have any questions, please contact Patrick Brown at fnpab@uaf.edu.

Website-Newsletter Committee

Hello NWACUHO gang! Hope that the school year is going well so far. I'm Jason Novak from Mount Royal College in Calgary, and I'm the Alberta Rep for NWACUHO. I am also involved with the Website/Newsletter Committee. As chair of this committee, my function is basically to provide support and direction to our two primary methods of communication. The executive board has decided to separate these two functions into two separate committees, so beginning next newsletter, you will notice that this committee has become two in an effort to best serve the needs of our membership

Dave Dettman from Western Washington University (also our Treasurer) has been a workhorse with this committee over the summer and fall. He has been upgrading and updating our website with new features and information. Western Washington University's server is hosting our website, so this has made it easy for Dave to keep in touch and make necessary changes. A huge thanks to Dave for all his work with this, as he has been very committed in making sure that NWACUHO has a top-notch site!

As for our newsletter, Mandi Horney from Washington State University has adjusted to her new role as Newsletter Editor quite nicely. She is responsible for layout and editing of our association newsletter, which is published three times each year. She is always looking for interesting and/or educational articles to include, so let us know if you've got hidden talents that we don't know about!

We will be soliciting NWACUHO members to get involved with these two committees at our annual

conference in Eugene, Oregon, in February 2002. If you are interested in more information about being involved before February, please email me at jnovak@mtroyal.ab.ca.

See you all in February!!

New Professional Initiatives Committee

The purpose of the New Professional Initiatives committee is to increase networking opportunities for New Professionals, update and maintain the new professional handbook, and to offer a reception and orientation at the NWACUHO Annual Conference.

The New Professionals Committee will be meeting at the annual conference in Eugene in February 2002. If you're interested in more information about how you can help please contact Kyle Jordan (Oregon Representative) at JordanK@wou.edu

Housing News

Sabbaticalhomes.com: an international resource for home exchanges dedicated to academics

Our members who are often called upon by faculty to find temporary housing will want to know about <http://sabbaticalhomes.com>. This internet-based service helps academic communities around the world find or list accommodations for rent, exchange or house-sitting when on sabbatical leaves, research trips or exchange programs.

Responding to the traveling scholar's accommodation needs

This service fills an important gap between the university's need to operate in a world community and the lack of universal services. Visiting professors have very specific accommodation requirements. First, they usually need to rent or exchange property based on the rhythms of an academic calendar. Most rental services, however, do not welcome non-standard leases of less than a year. Second, faculty is often looking for furnished homes with an office. Visiting professors who rent or exchange homes from other professors are more likely to find such accommodations.

A complementary resource

Housing offices remain essential in facilitating this process. Visiting faculty often turn to housing offices to inquire about sabbatical accommodations. Michigan State University, for example (see <http://www.hfs.msu.edu/resopen.html>), offers commercial and private listings right on their web site.

Having their own set of listings doesn't prevent housing offices from referring traveling scholars to Sabbaticalhomes.com. Dual resources in fact are more synergetic than mutually exclusive. Because of its international position, its size and the individual nature of its listings, Sabbaticalhomes.com will help local faculty arrange their accommodation strategy for their sabbaticals across the globe.

Promising results to date

This one-year-old donation-powered service has amassed some 2100 listings from around the world including North America, Australia, Asia, Europe and the U.K. As the Guardian Observer (United Kingdom) in its "Education Unlimited" publication said: "Sabbaticalhomes.com is ideal for anyone involved in research trips or exchange projects". The impressive list of user testimonials posted on the web site confirms this statement.

A real person behind the initiative

Ms. Nadege Conger, Sabbaticalhomes.com's founder, personally answers all emails. She has a keen sense of customer service and would certainly welcome your questions.

Her inspiration for the web site came from her own transient academic life. Her husband, Jay A. Conger, a professor of organizational behavior, has joint appointments at the University of Southern California and the London Business School. Her email: nadege_conger@sabbaticalhomes.com

Respect the Differences Campaign at Washington State University

Wanting to address intolerance that was surfacing as name calling, derogatory terms and comments left on students' whiteboards and the defacing or destruction of diversity oriented bulletin boards, I designed The Respect the Differences Campaign as a twelve-week diversity intervention program recently implemented in the residence hall system at Washington State University. Research pointed out that resident advisors have a powerful impact as student leaders and I wanted to empower our RAs to be the driving force behind making this diversity intervention successful. To facilitate the developmental process of increasing tolerance of those different from one's self, the resident advisors use an interactive manual I developed specifically for the campaign to present a series of bulletin boards and programs that introduce diversity in

four separate stages, moving from tolerance through celebration.

For some reason, mentioning the word diversity seems to cause the RAs and their residents to roll their eyes. The Respect the Differences Campaign was put together in such a way to try to minimize that particular knee-jerk reaction. I wanted to start off with just emphasizing a safe living environment. So, in the tolerance stage the RAs work with the residents to focus on addressing actions and behaviors without challenging the values or beliefs behind them. Each week, the programs go a little deeper until in the celebration phase the RAs and the residents challenge themselves to step outside their comfort zone and try on someone else's point of view. Theoretically, getting the students to look at diversity in stages helps clarify where an individual comes from and where individuals may need to go (Thomas, 1997). Throughout the entire campaign, it is strongly advocated that no one should be forced, coerced, or pressured by peers into participating in this campaign. The purpose of the campaign is to develop the residential communities into safe, caring and tolerant living spaces. I also try to emphasize that we are not trying to get people to give up their beliefs or get to the point where they celebrate everything. I explain to the students that this is really a cyclical process. Not everyone will be able to celebrate everything all the time. There may even be times when something you previously celebrated is something you tolerate, accept or appreciate at other times.

Theoretical Framework

Education as a discipline influences the program design. Downey and Stage state that to address hate crimes on campus it is suggested that a campus "promote educational programs that foster dialogue and campus discussion about issues of race, gender, and sexual orientation" (1999, pg. 8). Teaching undergraduates to value their own diversity—even if they come from supposedly 'White' backgrounds—makes them more accepting of differences (Thomas, 1997). Universities reduce prejudice by providing the students with knowledge about the historical, social, and economic factors contributing to minority group differences and by teaching students to recognize prejudice and its negative consequences (Lottes & Kuriloff, 1994). Learning occurs in stages, each new piece of knowledge builds upon a foundation of previous knowledge. An assumption of the stage learning model upon which the intervention is based is that phases of increasing difficulty will increase indicators of tolerance by addressing fear and ignorance and replacing it with knowledge and experience.

Current Status

The Respect the Differences Campaign is underway in all seventeen residence halls at Washington State University. One area consisting of three residence halls housing primarily first year experience students is the focus of the evaluation of the campaign. The residents were all given a survey to assess their tolerance of ambiguity and their willingness to accept people from different backgrounds into their life. The residents will be given the same surveys at the completion of the campaign and again about four months later in spring of 2002. During each week of the campaign, the RAs each fill out a

report on how they feel about the campaign, how supported they feel in their efforts with the campaign and how involved they feel their community is in following the campaign. I am excited about the campaign and the potential it holds; if the intervention is successful it will go a long way in improving campus climate.

Heidi Adielia Stanton
Complex Director
Washington State University

Keep Reading-you will find conference information on the next few pages. We are looking forward to seeing you in Eugene!

NWACUHO CALL FOR NOMINATIONS

The following positions on the NWACUHO Executive Board are now open for nomination:

President-Elect

Secretary

Product & Services Coordinator

Washington State Representative

British Columbia Representative

President-Elect *(1 year term, 3 year commitment, elected)*

The President-Elect is a one year term position on a three year track towards providing primary leadership for the association. As President-Elect, the incumbent is primarily responsible for the conference program and working with the host committee on the development of the year's conference. The President-Elect transitions to become the Association President in his/her second year of service with the Executive Board, and then Past-President in his/her third year. The position is elected by the association's membership. For more information, feel free to contact the current President-Elect, LA Amburgy (linda.amburgy@wwu.edu).

Secretary *(2 year term, elected)*

The Secretary is primarily responsible for maintaining the official records of the association, including meeting minutes, membership listings, directories, and other information. The position is for a 2-year term, and is elected by the association's membership. For more information, feel free to contact the current Secretary, Chris McGrath (cmcgrath@sfu.ca).

Product & Services Coordinator *(2 year term, elected)*

The Product & Services Coordinator is primarily responsible for working with and acting as liaison for the numerous exhibitors and sponsors of the Association. The position is for a 2-year term, elected by the association's membership. For more information, feel free to contact the current Coordinator, Vennie Gore (vgore@u.washington.edu)

State & Provincial Representatives *(2 year term, appointed)*

The State & Provincial Representatives act as a liaison to members in their respective state or province, and work to represent the concerns and voice of the association's membership. Representatives also work closely with the President-Elect on the annual conference program. The positions are appointed by the President-Elect for a 2-year term. For more information, contact the current BC Representative, Helen Pigott (pigott@standrews.edu) or the Washington Representative, Jen Quin (jquin@housing.wwu.edu).

If you are interested in any of the above positions, or in nominating a colleague for one of these opportunities, please submit the following by 15 December 2001:

- a one-page nomination statement and summary of experience for distribution to the association's membership
- a letter of support of your involvement from your institution's Chief Housing Officer or immediate supervisor. Note that the Association has limited funds available to provide financial support for board member attendance at board meetings, and financial support from your institution is desirable. We do not, however, wish to discourage member involvement based upon financial restrictions.

Please send all information to:

Chris McGrath, Secretary NWACUHO
226 Shell House, Simon Fraser University, Burnaby, BC V5A 1S6 Canada
Phone: (604) 291-5803
Fax: (604) 291-5903
E-mail: cmcgrath@sfu.ca

The Eleventh Annual New Professional Case Study Competition

The NWACUHO Executive Board is pleased to present this Case Study Competition for new professionals as an exciting and challenging element at the upcoming NWACUHO conference. New professionals are invited to join colleagues throughout the region to demonstrate problem-solving skills in response to issues related to working in a residential environment.

Case Study Competition Criteria:

- No more than four years post-bachelor's experience in residence life (full or part-time).
- Individuals, or a team of two individuals may participate.

A Case Study Orientation meeting will be held at the annual conference (time and place to be announced).

Case Study Registration Form - 2002

Name _____ Title _____

Institution _____

E-mail Address _____ Years in Profession _____

Name _____ Title _____

Institution _____

E-mail Address _____ Years in Profession _____

Please complete the registration form below, and mail, e-mail or fax by no later than Friday, February 1, 2002 to:

Peter Rosenberg
Office of University Residences
Western Washington University
516 High Street – Suite 113
Bellingham, WA 98225-9195

The Case Study Competition is being coordinated by Peter Rosenberg, former NWACUHO President, from Western Washington University and Kyle Jordan, current Oregon State Representative, from Western Oregon University.

2002 NWACUHO AWARD NOMINATION INFORMATION

David B. Stephen Award

The prestigious 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, initiator of the Northwest Training Institute and in many other capacities during his tenure in the Northwest. Through this award, we wish to honor those who have contributed to NWACUHO with extreme dedication and spirit. This award is voted on by the NWACUHO Executive Board, and is given at the annual NWACUHO conference.

Nomination Process: Please submit a letter of nomination (maximum of two pages) describing the contributions of the nominee by January 11, 2002. Submit your nomination by e-mail, letter, or fax to:

Linda Amburgy (L.A.)
NWACUHO President-Elect
Office of University Residences
Western Washington University
516 High Street – Suite 113
Bellingham, WA 98225-9195

email: linda.amburgy@wwu.edu
fax: (360) 650-6890

NWACUHO Award for Excellence in Service

The NWACUHO Award for Excellence in Service is designed to acknowledge the ongoing contributions of a professional in the NWACUHO region. The award will be given to a person who has and continues to be involved within the NWACUHO region, or whose service has and continues to better the region on a national or international level. This award is voted on by the NWACUHO Executive Board, and is given at the annual NWACUHO conference.

Nomination Process: Please submit a letter of nomination (maximum two pages) describing the contributions of the nominee, especially as they relate to how this person has been and is involved in NWACUHO, and their efforts to better the region on a national or international level. Nominations are due by January 11, 2002. Submit your nomination by e-mail, letter, or fax to:

Linda Amburgy (L.A.)
NWACUHO President-Elect
Office of University Residences
Western Washington University
516 High Street – Suite 113
Bellingham, WA 98225-9195

e-mail: linda.amburgy@wwu.edu
fax: (360) 650-6890

2002 NWACUHO NEW PROFESSIONAL SCHOLARSHIPS

NOMINATION FORM

Purpose: The New Professional Award is designed to make participation in the annual NWACUHO conference possible for graduate students or first-year professionals who are interested in working in housing and residential life.

What Is Awarded: The award consists of a waiver of the conference fee, accommodations (room) during the conference, and reimbursement of travel expenses up to \$300 U.S. (receipts required). The 2002 Conference will be held February 17 – 19, 2002, in Eugene, Oregon.

How Many Scholarships are Available: There are two scholarships available. One for a Canadian delegate and one for an American delegate.

What's the Catch? First, someone other than yourself must nominate you. It has to be submitted on time. Nominees must either be from a NWACUHO member institution or hold an individual (paying) membership. Finally, recipients will be expected to present (or co-present) a program during the conference as a condition of accepting the scholarship.

HOW CAN YOU NOMINATE SOMEONE? Simply submit the following information by e-mail, memo, or fax:

- Name of person you are nominating.
- Verification (your word will do) that this person is either a graduate student or first-year professional (no more than one year beyond graduate school).
- Your name, title, and institution.
- A statement on why you believe this person should receive this scholarship.

Scholarship Nominations are due no later than January 4, 2002, to:

Linda Amburgy (L.A.)
Office of University Residences
Western Washington University
516 High Street – Suite 113
Bellingham, WA 98225-9195
Phone: (360) 650-6589
Fax: (360) 650-6890
Email: linda.amburgy@wwu.edu

Scholarship winners will be notified by January 11, 2002.

40th Annual NWACUHO Conference Eugene, Oregon-February 17 – 19, 2002

CONFERENCE PROGRAM PROPOSAL

1. Primary Presenter/Contact Person _____
Position Title _____
Institution _____
Mailing Address _____
Telephone _____ Fax _____
Email Address _____
2. Other Presenters for this program _____
3. Program Title _____
4. Target Audience: New Professionals Mid-Level Chief Housing Officers All
5. Program abstract for publication in the conference program (100 word maximum):

6. AUDIO VISUAL EQUIPMENT/ROOM REQUIREMENTS (please list only those you absolutely need, as this will help keep our conference costs down):

Overhead Projector _____ White Board _____ VHS Video Player/Monitor _____

Slide Projector _____ Flipchart _____ Lectern _____

Special Room Set-Up Requirements (if not conference style – chairs in rows): _____

Program proposals are due no later than January 4, 2002, to:

Linda Amburgy (L.A.)
Office of University Residences
Western Washington University
516 High Street – Suite 113
Bellingham, WA 98225-9195
Phone: (360) 650-6589
Fax: (360) 650-6890
Email: linda.amburgy@wwu.edu

Presenters will be notified of program acceptance by January 11, 2002.



World Class. Face to Face.

NWACUHO Soundings
WSU Residence Life
A.E. McCartan Administrative Suite
P.O. Box 641724
Pullman, WA 99164-1724