

Winter
2003

NWACUHO Soundings

Alaska
Alberta
British Columbia
Hawaii
Oregon
Washington

The Newsletter
of the Northwest
Association of
College and University
Housing Officers



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NWACUHO Soundings

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

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

Soundings Publication Deadlines for

2002-2003:

October 1st

December 20th

March 30th

Soundings Editorial Board:

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

Editorial and Submission Policies:

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

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

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

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

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

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

EDITOR'S NOTES

Happy New Year and welcome to the 2003 Winter Edition of the NWACUHO *Soundings*!

It is hard to believe that it is the New Year already. This will be my final issue as the Newsletter Editor for the region and the end of two wonderful years on the NWACUHO Executive Board. When I moved to the Pacific Northwest just two years ago I was fortunate enough to find a wonderful home within our region and on the Executive Board. Throughout my term as the Oregon Representative and Newsletter Editor I have been able to accomplish many of the goals that I set when I was appointed two years ago and for that I will leave knowing that I worked as hard as possible to work for my constituents and the association as a whole.

In this issue there is a great deal of information on issues in the region, conference details, etc. *Soundings* received more submissions than in recent history and to those that were kind enough to submit, I thank you.

I hope that you all had a wonderful winter break and smooth and enjoyable openings when your students returned. I look forward to seeing many of you in Seattle, Washington for this year's co-conference with WACUHO. This site is enjoyable and the committees have been hard at work to bring you a top notch conference!

Finally, I would like to take a moment to thank the two institutions that supported me throughout my two year term on the Executive Board: Western Oregon University (Oregon Representative) and Washington State University (Newsletter Editor). Without the support of the men and women in my departments I would not have been able to have this great educational and professional development opportunity. Thank you for your continued support!

Sincerely,
Kyle F. Jordan

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Greetings from the Current President

A few weeks ago, my father died, after a long, well-fought battle with kidney failure, vascular problems and lung cancer. As is probably common after a loved one dies, I have been thinking a lot about life and how to make the most of it, as my dad reminded me to do even in the last day of his life. He also talked to me about my work and told me he worried that I put too much emotional energy into it — his advice was for me to slow down some so that I wouldn't miss the fullness of life.

This started me thinking about student affairs work and how it is that many of us work tirelessly to help those around us have safe, comfortable communities to live in. When I entered graduate school I never intended to go into housing — it was by sheer chance that I began a journey that continues 19 years later. Part of the attraction to student affairs work for me has always been that it's like being part of a family — you work as a team, yet need to be able to make choices for yourself. There are ups and downs that you weather together. There is an identity in working as part of a student affairs team.

It can be easy to feel like you're working 24/7 as there is always one more thing to do, one more person to help. What I continue to learn over and over, through observation and experience, is that it is imperative for each of us to have a life outside of our profession. In order to truly help build strong communities and help others, we must first become good community members and whole individuals. So, as the new year begins, I would like to leave you with some advice my dad gave me years ago — back then I rolled my eyes — now, I see the wisdom in his words:

“Those who spell the word “can't” with no “t” will learn to live successfully.”

My wish for you is that you will apply this advice to you personally and professionally. Want to learn a new language? You can do it! Want to save money for a trip to Australia? It's possible. Take time for yourself. Take time to renew your energy (perhaps by attending the upcoming combined regional conference in Seattle??).

Best wishes for a peaceful and happy new year.

Linda “LA” Amburgy
President - NWACUHO

Greetings from ACUHO-I

Happy New Year! As you plan for upcoming events in 2003, be sure to mark calendar, as full from June 29th – July 1st, for it is then that you will be heading to Las Vegas for ACUHO-I 2003. This year's annual conference theme is An Oasis of Opportunity, as it will be for everyone who attends.

Plans for the upcoming conference are really coming along. Attendees will be staying at The Riviera and we have been able to reduce the hotel rate from \$116.00 to a more reasonable \$89.00 per night. Prior to writing this article, I visited five different web-sites that specialized in offering inexpensive Las Vegas hotel rooms and I was delighted to discover that the nightly rate ACUHO-I negotiated was the best rate in town from June 29th through July 1st. We suggest you call as soon as possible to reserve your room to be assured that you will receive the lowest rate available. To do so, please call 1-800-634-6753 and remember to mention that you will be attending the ACUHO-I conference. Please note that we have a limited number of rooms reserved for the conference, so the sooner you make your reservation the better your chances are of receiving the rate mentioned above.

Just in case you needed more reasons to attend the ACUHO-I conference at The Riviera in Las Vegas, Nevada, I have listed five more reasons to attend.

Reason number one, the total cost to attend, including airfare and hotel, are extremely reasonable because Las Vegas is such a popular and frequented destination. Once again, the rates at the Riviera for the conference dates are the lowest posted rates in town that weekend.

Reason number two, the Riviera conference center is a superior facility that splays over 150,000 square feet and seems like it was made specifically with ACUHO-I in mind. Since the gaming areas are a concern for some people, we chose a site that has convention space separate from the casino. As a matter of fact, once you are in the conference center you do not even feel like you are in the gaming capital of the world

Reason number three, dining in Las Vegas is an attraction in and of itself. There is a wide variety of dining options to choose from, no matter your taste or budget. On the other hand, if you choose simply to remain at the Riviera and dine-in, your choices range anywhere from up-scale restaurants to the Mardi Gras food court.

Reason number four, the entertainment made available to you is world class. You can stay in the Riviera and see Splash, head over to Treasure Island and see Cirque du Soleil's Mystere, travel to The Luxor to see The Blue Man Group or be amazed at the Mirage by Siegfried & Roy. Yes, the shows can be pricey, however, some of my favorite Las Vegas Shows are

(Continued on next page)

free, for example: the erupting volcano at The Mirage, the pirate ship battle at Treasure Island and the dancing fountains at The Bellagio.

Reason number five, the people. Wonderfully talented professionals from around the country will be coming to this conference for the opportunity to rub elbows with and learn from YOU. It should be no secret that the strength of both the conference and the association is YOU and the magic each of you possesses as individuals.

We look forward to seeing you at ACUHO-I, Las Vegas, An Oasis of Opportunities from June 29th through July 1st 2003. It's just around the corner, so call to reserve your hotel room today.

Patrick Call
Associate Director, Residence Life
The University of Arizona

The Diversity Committee

The purpose of the Diversity Committee is to design, implement, and share information and ideas aimed at developing and sustaining an atmosphere accepting of diversity in all its facets. Specific goals of the Diversity Committee include:

- Actualizing the NWACUHO statement of pluralism;
- Working to ensure representation of traditionally under-represented populations in our profession;
- Identifying the various special interest groups represented within NWACUHO and serving to advocate for their interests as appropriate;
- Encouraging networking and idea sharing regarding various components of diversity and diverse populations (including creating opportunities for meaningful dialogue and exchange of ideas related to diversity);
- Revitalizing our commitment to investigate and research issues of pluralism in university housing;
- Exploring and updating the NWACUHO association and its members regarding regional and national changes and movements are occurring related to diversity.

Watch for information on the Diversity Committee at the regional conference in February. For more information or to join the committee, please contact Patty Hambler at pattyh@housing.ubc.ca

Diversity Resources for Residence Life Staff

Patty Hambler - British Columbia Representative

Looking for some diversity resources for your staff? If so, check out these on-line resources. There are articles for professional staff as well as a multitude of ideas for training and residence programming. Just go to the site and enter in your search criteria. Both sites have great search capabilities.

www.reslife.net
www.resassistant.com

Also, if you are looking ahead to training your student staff or looking for ideas for ongoing pro-d, you may want to consider an experiential learning game called *Barnga*. Here is some information provided by the makers of the game:

“In *Barnga* participants experience the shock of realizing that despite many similarities, people of differing cultures perceive things differently or play by different rules. Players learn that they must understand and reconcile these differences if they want to function effectively in a cross-cultural group.”

For more information, visit www.interculturalpress.com. It's a great game with a variety of applications (communication skills across cultures and racism awareness to name a few).

Got Committees?

Interested in the Diversity Committee or one of the other multiple NWACUHO Committees?

Look for information at the 2003 Annual Conference!

Provincial and State Reports

Updates from Alaska

UAS Juneau: One of the family apartment buildings with 6 available apartments was switched to single student housing allowing UAS to house an additional 24 upperclass single students. However, this reduced the number of families we could house by 6 apartments and increased the wait list for families.

A new Residence Life Manager, **Amanda R. Knerr**, a Ball State Graduate began work on June 1 and **Jeff Myers** from Carthage College is the new Residence Hall Coordinator and began work on August 1 of this year.

Community Council has shown increased signs of interest and they have a large group of executive board members and community representatives coming regularly to meetings and participating in programming and housing beautification interests.

There were no major renovations at housing this summer, although we did redo sidewalks through many of the family apartments.

UA Fairbanks has hired two new RD's this year: **John Napolski** the Resident Director of Lathrop and Stevens Halls is from Southern Illinois University Carbondale. **Mark Blair** the Resident Director of Bartlett Hall is from Saint Leo University in Florida. **Teri Beasley** was hired to be the new Associate Director for Education and Leadership, Teri had been the EDGE (First year experience) coordinator. The new EDGE (FYE) Coordinator is **Laura McCollough** from the University of Tennessee Knoxville.

Site projects. UAF had a big housing forum this summer to assess the feasibility of building a new residence hall. Although still not sure if it's going to happen, but if it did it would be a 400+ bed single student facility, suite style. UAF replaced furniture in almost 50 family apartments this summer, that was pretty exciting.

UA Anchorage: They have a full staff with Director, **Dawn Dooley**, Associate Director, **Zach Manzella**, three Residence Coordinators, **Tory Volden**, **Denise Eggers**, and **Mary Riley**, office manager, **Michele Bach**, and receptionist **Darlene Fox**.

This year UAA started a First Year Experience Program in North Hall. There have 170 first year students, 7 Resident Advisors and 10 Peer Mentors. This community is a comprehensive program designed exclusively for first-year students under the age of 20 who have completed 20 or less college credits.

Learning communities this year have been met with great support from the faculty liaisons and res. life staff. We currently have an Honors community, Language and

Cultures community, Nursing community, and Engineering community.

Alaska Pacific University: has recently lost their director of Housing and are conducting a national search. Right now, they are working under the guidance of an interim director.

Next summer APU will break ground on a new 4 building complex that will house up to 48 students. This quad type structure will have kitchenettes. The buildings are being partially funded by a local Native cooperation.

Alberta Updates

Hello everyone!! Hope this newsletter finds you all rested and rejuvenated after the holiday season. If you're anything like me, you're now paying dearly for all your over-indulgences!!

There are a few things to report from Alberta. **Mount Royal College** hosted the Residence Life Professional Association annual fall meeting, November 14-15. We had a great turnout from provincial members, with close to 30 professionals in attendance. In addition to the business meeting and regular roundtable opportunities, participants had the opportunity to tour the new academic and athletic facilities that just opened at the College. The annual general meeting will be hosted by the **University of Saskatchewan**, probably sometime in March 2003. Sylvia Cholodnuik from U of S will be coordinating meeting dates.

The RLPA will also be soliciting nominations for the Josie Lamothe Memorial Award for Outstanding Service for 2002. The nomination deadline has not been set yet, but it will most likely be the end of February. Nominations for this award or more information on the criteria can be obtained by contacting the RLPA President, Sean Hunter, at sean.hunter@lakelandc.ab.ca.

The deadline for nominations for the RLPA Leadership Society is March 14. Information on nomination criteria can be found on our website, www.rlpa.ca. The basic purpose of these awards is to recognize outstanding student leaders in our association that have positively contributed to the growth of their residence community. Nominations can be forwarded to Sean Hunter.

The last piece of news that I wanted to mention is that Alberta has a new provincial rep for NWACUHO. **Joel Lynn** from the **University of Calgary** will begin a two-year term in February 2003. Congratulations Joel! And thank you also to **Kristina Osborne** from the **University of Alberta** for expressing interest in this position.

This article will be one of my last formal duties as Alberta Rep on NWACUHO, with Joel taking over the responsibilities of the position at the conference next month in Seattle. I

want to take this opportunity to thank all of the members of the RLPA for your support in this role over the last two years. And to all of the great people that I've met through NWACUHO, a huge thank you to you as well for your friendship and guidance in my role as an executive member.

Hope to see lots of the Alberta gang next month in Seattle!

Jason Novak
Alberta Rep

News from British Columbia

In Memoriam

It is with great sadness that our colleagues at **Simon Fraser University** share this news. On December 13, 2002, **Geoff Ward** passed away. Geoff Ward was the Director of Housing at Simon Fraser University for 18 years. Geoff was recently diagnosed with a brain tumor and passed away very quickly and peacefully at his family home. Geoff was a committed member to CACUSS and NWACUHO. He will be missed by all who were fortunate enough to know him.

Second Annual Residence Leadership BC Conference

On Saturday November 23rd, **Canadian International College** hosted the second annual Residence Leadership BC Conference. The conference was well attended with 51 residence advisors and residence council members. There was representation at the Conference from the **University of Victoria, the University of British Columbia, Simon Fraser University, and Canadian International College.**

The Canadian International College Residence Advisors, who led the group Radio-taisou, welcomed the group. This was an interesting set of stretched to get the body going.

Lorne Williams presented the keynote. He spoke to the group about "Leaving Your Mark", the theme of the conference. The keynote was followed by a Japanese lunch and construction of a 15-foot California Sushi Roll. The afternoon was spent in peer sessions led by the students attending the conference. Topics included team building, working with your Hall Government and programming.

NWACUHO 2004

Explore all the natural beauty and diversity that Vancouver has to offer in 2004. The **University of British Columbia (UBC)** will be hosting the NWACUHO conference in February 2004. Our host committee includes representation from **Simon Fraser University, Trinity Western University and UBC.** We're excited about the possibilities and look forward to sharing more information with you at this year's conference in Seattle.

Updates from Oregon

Greetings from Oregon! I'd like to take this opportunity to wish everyone a Happy New Year. Here are some of the updates from around the state:

Oregon State University: The first new residence hall at Oregon State University in nearly 30 years opened this fall and has been named the Carrie Halsell Residence Hall after one of the university's first known African American students. Carrie Halsell (Ward) received her high school diploma from Salem High School in 1921 and graduated from OSU - then the Oregon Agricultural College - in 1926 with a degree in commerce. Halsell dedicated the rest of her life to higher education, teaching for more than 30 years at historically black colleges, including Virginia State University and South Carolina State University. Carrie Halsell overcame odds in 1926 by getting her degree at a time when few African-Americans lived in Oregon. That was, in fact, the same year that Oregon's Exclusion Law - which prohibited African-Americans from voting - was taken off the books. The process for naming the new student residence hall began more than a year in advance. Residence hall students were actively engaged in the process and highly supported naming the hall after a student - especially one considered a "trailblazer" who had to overcome odds to get an OSU education.

The Carrie Halsell Residence is a four-story suite style hall with a Community Service Learning theme - a concept that promotes responsible citizenry and fully integrates experiential, hands-on learning activities with a student's academic and social experience. **Matt Rygg** currently serves as the Community and Program Director for Halsell hall and the Service Learning Theme - he along with a Faculty in Residence and members of a cross-disciplinary advisory team are engaged in program development and implementation. The objective is to help students make the connection between belief in helping others and acting to influence social change in the hall, around campus, off-campus, and globally.

OSU - University Housing and Dining Services recently received a major gift that will allow us to move forward on renovations on our Weatherford Hall - which, when complete, will become a true Residential College and academic partnership with our School of Engineering and our School of Business. Watch for more info in future *SOUNDINGS!*

Faculty In Residence/Faculty Mentors. OSU has embarked on a Faculty In Residence and Faculty Mentor program. We currently have three Faculty in Residence in our halls. These full-time, adjunct professors and a PhD candidate in Physics currently live in our First Year Experience Hall, our International Hall, our Community-Service Learning Hall and our Honors College Hall. In keeping with our academic theme focus, and in collaboration with academic partners, we are also working on the beginning phases of a true

Learning Communities model at OSU. We are currently piloting TLCs (Transitional Learning Communities) a variation of Figs on our campus - with luck and a bunch of work our hope is to have our TLCs in residential settings starting in the 2003-2004 academic year.

Southern Oregon University

Southern Oregon University is developing several initiatives with faculty members to integrate academics more fully into the residence life experience. The Faculty Partners Programs currently has 19 faculty and staff members who are active in daily tutoring session, a new international residence house, a Last Lecture Series, and the President has stayed overnight in the residence halls! A nearby house is being converted to an academic theme house. A math professor is living in one of the residence halls at SOU, and several classes are being taught in the residence halls.

Unievrsity of Oregon

Recent studies have shown that UO freshmen living in residence halls had higher average grade point averages than freshmen living off campus. The UO is experiencing success with its Freshmen Interest Group (FIG) program. GPA comparisons between FIG students and other groups revealed dramatic and statistically significant findings (i.e. FIG freshmen mean GPA=3.05; freshmen not participating in a FIG mean GPA=2.94). In fact, Residential FIG students (those living in the residence halls and participating in a Freshmen Interest Group) had a higher average GPA than all of the following groups: freshmen not living in the residences halls; freshmen living in the residence halls not participating in a residential FIG; freshmen living in the residence halls but not participating in any FIG; freshmen not living in the residence halls and not participating in a FIG; and the total freshmen population of the University.

Residential FIGS are a joint effort by the Office of the Provost, University Housing, and UO faculty members. A Residential FIG is a group of approximately twenty-five freshmen who opt to sign up for a cluster of classes with a theme and live in the same building as some of their classmates. The residential program began at the UO in fall 2000 with four pilot groups, and has since expanded each year, with plans to offer twenty-five Residential FIGs for fall 2003.

University Housing is excited to announce the grand opening of their latest addition to their food service venues, the Fire 'n Spice Grill. Fire 'n Spice Grill, located in the Hamilton Commons on the first floor of the Hamilton Complex, offers a unique dining alternative to the seven other venues operated by University Housing. Students have told University Housing that they want to be able to cook their own meals, so Housing is bringing them into the kitchen. Reviews so far have been overwhelmingly positive.

Fire 'n Spice diners choose several items from a wide selection of fresh veggies, meats, and sauces and have their combination grilled up in front of them to place over rice, inside a tortilla, or on noodles. Some may choose to create a steak fajita, a veggie and tofu stirfry, or a garlic chicken wrap; while others may venture to try Thai, Mediterranean, or Continental concoctions. For those stumped by the options, pre-conceived recipes are available. Fire 'n Spice Grill is the eighth dining venue on campus operated by University Housing. All venues are open to the entire campus community with cash or a purchased meal plan.

Respectfully Submitted,
Sandy Schoonover

News from Washington

As the new year approaches, Washington State is active with growth and change. **Western Washington University** is hosting the Northwest Residence Life Leadership Conference January 24-26. The conference theme: Bring It Home! is destined to generate excitement and enthusiasm for shared learning and leadership. **The University of Puget Sound** is excited about staff recruitment and selection, and continuing to integrate academic and co-curricular initiatives into the selection and training of RA staff. Area Coordinator

Maritza Baida and six members of the Residence Student Association attended the PACURH conference at Chico State attended and returned with awards for most spirit and best program. **Central Washington**, Kamola Hall renovation is on target for completion on May 20, 2003. Central is extremely excited to add this "flagship" residence hall back into their inventory. It will house many living-learning communities, including Douglas Honors College, Education and Music. **Jeromy Koffler**, Director of Campus & Residence Life at **Saint Martin's College** for the past four and a half years has recently accepted the Director of Student Activities position at the **University of Portland**. We wish him the best of luck in his new adventures!

There are plans (in the grass roots stage) of offering a Washington State drive-in conference on academic initiatives. Central has indicated an interest in hosting the event. The Academics Initiatives committee will be discussing this initiative and other region-wide plans at the NWACUHO conference in February.

NWACUHO Treasurer's Report
Quarterly Financial Report
Period of Report: October 1st, 2002 – December 31, 2002

Account Balance as of 10/01/02 47,848.18

Revenues:

Member dues collected	4285.00
NWRLLC 2002 Conference Seed Monies	400.00
ACUHO-I Combined Regional Reception – WACUHO reimbursement	477.00
Bank Account Interest earned	24.56
Total Revenues:	5186.56

Expenditures:

NWACUHO Publications:

Spring Soundings mailing
 Directory/dues reminder mailings
 Mentor/telemachus mailings

ACUHO-I 2002 Conference:

NWACUHO “Best of the Northwest” Conf. Registration
 NWACUHO President Travel
 NWACUHO President Lodging, Misc. Meals, parking
 NWACUHO/WACUHO Combined Regional Reception

NWACUHO Fall Exec. Board Meetings:

Executive Member Meeting lodging	1155.10
Executive Member Meeting meals	314.14

Prizes and Awards:

New Professional Scholarship Awards

Miscellaneous:

Domain Name Registration (10 yrs.); website 1 year	99.50
RLPA Conference (Alberta) sponsorship	321.00
NWRLLC 2003 Conference Seed Monies	2000.00
2003 Combined Conf. Planning Trip – Product & Svcs. Coord.	433.04

Total Expenditures: 4322.78

Account Balance as of 12/31/2002 48,711.96

Submitted by Dave Dettman
 Treasurer, NWACUHO

Tort Liability: A Primer for the Housing Professional

Tom Scheuermann, Oregon State University

In 1992, a woman was severely burned when the coffee she ordered from her car at a McDonald's drive through in Albuquerque, New Mexico spilled in her lap. She sued McDonald's, and was awarded 2.9 million dollars in damages. This case is still decried by many as an example of the excesses of lawyers, the legal system, and people who don't take responsibility for their own well being — everyone knows coffee is hot – duh?! (More on the infamous McDonalds case later in this article). Who of us that works in housing has not heard of similar, albeit less dramatic, examples of lawsuits brought by students or campus guests for injuries — when those who suffered injury were probably responsible for their own misfortune? In response, we may throw up our hands in frustration, conclude that “anyone can be sued for anything,” and hunker down by developing student housing and activities policies and procedures that are designed to primarily avoid legal liability and risk. After all, who wants to get sued?

Working in student housing, we are often caught between our desire to be educators and facilitators of student development, and our responsibility to provide safe and secure places to live and learn. Knowing that we are surrounded by students who are also “potential plaintiffs,” how can we balance our roles and best serve as leaders for our staff members and students?

We can begin by educating ourselves about the law, understanding how it should complement – but rarely supercede – good policy; by reading beyond the “soundbites” of court cases; and by being clear about our roles, principles, and responsibilities to our students and our institutions. In an effort to “demystify” the law, I will outline some basic concepts of tort law, with a focus on negligence (the most common type of tort that we may have to deal with as housing professionals); propose a set of priorities for approaching issues of liability; share some resources for further study — and get back to that hot coffee case.

What is a tort? Prosser (1971) defines a tort as A civil wrong consisting of an act or omission (other than a breach of contract) for which the court will provide a remedy in the form of an action for damages. “Tort” derives from the French word for “wrong.” A tort is not a crime, although a single act (e.g. an assault) can constitute both a tort and a crime. A crime involves criminal intent, the government bringing action against the alleged wrongdoer on behalf of “the people,” and a higher standard of proof (“beyond a reasonable doubt”). A lawsuit in tort, such as negligence, involves one party (student, parent, campus guest) suing another party (staff member, college) on their own behalf, through a civil action. The standard of proof is also lower,

normally requiring only “a preponderance of the evidence.” Tort law is based primarily in state law (although there is a Federal Tort Claims Act for actions against U.S. government agencies), and you will see some variation from state to state in court decisions regarding such issues as standards of care, liability, and damages. It is important to be aware of your state statutes or provincial laws regarding torts, as well as general tort concepts.

Are there different types of torts? Yes, there are essentially three types:

(1) Intentional torts, such as assault and trespass; (2) Negligent torts, such as failure to fulfill a legal duty; and (3) Strict liability, which applies to extreme situations such as transporting hazardous wastes. Of these three, housing professionals are far more likely to be faced with a potential negligence situation or lawsuit than with either of the other two types of torts.

What is negligence? How can I determine if I am, or my institution is, being negligent? While it may not be far from the truth that to say that “anyone can sue you for anything,” in order to establish legal liability for the tort of negligence, the plaintiff (for example, a student injured in a residence hall) would have to show that the defendant (perhaps the housing professional in charge of that hall) meets all of the four elements of negligence: Duty, Breach, Proximate Cause, and Injury. (1) Duty is based on the standard of care that must be provided by the housing professional, to avoid foreseeable risk to the residents that she is responsible for. Normally, this is a duty of reasonable care; it does not require you to provide absolute safety and security. (2) Breach of a duty would entail the housing professional doing something that he should not (such as making a faulty repair to a room heater that later injures a student), or not doing something that he should (like not having clear rules and enforcement practices on alcohol consumption by residents). If one has a duty, and then breaches it, that person is negligent. If there is a lawsuit, the question then becomes: Is the defendant's negligence the proximate cause of the plaintiff's injury?

The third element (3) Proximate Cause, refers to the primary, legal cause of the plaintiff's injury. “The prevailing rule requires that the injury be a foreseeable consequence that the defendant should reasonably have anticipated.” (Diamond, Levine, and Madden, 1996). Establishing this element requires a causal connection between the injury and the defendant's negligence that goes beyond mere coincidence. And finally, the plaintiff (for example, the student) must show that he did, in fact, suffer injury. (4) Injury, the fourth element, most often involves a physical injury, or actual damage to or loss of property. In college housing cases, this element is usually apparent and easy to prove.

If the plaintiff (student) can demonstrate that the defendant (housing professional's) negligence was indeed the cause

of his injury, then that housing professional – and possibly her department or even her college – could be held liable for the plaintiffs’ damages. This liability normally requires a payment of money to compensate the injured party for medical bills, pain and suffering, lost wages, etc. While the payment of damages can follow the loss of a lawsuit, much more frequently – by some estimates 90% of the time — the parties settle on an amount of damages “out of court.” If a housing professional is acting “in good faith,” and “within the scope of his duties,” his department or institution will normally defend him in a lawsuit – but make sure to check with your legal counsel and appropriate campus officials to verify this. You may also consider a personal/professional liability insurance policy for additional protection.

If I am sued for negligence, how can I defend myself?

If a housing professional is sued she and her institution can first attempt to show that one or more of the elements of negligence is not present: By showing that they do not have a duty to the plaintiff, or that they have not breached that duty. And that, even if they did breach a duty, their doing so was not the proximate cause of the plaintiff’s injury.

They may also consider one of three major types of “affirmative defenses”: Assumption of risk, Comparative or contributory negligence, and Immunity. (1) Assumption of risk refers to situations in which the plaintiff “know[s] a particular risk and voluntarily assume[s] it.” (Diamond et al., 1996). This principle could apply, for example, if a student is injured on a college-sponsored ski trip that she knew involved some inherent risk. Waivers – specifically addressing the risks of an event, accompanied by discussion and education prior to the event – can aid the student in understanding that she is “assuming the risk,” and can help discourage behavior that leads to injuries as well. (2) Comparative or contributory negligence comes into play when the plaintiff himself is behaving in a negligent way, and is injured. A student who climbs a secure fence at a clearly-posted residence hall construction site, and is injured in a fall may well be precluded from recovering damages from the housing professional (or even the construction company) if it is determined that his own negligence was the proximate cause of his injury. Comparative negligence – which is the law in nearly all states – allows the court to determine percentages of liability and fault. In the above example, a court might hold the student 70% at fault, the contractor 20% at fault, and the college 10% at fault. (3) Immunity may be used to defend oneself against lawsuits in limited situations, although it is the most tenuous of the three types of affirmative defenses. Immunity “[depends on] the defendant’s status or relationship to the plaintiff.” (Diamond, et al., 1996). Courts will sometimes grant immunity to defendants who are employed by state institutions, and who are acting in good faith and within the scope of their positions. This “governmental” immunity is addressed in state law. Its application may vary considerably from state to state, and it does not apply to housing professionals at private institutions.

How can I and my staff avoid liability most effectively?

Essentially, there are three phases to consider in a tort liability situation: (1) There is an injury; (2) A decision is made by the injured person on whether to bring a lawsuit, and (3) If there is a lawsuit, then one must be prepared to “win.” Conversely, if there is no injury, there is no lawsuit brought; and if no lawsuit is brought against you — then you don’t need to worry about defending yourself or “winning” a lawsuit (and the costs, time, and stress that accompany a lawsuit). Your policies, programs, publications, and practices are therefore probably best developed by working with students, guests, and staff in ways that foster an ethic of shared responsibility, and that minimize the risk that injuries will occur. Once you have developed these policies and procedures based on your best thinking as a leader and an educator, consult with your legal counsel as needed to ensure that they also meet legal standards. Housing professionals who start with the legal standards run the risk of getting stuck on those, and as a result may develop policies and procedures that are cumbersome or overly restrictive; or unenforceable – promising more than they can deliver.

Conclusion: In thinking about risk and liability, the law is certainly an important guide for our work as housing professionals. We should not let it intimidate us, however, nor should we view it as mysterious and unfathomable to the non-lawyer. Our overall goal is not “avoiding legal liability,” rather it is working with our students and colleagues – honestly and openly — to create as safe and secure a living and learning environment as reasonably possible. With a firm grounding in the law, and thoughtful policies that are consistently communicated and enforced, you’ll have gone a long way toward accomplishing this goal.

Finally, for insight on the “hot coffee case,” see: <http://home.pon.net/wildrose/column4.htm>. It may change your perspective a bit, and illustrate the importance of going “beyond the soundbites” to learn about legal liability and risk.

References, for further study:

- For an overview of U.S. tort law, check out: <http://www.hg.org/torts.html>; for some basics on Canadian tort law, see: <http://www.duhaime.org/tort.htm>.
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West by Northwest, A New Blend

West Coast Regional – A Partnership between NWACUHO
and WACUHO

Seattle, WA February 23-26, 2003

It is almost here! The first ever, joint regional conference to be held at the Seattle Tacoma Hilton Conference Center beginning Sunday, February 23, 2003 and concluding with Brunch on Wednesday, February 26, 2003. This year's conference will feature Dr. John (Jack) Oblak, President of Notre de Numer University (formerly known as College of Notre Dame) on Monday, February 24 and Dr. Ed Taylor, Associate Professor of Education at the University of Washington and Board of Trustee member of Gonzaga University on Tuesday, February 25th.

The conference will feature campus tours of Seattle Pacific, Seattle University and University of Washington on Sunday from 12:00 Noon to 4:00pm. After the Exhibitor Reception on Sunday, buses will be departing from the conference center to Experience Music Project (EMP) at the Seattle Center. The EMP is a fascinating museum of music history, memorabilia and relics. The EMP's 140,000 square foot building includes interactive exhibits, unique artifacts and space for extraordinary live performances – all created to celebrate the past, present, and future of music.

Monday will feature a keynote speaker and many program sessions. Dinner that night will be a no-host "Night on the Town." Limited transportation will be provided to downtown Seattle restaurants. Tuesday will feature a keynote speaker, each association's business meeting, and the Grand Reception and Banquet. Wednesday will feature the top 5 Best of the Conference programs and the closing Brunch.

The pre-conference event, the West Coast Mid-Level Training Institute, will begin Friday, February 21 and conclude early afternoon Sunday, February 23rd. The goal of the Institute is to assist mid-level colleagues in their advancement within the field of Housing.

The elements of the Institute include faculty presentations, small group interactions, and individualized mentoring support provided by faculty and facilitators. The presentation topics include "Cultures of the Academy" (Eileen Coughlin, VP Student Affairs-WWU), "Future of the Profession" (Harry LeGrande, UC Berkeley), "Quality Practices" (Mike Eyster, Oregon) "Ethics" (Shannon Ellis, VP Student Affairs-Nevada-Reno), and "Campus Ecology" (Art Costantino, VP Student Affairs- Evergreen).

The cost of the conference is \$300 per member delegate which includes Sunday Exhibitor Reception, EMP event, Monday Breakfast and Lunch, Tuesday, Breakfast, Lunch, Grand Reception and Banquet and Wednesday Brunch. The hotel rate is \$101 plus tax either single or double. The Institute rate is \$95.00, which includes registration and some

meals. Registration will be due February 7, 2003. Please checkout our website for more information with is linked to www.wacuho.org or www.nw-acuho.org.

On behalf of both of the Associations and the planning group, we are excited to see you there!

West Coast Mid-Level Training Institute

The West Coast Mid-Level Training Institute is a two day, intensive pre-conference institute (February 21-23, 2003) targeted to mid-level housing professionals. The goal of the Institute is to assist mid-level colleagues in their advancement within the field of Housing. The elements of the Institute include faculty presentations, small group interactions, and individualized mentoring support provided by faculty and facilitators. The presentation topics include "Cultures of the Academy" (Eileen Coughlin, Vice President for Student Affairs, Western Washington University), "Future of the Profession" (Harry LeGrande, Assistant Vice Chancellor Residential and Student Service Programs, University of California, Berkeley), "Quality Practices" (Mike Eyster, Director of University Housing and Assistant Vice President for Student Affairs, University of Oregon), "Ethics" (Shannon Ellis, Vice President for Student Affairs, University of Nevada-Reno), and "Campus Ecology" (Art Costantino, Vice President for Student Affairs, The Evergreen State College). Facilitators will be chosen to work with groups of four participants throughout the Institute. Faculty will also be assigned to these groupings thus giving each participant two experienced practitioners for mentoring opportunities and a diversity of perspectives.

Register and apply to attend the institute by February 7th for lowest rates at the www.nw-acuho.org homepage. Information regarding this institute is also included in the conference registration materials.



Who's Who in Purchasing?

Leslie Strong - Product & Services Coordinator

Here are some special terms and business relationships we can run into when purchasing products for our facilities. Let's look at whom to ask for information, where to go for different kinds of service and what business relationships are behind the scene.

The term **Owner** refers to the end user or the institution. Owners are the ones that pay the bill. As an Owners Representative you may choose to hire a professional person and consult with your purchasing department to purchase products for your institution.

A bid is awarded to a **Vendor or Contractor**. The institution holds a contract with them once the bid has been awarded. A Vendor can be a manufacturer, a dealer, or distributor. The vendor can be a non-profit buying cooperative, or a private business.

A **Manufacturer's Line** is a group of products that a manufacturer produces. A manufacturer may have more than one line that targets different markets. For instance a carpet manufacturer may have a line that targets the corporate market, one that targets residential users, and one that targets the hotel industry. If the manufacturer is large enough they may have different representatives for different lines.

A **Closed Line** is a group of products that are only sold through a manufacturer's particular dealers. An Open Line indicates that a manufacturer's products are available to many dealers for resale or that they may even be willing to sell direct. If you are required to obtain pricing from more than one bidder and are interested in a particular product from a closed line ask the manufacturer for the names of several of their dealers.

To **Sell or Purchase Direct** indicates that the manufacturer will sell product directly to the end user. Some manufacturers have an agreement with the dealers that they will not sell product directly to the end users. Some large manufacturers (like office furniture makers) may have multiple dealers in an area. A dealer is paid only if their particular dealership sells the product.

A **Distributor** promotes sales of products and may stock items in a regional warehouse.

Like Distributors, **Dealers** sell many products from different manufacturers. Some receive special pricing on lines they sell a large volume of. Dealers, manufacturers, and the end user may benefit from the relationship. The dealer promotes the products and the manufacturer sells more. Dealers may

add services that include installation, and follow up. Dealers may have their own warehouse or arrange to receive and inspect material before it is delivered. They may have their own installation crew or contract with one. If you write a bid to have a product delivered and installed you may require that the product is inspected and guaranteed to be in new condition when it is installed. You may not choose to receive any item that is not in perfect condition. If you purchase a product from a dealer it is important to follow up on the order through them and not the manufacturer. You pay a dealer for service. Ask for it.

State and private institutions work directly with **Manufacturers Representatives**. Manufactures Representatives are excellent resources for information about products. They are familiar with developments in construction, finishes, and materials. Talk to them about their product and how it compares to other products on the market. Ask them to see a sample. Ask them questions about repairs, warranty. Talk to their competition. Manufacturer's representatives are your first line of connection to the factory. Let them know when you are specifying their product so that they can be ready when the dealers call for pricing. The factory pays a manufacturer's representative. The pay is based on sales in their region. If there is a local manufacturer's representative for a product you are interested in work with them. They are the first ones to ask for samples, catalogues, and price lists.

Manufacturer's reps may represent more than one manufacturer. For instance, the representative of a line that specializes in student room furnishings may also represent a fabric manufacturer and a furniture manufacturer that makes lounge furnishings.

As representatives of our institutions it is important for us to provide specifications and contracts that clearly define requirements for warranty, performance, installation and service. We must have equitable methods to judge the criteria. Price may be our criteria, but in order to judge price fairly we must be sure that we are truly receiving equal products and services from the bidders.

Private institution may work with a manufacturer on negotiated prices and forgo the bidding. The negotiation may cover a specific one-time purchase or to cover multiple purchases of the same product over an extended time period. Prices may be indexed to local CPI or to a set increase for inflation that is part of the negotiation.

Public institutions may award similar multi-year contracts via a competitively bid RFP or RFQ.

When working with manufacturers and vendors it is important to review terms of transport, delivery, and installation. Some manufacturers have their own transport and installation teams. Most manufacturers do not. They may

(Continued on next page)

provide product at their own loading dock. Clarify how will the items be packed for shipping, whether the items will fill a container and they not have to be unpacked and moved from one truck to another.

No matter who the vendor is or how you handle shipping make sure that procedure for receiving and liability is clear when writing the specification. Assure that folks at the receiving end are trained in procedures for inspecting and dealing with freight claims.

NWACUHO Historical Data

Dave Dettman - NWACUHO Archives Committee

Humble Beginnings...

The first meeting of Northwest ACUHO occurred at the University of Oregon on May 5th and 6th, 1963. Co-hosts were H.P. Barnhardt and Tom Adams, both of whom were Directors of Housing at the University of Oregon and Oregon State University respectively. Speakers at that conference included such people as Bob Chick, Dan Poling, Ray hawk, who was Dean of Men at the University of Oregon then and later served as Vice President for Business Affairs. Also included were Bill Poindexter of Washington State University, Roger Munn of Central Washington State College, Neil Ammerman of Oregon College of Education, Franz Haun, Carson Beers, Art Pringle, and Ruth Boyd.

Also attending were several staff members from the University of Oregon including Charlie Harris, Marge Ramey, Moon Lee, and Bob Bowlin. A total of 26 delegates attended the meeting. The States represented included Oregon, Washington, Idaho, and Montana.

More information continues to be collected relating to NWACUHO's proud past and will be shared in upcoming newsletters and posted to our website: www.nw-acuho.org.



New Website Additions

Dave Dettman- Website Administrator

We are continuously upgrading our website (www.nw-acuho.org) to provide you with access to documents, resources, and information useful to help you better perform your jobs and to serve our Association. Changes that have occurred during the past year include:

Job Board Updates: Post your job listings FREE on our site with no expiration dates. We are just beginning our annual recruiting season. Our site gets many "hits" – be sure your positions are included!

New Professionals Handbook: A good resource for new professionals highlighting the ins-and-outs of NWACUHO, conferences, and information specific to new professionals entering the field. (listed under "Publication Resources")

Resource Guide: Would you like to serve as a consultant to others or be available to answer questions others may have relating to any specific area(s) of housing operations or residential programs? If so, fill out the "Resource Guide" (listed under "Publication Resources"). A NWACUHO goal for this Spring is to have this form be 'interactive' so that by "clicking" on any subject area, you will be provided with a list of persons who have self-identified as being resources for the subject area you chose.

Vendor Friends: How can you find quick access to any vendor that has worked with NWACUHO or displayed their products or services at one of our conferences? How can you find out which vendors provide services or products in a given area? Simply go to "Inside NWACUHO – Member Services – and "click on 'vendor friends'. Products are listed by category; brief company descriptions are provided; and a hotlink to the company's website is also provided.

Mentor/Telemachus (mentee) Information and Application Forms: Are you interested in being a mentor to someone with a bit less knowledge in an area of housing? Are you interested in learning about another area of housing or more within your own area? If so, perhaps you should fill out a mentor/telemachus application form available on our website located at "Involvement Opportunities" and 'clicking' on mentor/telemachus.

Committees and their descriptions: interested in gaining further knowledge in a particular topic area and meeting fellow colleagues in the region? Consider joining a committee. Descriptions and contact information are available at "Involvement Opportunities" and 'clicking' on standing committees.

Also: Current and past newsletters, a copy of the constitution, form and procedures for requesting funding for an initiative, activity, or project...all this and more are available at our website (www.nw-acuho.org). Explore and see what is being offered to you.

NWACUHO EXECUTIVE BOARD MEETING HIGHLIGHTS

4 November, 2002 – 5 November 2002

Seatac Hilton

Seattle, Washington

All Executive Board in Attendance at the two meetings

Goals for Meeting were gone over

Reports

President: Opportunity through ACUHO-I to mentor sophomores or juniors by nominating students to attend a 2 day conference in Las Vegas. NWRLC Conference to have a track for higher ed potential employees, i.e. to give students an opportunity to learn more about it. At ACUHO-I the conference the Presidents from the region talked about training future presidents, Canadian at par rates. The website address changed as the old address was bought by someone else when the domain holders were not contacted. We have the current address for the next ten years - NW-ACUHO.org.

Past President: See Elections section

President Elect: Talked about finding a host for the 2004 conference. There will be a West Coast Midlevel Training Institute. This is being financed as stand alone opportunity with donations from the regions and Marriott. Linda Amburgy entertains a motion on supporting the West Coast Mid-Level Training Institute. Jason motioned; seconded by Kyle: NWACUHO will support the West Coast Mid-Level Training Institute in the amount of \$1500. In addition, NWACUHO will support 5 Canadian Delegates who would like to attend this training institute offering registration at par for those who attend. The motions passes by acclamation.

Treasurer: Revised job description. Handed out the quarterly financial budget. The budget is solid. The budget forecast for 2003 was gone over. Working to put into reserves the cost of one conference. Each exec will work on suggestions on how to best to save reserve money. NWRLC is provided seed money; this is considered an interest free loan to be repaid within 6 months of the conference.

Secretary: Minutes will be in two formats: Word and Excel. The excel documents will be put together by topic.

Products & Services Coordinator: The report is found as part of the Conference discussion.

Newsletter Editor: Distributed the spring issue. The next deadline is December 20, 2002. New Professionals guide was discussed. We will give to new folks at registration and give to schools to give to their new professionals

Alaska Rep: Timi was unable to join us. Alaska Rep position is up for placement and Timi is looking for director of Housing and are conducting a national search. Right now, they are working under the guidance of an interim director.

Alberta Rep: The workshop that partially sponsored by the NWACUHO had 40 participants. Thank you. Looking at having more Alberta folks here since Seattle is more accessible. Working on soliciting Alberta Rep and will contact Vennie about who RLPA elects.

British Columbia Rep: There is going to be a one day student leadership drive in conference. Run and organized by students in North Vancouver.

Oregon Rep: WOU just opened their 210 bed facility. OSU just opened a cluster building. Pat Sloan, SOU, has taken a year leave of absence and is in Alaska and Area Coordinator.....has taken over. Not sure about EOU. U of O opened a new food service concept. The state of Oregon is in a hiring and travel freeze.

Washington Rep: PLU just had a drive in conference for live in staff. Several Washington students went to hear Nader speak. See report in newsletter for more details.

Western District Rep: Peter Rosenberg. Mentor program. Is anyone interested in taking over for the program? Let Peter know if there is interest.

West Coast Regional Committee: Chris Jaehne, local host chair attended. A schedule was sent around Questions were brought up and answered. Talked about potential keynote speakers. Discussion on how to do the case study this year. They will send a reminder notice when they are told your program has been selected. 8-10 program sessions per each session. There is the best of NWACUHO and WACUHO. The top 5 programs will be placed in larger rooms. Discussion was had about many details of the conference. Banquet, EMP, transportation, budget, audio-visual, vendors and exhibits, For more information contact your state or provincial rep or any executive member.

Programming updates: Friday December 6th programming proposals are due. Call for programs put on website. The postcards remind folks to send the information. Committee assignments were discussed. Deadline for programming book is Jan 10th. New professional session, Kyle Jordan is organizing reception will be sent to the people who needs to know.

Casestudy: A discussion on how the case study should be run at the conference with two regions attending.

Elections: Looked at the elections process. There will be a mailing regarding the process with position descriptions. Positions open: Newsletter Editor, President Elect, Alaska Rep, Alberta Rep, and Oregon Rep. Nomination process and Elections timeline: Nominations due by November 24, 2002; Blurbs and Ballots: do it electronically and place in soundings. Voting to happen in January during the first two weeks and send a follow up to schools that didn't vote. Shane will address elections. The following positions will be open in 2004: reps to Washington and British Columbia, treasurer, secretary, president elect, product and service coordinator.

Oversight/ responsibilities/ reports:

- Each committee will have an article in the newsletter
- Kyle will do new professional for Jan
- Academic was in Autumn
- Patty will do diversity Jan
- Cross border in April issue of newsletter
- There will be a recruitment for committees at the conference

Day TWO

NWRLLC update: Western Washington University is hosting. Grant Walters is the main advisor to this group - grant.walters@wwu.edu . Forms for future conferences being created by Kyla and Leslie. The state provincial reps will do solicitation - see notes. Update task list. WWU – sponsorship from Web. There will be at par.

NWACUHO 2004 Site: Some final discussion is happening. Will announce the site at the 2003 Conference.

Website/archives: small updates to website Awards and recognition and links. Include vendor description and links to those organizations that support us. Updates – goals minutes, membership, election stuff (forms), case study competition information, and conference host information. Put as much as we can have it there so nothing gets lost. Pdf format works the best. Looking for a chair of the website. The old ARCHIVES were gone through old files and materials – 20 years of stuff.

Conference executive board meetings:

9am – 5pm: on Sat – meet Feb 22, 2003 for exec: 9am on Sun: – meet Feb 23, 2003 for exec

Meeting closed at 11:30am

There may
be two
USCs,
but there's
only one
Web Service
Company.

Housing officers coast-to-coast count on Web to provide a student-pleasing amenity.

Chris Lanza thinks USC stands for the University of South Carolina. Jeff Ushiki believes equally firmly that those initials mean the University of Southern California. And while they may never come to agreement on that particular point, they concur on one thing: the three best letters in university housing service — coast to coast — are W-S-B.

For over 50 years, Web has made serving colleges and universities an integral part of our company. We've learned what matters most to housing officers: responsive service; easy interface with campus mail systems; modern, high efficiency studios and duplex; the latest laundry room innovations; and a business philosophy that makes pleasing students our top priority.

Today, hundreds of the nation's top institutions of higher learning — including USC and USC — rely on Web for quality laundry service. Visit us online at www.weblaundry.com or talk to one of our college and university specialists, Mike Handball, Nancy Sharma or Chris Olson, to find out what Web can do for you.

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Dr. Chris Lanza
Director of Student Development
and Housing Services
University of South Carolina

Jeff Ushiki
Director of Housing Services
University of Southern California

2003 – Soak it up in Seattle!!!

NWACUHO & WACUHO 2003 Annual Conference

Seattle-Tacoma Hilton Conference Center, Seattle, WA

February 23rd – 26th , 2003

You are cordially invited to attend the first West Coast Regional Conference to be held February 23- 26, 2003, at the Seattle-Tacoma Hilton Conference Center. The West Coast Regional is a joint venture between NWACUHO and WACUHO. We are anticipating that over 300 delegates from California, Nevada, Hawaii, Oregon, British Columbia, Alberta, Alaska, Idaho and Washington will attend the conference. We are anticipating over 50 products and services exhibitors to be present at the conference.

This year's conference will feature Dr. John (Jack) Oblak, President of Notre de Numer University (former known as College of Notre Dame) as our keynote speaker. Dr. Oblak was the former Vice President of Student Affairs at Ithaca College. The opening event of the conference will be held at the Experience Music Project (EMP) at the Seattle Center. The EMP is a revolutionary music experience funded by one of the founders of Microsoft, Paul Allen. Your host committees are planning a variety of activities both pre-conference and during the conference to encourage interaction and community at the conference.

Additionally, there will be a pre-conference workshop, formatted similarly to the National Housing Training Institute, featuring nationally recognized housing professionals as faculty. You can access up-to-date information on the conference website at <http://housing.csn.edu/newblend/index.html> or you may access the website through the NWACUHO website.

The NWACUHO website has a new home:

NW-ACUHO.org

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

WASHINGTON STATE UNIVERSITY



NWACUHO *Soundings*
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