



Southwest Association of College & University Housing Officers

# SWACUHO News

News - Fall 2013

## Greetings, SWACUHO!!



I hope everyone had a very smooth and uneventful hall opening this year! Things seem to be moving at a fast and furious pace!

The annual ACUHO-I conference was held in Minneapolis in July, and was a terrific treat to attend. The weather was lovely, and downtown Minneapolis was great. Although I didn't get to indulge in the Mall of America while there, I have now put that on my Bucket List thanks to hearing about it from many of you.

I was delighted to see everyone who stopped by our regional reception, which was graciously hosted by Jim Short and Balfour Beatty Campus Solutions. We appreciate his support so that we could have a great time to visit and share. MUCH THANKS AND APPRECIATION to you, Jim!!

Diane Brittingham and I attended the Affiliate Presidents Leadership Meeting and will be sharing some great ideas we picked up about association master plans, as well as some other good information, with the rest of the Executive Board soon.

I hope that everyone is able to send staff to our upcoming SWACUHO U at UT-Dallas on Sept 13 and to the SWACUHO RA Conference October 18-19. Those are both sure to be great opportunities for our more "youthful" staff to network and grow.

And before you know it, we will be at Mid-Year in Fort Worth. Where does the time go??

While that time is flying, see if you can reach up and grab a small chunk of it to write a program proposal for our annual SWACUHO conference in February. The Program Committee is already getting geared up to read some fantastic proposals and make some decisions for our conference – so make sure you get those submitted soon.

Thank you all for all that you do for your students, your institutions, and our association, and let me know what our association can do for you! I hope you can find a little breathing time in the next few weeks before the next big surge...

Hope to see many of you at Mid-year.

 *Joellen Tipton*  
**SWACUHO President**  
*Sam Houston State University*

## in this issue

Director News.....	1
2012-13 SWACUHO Executive Board .....	2
Greetings SWACUHO .....	3
Have a Great Fall Semester.....	3
UT-Austin Welcomes New Team Members .....	4
OK State Welcomes New Staff .....	5
Sam Houston State University Welcomes New Resident Directors.....	6
Parents - Lessons Learned when Emotions Run High .....	6
Everything is Bigger in Texas Especially at Texas A&M .....	8
Campus Living & Learning at Baylor Welcomes Their New Staff.....	10
The Herstory Award.....	12

Bob Cook Scholarship Committees.....	13
Help! I'm supposed to teach but don't know where to start?!.....	14
2013 ACUHO-I James C. Grimm NHIT .....	15
Be Active .....	17
Old School is the New School .....	19
As We Open, a Reminder on Control.....	20
STARS College .....	21
ACUHO-I Interns .....	22
Residential Facilities Internship at Texas Tech University .....	23
Welcome Center ACUHO-I Intern .....	24
Summer 2013 ACUHO-I Internship Experience Conference Services at Texas Tech University.....	25
Color Me Radical Ads .....	28
SWACUHO 2013 .....	29



# 2012-13 SWACUHO Executive Board

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# Greetings SWACUHO!

I hope that your opening season is slowing down and allowing you time to focus on your own development. While our main goal is to serve students we can't forget about ourselves. I would encourage all of you to use the great and many resources available to us. Being that we are spread across miles, our technology tends to be beneficial. I would encourage all of you to focus on updating your online profiles and ensuring that all of your information is up to date. You never know who is looking! Remember that while technology is great face to face connections hold immense value. In efforts to bring people together the Mid-Level Committee is planning a drive in conference for our Mid-Level professionals. Please look for more information via the SWACUHO list serve.

Have a wonderful Fall semester.

 *Katy Pelton*  
*Area Coordinator & Summer Conferences*  
*Department of Residence Life*  
*Sam Houston State University*

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## Have a Great Fall Semester!

Congratulations on making it through professional staff training, student staff training, and fall move-in! Despite the craziness of the past month, I hope you have been able to find time in the summer to be refreshed and renewed for this academic year. I was professionally refreshed due to attending my first ACUHO-I Annual Conference and Exhibition which was held in Minneapolis, MN. SWACUHO and Arkansas did a great job of representing at the conference!

Fall is very busy in the SWACUHO world, and there are several ways to enjoy some professional development. You may send a delegation to the RA Conference in San Antonio October 18 – 19, have your Chief Housing Officer attend the CHO Workshop in Arlington November 7 – 8, or even submit a program proposal by mid-October for the annual conference in February! There is also the ongoing opportunity of submitting articles for this newsletter!

Membership renewal and recruitment will be occurring shortly, and that information is sent

to the CHO at each school. Tell your CHO that you enjoy being a part of the organization and that they should renew their institution's membership so no one misses anything. One of my goals as the Arkansas State Director is to have more constant contact with all the housing professionals in Arkansas, but I can only do that through directory information provided during membership renewal. Once the membership drive is done, we'll be able to start accomplishing some of our goals from the state caucus from February.

If you attended the annual conference in Rogers this past spring and signed up for a committee, check in with your committee chair. Let them know you still want to be involved and that you are available to help. All committee chairs have a report that is due by the mid-year meeting in October, and we want to see your name on their membership list!

 *Elizabeth Eppinger*  
*Director of Housing and Residential Life*  
*University of Arkansas - Fort Smith*



# UT-Austin Welcomes New Residence Life Team Members

Aaron Voyles joined the Residence Life Team as the Area Manager for Jester Center that houses 3000 residents. Aaron served as the Coordinator for Residence Life at Appalachian State University before coming to UT-Austin and is in the midst of completing his doctorate in Education Leadership.

Courtney McElroy joined the Residence Life Team as the Area Manager for Waller Creek that houses 2200 residents. Courtney served as the Residence Life Coordinator at Florida International University and has previous residence life experience at East Carolina University and University of Mississippi before coming to UT-Austin.

Charlotte Bryan -Hall Coordinator for Brackenridge, Roberts, and Prather residence halls (Boston College).

Chelsie McFarland - Graduate Hall Coordinator for Littlefield Residence Hall (University of Miami)

Jane Marie Agnew - Community Development Graduate Assistant

Courtney McElroy - Area Manager for Waller Creek Residence Halls (Florida International University)

Denice Vazquez - Hall Coordinator for Jester Upper West Residence Hall (Occidental College)

Aaron W. Voyles - Area Manager for Jester Residence Hall (Appalachian State University)



*Hemlata Jhaveri, M.B.A., Ph.D.*  
*Director for Residence Life,*  
*Division of Housing and Food Service*  
*The University of Texas at Austin*



# OK State Welcomes New Staff Members

Oklahoma State University's Department of Housing and Residential Life is excited to welcome to campus several new staff members at all levels of responsibility.

Three additions were made at the Housing Coordinator level:

- Jamie Lloyd serves as the Leadership Development Coordinator. Jamie is from Colorado and earned her Masters at the University of Northern Colorado.
- John Moore is the Conferences Services Coordinator. John has served the OSU campus for many years as Manager of the Conoco Phillips Alumni Center. John is a graduate of the OSU Hotel and Restaurant Management program.
- Anthony Ungaro is the Student Housing Coordinator in Wentz Hall. Anthony is originally from the Chicago area and completed his graduate work at the University of Kansas.

Two Graduate Assistant Residence Directors have also been added to the Department:

- Megan Edmonds, Stout Hall Residence Director
- Sarah West, Wellness Initiatives Residence Director

Six student Assistant Residence Director positions were developed to promote staff who are interested in the housing profession as a career. These students are responsible for the day to day management of the 24 hour front desk and large Hall Governments.

- Sarah Andrews, Wentz Hall Assistant Residence Director
- Jordan Davis, Village Suites Assistant Residence Director
- Cody Garrison, Kerr Drummond Assistant Residence Director
- Patty Mitchell, Bennett Hall Assistant Residence Director
- Tim Van Ostran, North Monroe Assistant Residence Director
- Stephane Tchang, Kerr Drummond Assistant Residence Director



*Tanya Arflin Massey  
Assistant Director  
Programs and Development  
Department of Housing and  
Residential Life  
Oklahoma State University*



# Sam Houston State University Welcomes new Resident Directors

Ja'Nelle Rivers is the new Resident Director for Belvin, Elliott, Estill Halls, as well as the Hill. Ja'Nelle comes to Sam after completing her Master's Degree in Higher Education Administration and Supervision at the University of Houston while serving as the Administrative Coordinator for Shriners Hospitals for Children in Galveston and completing a graduate internship in residence life at the downtown campus of University of Houston. Ja'Nelle received her bachelors in Health Administration from Texas State University where she served as an orientation leader and held several leadership positions within her sorority, Delta Sigma Theta. Ja'Nelle can be reached at [jrivers@shsu.edu](mailto:jrivers@shsu.edu).



Demetrius "DJ" Johnson is the new Resident Director for Sam Houston Village, Jackson Shaver and Lone Star Halls, as well as Four West. Demetrius comes to Sam Houston from Lincoln University in Jefferson City, Missouri where he served as Resident Services Director. Demetrius is a 2010 graduate of Webster University in St. Louis where he served as an orientation leader and student building manager for the University Center, as well as giving his time to Big Brothers, Big Sisters of Eastern Missouri. DJ can be reached at [daj014@shsu.edu](mailto:daj014@shsu.edu).



 *Kim Baechtel*  
*Assistant Director for Student Development*  
*Department of Residence Life*  
*Sam Houston State University*

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## Parents—Lessons Learned when Emotions Run High

"I pay \$30,000 a year for my child to attend this university; I basically pay your salary."

"You need to get someone else here to discuss this issue, because I am not talking to you."

"I am going straight to the president about this issue."

How many times have we heard these lines come out of parents' and their students' mouths? How satisfying would it be to retort with tongue in cheek responses: discussing university budgets, auxiliary functions, and the hierarchy

and function of university administration? Yet, as seasoned housing professionals, we bite our tongues and let the emotion-charged monologue fall onto accommodating and respectful ears. Customer service is the buzz word that zips through our heads. Retention and matriculation rates are on the back of our minds, and the still sluggish economy reminds us that we are very fortunate to have a job.

When put into the situation of being accused of, basically, doing my job, I remind myself of a story told during my undergraduate years

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# Parents, Cont'd

working as a conference assistant. After dealing with an extremely difficult customer, a colleague was told “you are a complete idiot, you know that?” by a customer. The colleague remained calm, and with a smile, thanked the customer for the feedback, and asked how else he could be of assistance. Even though my colleague was verbally assaulted, he remained calm, did not take it personally, and did his best to deescalate the situation so he could try to assist the customer. His demeanor did help calm the customer down and the situation was able to be handled.

Let's then transition the topic to resident arrivals and that first week of the school year. Let's face it: move in week is extremely difficult for parents. They've had to take off work, haul over two car loads of their child's belongings (or more...we had a Penske truck deliver to one of our apartments and it was packed), driven however many miles to reach campus, deal with heat, humidity, cramped elevators or long stair cases... parents are going to be on edge. When you have a freshman, or a first generation college student, the situation is magnified by having to deal with the emotions of letting a child go. As a parent, you may not have the reference or know how to support your child that you are handing over to...what you view...as a college professional who doesn't know how to do his/her job.

I learned to stay calm. Thank the parent for their feedback. Ask how else you can assist. When they clamor they want to file a complaint, offer your supervisors name and contact information. 99% of the time, it is emotions that cloud conversations—not your knowledge

or people skills that are the issue. If in doubt, after you leave the situation, report what had occurred. Incident report writing tips aren't just for alcohol busts and fire alarms! Document the confrontation with your supervisor and give him/her the heads up that they may be getting a complaint from the parents of a student and this was the situation. If you followed protocol to the “T,” remained calm, didn't get angry or lose your temper, but only delivered news or made a decision that the parent just didn't agree with or like, you are doing your job! Maintaining your personal and professional integrity is more important than being liked by a parent.

To close out the article, we had a situation arise where two roommates were put in two singles. The parents came in upset, fuming, calling the space a “rat hole” and “unfit of the prestige of the university.” Different members of the housing staff explained our policies regarding room changes, the reality that it would be unlikely they would remain roommates if they wanted to move, etc. The conversation went on for close to an hour with explanation, more explanations, angry stomping. After our director explained the living accommodation for the 4th time, it clicked. “Wait, they can move the furniture around in the bedrooms?” The stomping and fuming turned into hugs and cheers, and all our director did was explain multiple times the housing accommodation.

Stand tall, stay strong, and be proud!

J.R. Chiodo-Benmuvhar serves as the Assistant Director of Residence Life at University of the Incarnate Word and has loved every minute of it!



*J.R. Chiodo-Benmuvhar*  
*Assistant Director of Residence Life*  
*University of the Incarnate Word*



# Everything is Bigger in Texas, Especially at Texas A&M

They say everything's bigger in Texas, and that has certainly been true at Texas A&M. At more than 10,000 students, the Class of 2017 is the largest in University history. The Corps of Cadets welcomed a "Fish" class of 900, putting Corps strength at 2,500+, the highest it's been since 1970. Community volunteers recently joined staff to welcome the new arrivals with characteristic Aggie spirit and hospitality during our Move-In Assistance Day. With the help of our partners at PepsiCo, who distributed water



*(Move-In Assistance Volunteers help new students & their families into the residence halls. 8/18/2013)*

to almost 10,000 people, the day went smoothly. Our residence halls are at more than 100% occupancy. A second completely renovated Corps hall reopened this fall and the third is under renovation. The master plan for the Corps Quad includes the systematic renovation of the halls and the addition of other leadership learning centers.

This fall also saw the opening of Hullabaloo Hall, the first new residence hall since 1989. The hall will be dedicated on September 20. That same day, artist Benjamin Knox will unveil artworks designed to commemorate Crocker, Moore, and McInnis Halls, which were demolished to make way for the new complex. A separate piece will recognize Legett Hall, which has been in active service for more than 100 years.

The ground level of Hullabaloo Hall features state-of-the-art community spaces, including a community learning center with an open access computer lab, game room, digital media, visual



*(Hullabaloo Hall with the ground level Northside Commons opened 8/10/2013)*

arts, and practice rooms. Oak milled from trees removed from the site has been incorporated into a bench, a mantle, a countertop, a frame and end tables. A quilt created by Aggie/Aggie Mom (and Director of Student Health Services), Dr. Martha Dannenbaum features residence hall t-shirts. The building is LEED Silver certifiable, with 84 recycling stations, water-bottle filling stations in every community, below-ground tanks to recycle HVAC condensate as landscaping water, digital thermostats/controls, and products made in the U.S.A. The Northside Commons' Rattles Convenience Store and Starbucks will open within the month. This impressive building clearly reflects the pride of Aggies who served on the architecture, project engineering and construction teams. It is already revitalizing the north side of campus, home to some 3500 Aggies. Headquarters for the Residence Hall Tour program have moved to Hullabaloo Hall, and an updated virtual tour is available at: <http://campustours.tamu.edu>

The weekend of September 20—21 will also include an All-Staff Reunion, hosted by Residence Life. On Friday, current and former staff and student leaders are invited to gather at the Benjamin Knox Gallery & Wine Depot to reconnect and enjoy live music and desserts. The Wine Bar and Chef Tai's mobile food truck will be on hand to help kick off the reunion. Then it will be off to Midnight Yell. On Saturday, September 21, Residence Life will host a tailgate/watch party at Hullabaloo Hall. [Time

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# Everything in Texas, Cont'd

TBD: from 2 hours before the game (v. SMU) thru one hour following. Game time has not been set yet.]

On September 29, the department will celebrate the more than 50-year legacy of the University Apartments community. As of June 2013, the older stock of apartments has been taken off-line, prior to demolition, to facilitate a commercial land development project. The September 29th celebration will include placement of a historical marker and commemorative plaque, as well as a video remembrance featuring students and staff, current and former. Their voices capture the impact made by our many graduate and international students, their families, and veterans during their time at Texas A&M University.

Anticipation is high this football season, our second as part of the SEC. Plans to expand on-campus housing to west campus also contribute to the air of excitement. So, at Texas A&M growth is the watchword as we enter this fall semester.

## Awards & Recognition

Congratulations to Steve Laube, Facilities and Operations Manager for Residence Life, who received an "Of the Month" Award for July in recognition of his service to our campus communities during the construction of Hullabaloo Hall and in preparation for opening our halls all across campus.

Steve was nominated as a regionally outstanding act of service to our students and staff at Texas A&M by On-Campus Aggies through the Regional Board of the Southwestern Affiliate of College & University Residence Halls (SWACURH). Additionally, the National Association of College & University Residence Halls Executive Board (NACURH) chose Steve as the National Award winner for the month of July in the Faculty and Staff Category.

We are so proud of him!

Texas A&M University (College Station)  
Department of Residence Life Staff Additions

Texas A&M is pleased to welcome the following individuals to the Department of Residence Life as full-time staff: Dorothy Kopecek, Administrative Assistant in the Central Administration Office; Luis Martinez, Facilities Coordinator in Facilities & Operations; TaShauna Porch, Office Associate in the North Area Office; and Brittany Stephenson, a Customer Service Associate in the Housing Assignments Office.

The Department's Residence Education team welcomed the following Community Directors: Brandon Carlson, back from the University of Wyoming; Sara Harrison from Texas Tech University; Ryan Jackson from Grand Valley State University; Patrick Jones from Virginia Tech University; Joshua Morris from University of Central Arkansas; and Amy Tedesco from Stephen F. Austin State University. These masters' prepared professionals live in residence halls and supervise a community of graduate hall director and resident advisor staff.

Graduate Hall Directors joining the department this academic year are: Angela Calise from Long Island University- Post; Jessica Denshaw from Texas Tech University; Blanca Flores from University of Richmond; Mary Gaski from University of Texas; Sara Watkins from University of Central Oklahoma; and Rachel Demny, Krystal Ramirez, and Sarah Spinella from Texas A&M University. These full-time students live in hall communities and share the supervision of resident advisors.



*Carol D. Binzer, Ph.D.*  
*Director of Administrative & Support Services*  
*Department of Residence Life*  
*Texas A&M University*



# Campus Living & Learning at Baylor Welcomes Their New Staff

Lisa Murphy  
Assistant Director for Resident Learning

Lisa Murphy was recently promoted to Assistant Director for Resident Learning. Lisa has extensive experience in housing most recently serving as Residence Hall Director of North Russell Hall. In her work at Baylor she has chaired the Community Leader recruitment process, participated in the Sexual Assault Advisory Board, taught leadership courses and University 1000, served as a Line Camp director, and has contributed to numerous other campus and departmental initiatives. Prior to Baylor Lisa has also worked at Wheaton College, University of St. Francis, and Malone University. Lisa earned her Bachelor of Arts from Northwestern College and her Master of Arts in Christian Formation and Ministry from Wheaton College.

David Copeland  
Assistant Director for Resident Learning

David Copeland just joined the Baylor team as the Assistant Director for Resident Learning. David's most recent position was the Co-Director of the living-learning leadership program between Camp Bighorn and Prairie College in Montana. Before that, David worked as a Resident Director at Biola University. David earned his undergrad degree from Baylor University in business administration. He earned his master's degree from Wheaton College in educational ministries with an emphasis in leadership and experiential education.

Julia Bales  
Residence Hall Director for North Russell Hall

Julia Bales returns to the field of residence life as a full-time Residence Hall Director for North Russell Hall. Julia has previously worked at Baylor University, first with GEAR UP Waco and then as an Administrative Associate for the Office of the Vice Provost. In this most current role, she coordinated the Undergraduate

Research and Scholarly Achievement (URSA) program and served as an advisor for the Baylor Undergraduate Research in Science and Technology. Her previous housing experience was as a Residence Life Coordinator for Kansas State University. Julia has earned two degrees from Baylor, Bachelor of Arts in Political Science and French and a Master of Arts in Higher Education and Student Affairs.

Kaitlyn Rothaus  
Residence Hall Director for Arbors, Fairmont and Gables

Kaitlyn Rothaus joins the team after graduating from Baylor University with a Masters of Arts in Higher Education and Student Affairs. During her time as a graduate student, she served as the Associate Community Coordinator for Graduate Student Housing and was the Apprentice for Graduate Student Life. She also coordinated the Women in the Academy Conference, which has been highly successful. Kaitlyn earned her Bachelor of Arts degree in English at Oklahoma Baptist University.

Emily First  
Assistant Residence Hall Director for Collins Hall

Emily First came to Baylor University this summer after working as a Library Coordinator at Georgia Military College. Emily's interest in Student Affairs began during her time at Taylor University, where she served as a Resident Assistant in Gerig Hall during her junior year. She graduated with a Bachelor of Arts in Psychology and a minor in Communications from Taylor University in 2010. Emily then worked in community service with Emmaus Ministries in Chicago, Illinois, to help impact lives of those in the city.

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# Staff Changes, Cont'd.

Tyler Grant  
Assistant Residence Hall Director for North  
Russell Hall

Tyler Grant is a recent graduate of Baylor University, with a Bachelor of Arts in Psychology, and a minor in Business Administration. She has taken full advantage of her student experience at Baylor serving as a Community Leader for two years and has served two summers as Conference Hall Director. Tyler is excited to remain at Baylor to continue investing in the lives of students and staff.

Drew Gehman  
Assistant Residence Hall Director for Penland  
Hall

Drew Gehman is a recent graduate of Messiah College, with a Bachelor of Arts in Communication. Drew conducted qualitative research for his senior thesis on professor and student relationships in the context of a Christian college. Drew was active in student life at Messiah, participating in organizations such as the Public Relations Student Society of America, the Choral Arts Society, the Black Student Union, and the Dean's Student Advisory Council for the School of the Humanities.

Kelsey Jaeger  
Administrative Assistant for Teal Residential  
College

Kelsey Jaeger is the new Administrative Assistant for Teal Residential College. She is most recently coming to Baylor from a camp called New Life Ranch where she has served in a variety of roles, including intern, team leader, and counselor. Kelsey graduated from Southwest Baptist University where she received a Bachelor's degree in psychology and sociology. Kelsey is excited to join the field of higher education and work with college students.

Shane Watwood  
Safety and Security Education Officer

Shane Watwood joins the SSEO team of Campus Living & Learning. He is a undergraduate from the University of Texas at Arlington with a degree in Business Management. He has also earned an MBA from Baylor University. He has a passion for customer service and desire to work with students. Shane has extensive experience working in diverse environments with a wide range of personalities.

Melissa McLevain  
Graduate Hall Director for Brooks College

Melissa is Baylor's new Higher Education and Student Affairs Graduate Hall Director. Melissa graduated from Georgetown College with a dual major in Psychology and English. She studied abroad at Kingston University in London. Her interest in student affairs was developed while interning for the director of the career counseling center. She is passionate about the transformational experience that students experience at college and hopes to develop it in her residents. She is also very interested in learning more about college retention.

Taylor Balch  
Graduate Apprentice for Academic Initiative &  
Marketing

Taylor's graduate assistantship brings her in close contact with the work of Baylor's many Faculty-in-Residence and CL&L's academic partners. Taylor graduated from TCU with a degree in Biology and minors in Psychology of Leadership and Communication Studies. She served as a resident assistant and Assistant Hall Director. Her passion for the student experience and culture of learning and connection that exists on a college campus lead her to continue her education in the Baylor Higher Education and Student Affairs program.

 *Curtis Odle*  
*Assistant Director for Facilities and Operations*  
*Campus Living & Learning*  
*Baylor University*



# The Herstory Award

This award honors the past Women Presidents of ACUHO-I and is presented to recognize an outstanding woman professional who has served the housing profession through courage, leadership, forging new paths as pioneers, honor, and commitment. This award is meant to recognize our past, celebrate our future, and encourage more women to lead our Association.

## Criteria:

1. Contributions to the advancement of women in leadership within ACUHO-I
2. Be an active member of the Association
3. Have made significant contributions to the goals of ACUHO-I
4. Demonstrated dedication to the housing profession
5. A description of how the individual has made a significant contribution to the advancements of women in leadership within ACUHO-I
6. Each nomination must be supported by two additional letters of support

## Previous Recipients:

- 2012 Ann Marie Klotz
- 2011 Andrea Trinklein
- 2010 Julie Payne-Kirchmeier
- 2009 Mary Ann Ryan
- 2008 Deb LoBiondo
- 2007 Jenna Hyatt
- 2006 Susan Austin
- 2005 Deb Boykin
- 2004 Janice Robinson
- 2003 Joanne Goldwater
- 2002 Pat Mielke
- 2001 Doris B. Collins



 *Sean P. Duggan*  
*Managing Director*  
*University Student Housing*  
*Texas Tech University*



# Bob Cook Scholarship Committee

First of all, let me say thank you again for awarding me the Bob Cooke Scholarship. It was an awesome conference and I met so many amazing professionals. I will always look back at this as a stepping stone for my professional development. You may remember in my letter, I have worked in Residential Life for many years, yet never have gotten the opportunity to attend a conference.

In my time there, I tried to absorb as much information as possible. Along with the keynote speaker address from John Medina, I tried to attend any and every workshop that applied to me.

A couple of sessions that come to mind are Multitasking in the Workplace, and Women in Housing. Women in Housing was particularly helpful because it was here that I met, networked, and connected with women who do what I do. I joined their Facebook page and remain in communication with them even today. It is our plan to come back together at the next Conference and discuss our year since we last met.

It also afforded me the tools to bring back to my staff for training and development. The trainer from Coastal Carolina comes to mind. She was an awesome trainer! She shared with me some Training and Development that I plan to implement with my Customer Service team here at the University of Houston.

Residential Life is also about building relationships. I was also able to meet and connect with people on a personal level. I believe those relationships will only grow and get stronger.

In closing, my time in Minneapolis gave me the opportunity to connect with college and University officers.

Now that I am a member of the organization, I hope to participate at the Conference in person and remotely with the professionals that I have met for many years to come.

Thanks again for the opportunity and I wish the organization, as well as the committee the best!

 *Janelle Brown*  
*Housing Manager*  
*University of Houston*

# Help! I'm supposed to teach, but don't know where to start?!

In September 2012 I accepted a position at St. Mary's University as the newest Hall Director on the Residence Life staff. One of my new responsibilities included serving as an instructor for a freshman seminar course. Although I had no prior teaching experience, I was very excited for this opportunity. With the excitement and anticipation of preparing my first course, I utilized the source that many young professionals go to for guidance today: Google. Unfortunately I found very few resources that offered the essential information I needed to guide me. Given this experience, it is my goal to deliver a one page resource that can be used by new professionals and help them prepare to confidently teach a course for the first time. – DeAna McCusky, Hall Director

## Preparation

### **Preparing a syllabus**

There are a lot of great online tools and checklists to help prepare a syllabus from scratch. During the preparation, remember to build in opportunities for flexibility. It is important to be able to easily adjust the schedule to accommodate students in a particular class.

### **Understanding the material**

Reading a textbook cover to cover can be daunting and, let's face it, unrealistic (especially when you have limited time to prepare). Choose one topic at a time and use your textbook (if assigned) as one resource, but be comfortable venturing outside of the book. Utilize the "assignments" in the book to gain understand key points of the chapter, as they often summarize the entire chapter in a useful and concise manner.

### **Becoming familiar with campus resources**

As a student affairs professional, it is critical to be able to refer students to different offices for specific needs. If possible, ask a supervisor for permission to attend student orientation with the incoming freshmen. Then, once the semester begins, keep a log of students' questions to use for future semesters.

## Execution

### **Utilizing blackboard**

It may seem easier to avoid learning to use the various functions of blackboard, however, it will save you time in the long run. Look into a training session offered by your university to learn the system so both you and your students can have a "one stop shop" for all the course needs.

### **Using (other forms of) technology**

Spend the extra time researching various ways to involve different forms of technology into course topics. Students will remain more engaged and appreciate the extra effort, distinguishing the class from their other lecture-based classes.

### **Presenting material**

Early in the semester, determine what types of learners are in your class and cater your presentation style to those who are taking the course. It will not only increase students' own personal development, but will also allow students to get the most out of the course.

*Continued on next page*



# Help! Cont'd

## Grading

### **Being fair/consistent**

Prior to assigning any grades, it is important for a course instructor to establish some sort of grading rubric. Students do not necessarily need to see each of the grading rubrics an instructor uses, but there should be a defined justification for a students' grade on any given assignment.

### **English Language Learners**

An increasing number of courses are serving international students who may or may not speak English as a first language. Course instructors may have a difficult time determining how to distinguish content understanding from challenges with English and/or grammar. Prepare an action plan for students who may struggle or be in need of remedial instruction. Build an opportunity in a grading rubric to assign grades based on a student's improvement.

## **Referring students**

Don't be afraid to delay assigning grades. Allow students to resubmit assignments based on feedback they may receive from other campus offices (writing center, tutoring, etc.) This will lessen your burden as an instructor.

Finally, don't be afraid to make mistakes and reach out to the more seasoned and successful instructors at your university for guidance. Be sure to also share your experiences with colleagues. As mother always said, "Two heads are better than one!"

ST.MARY'S UNIVERSITY *DeAna McCusky*



*Treadaway Hall Director  
St. Mary's University*



# 2013 ACUHO-I James C. Grimm NHIT

After being selected to attend the 2013 ACUHO-I James C. Grimm National Housing Training Institute (NHTI) at the University of Georgia, I began to feel mixed emotions of the experience to come. I had always heard wonderful stories from my Director, Eric Booth, about his experience and how it would be the best institute I could attend to further my career in housing.



Prior to arriving to NHTI, I began to wonder what my experience would be like and how attending would further develop my professional career. The day finally arrived when I was ready to fly to Athens, Georgia. As soon as I landed, I was welcomed by staff members from the University of Georgia who truly made my entire experience an unforgettable one. I moved into a four bedroom apartment in McWhorter Hall at East Campus Village where we were assigned with our clusters. Each group consisted of three housing participants and a faculty member. The first evening I had the opportunity to meet my “cluster mates” who worked at various universities across the United States. Throughout the duration of the institute, I learned more about them as well as the other participants and faculty members.

The institute’s five day schedule consisted of components from the ACUHO-I competency model for housing professionals. Each day we were taught about different components which gave us an opportunity to know our areas

of strengths and weaknesses. The sessions presented by our amazing faculty members truly gave us the opportunity to learn and become more knowledgeable in the field of housing. The key components presented were budgeting, supervision, community building, planning and crisis management which helped to further develop my skills in these areas. In addition, I was given the opportunity to determine areas of weaknesses that I needed to work on upon returning to my campus.

My experience at NHTI was truly unforgettable and one that I would recommend for every housing professional to attend during their career. I am grateful for the mentor I was assigned to, Kenneth Posner, who made a positive impact on my entire experience. The memories and networking opportunities will never be forgotten as I continue in my professional career. I am thankful for SWACHO and their scholarship which gave me the opportunity to represent our region! It was an honor and a privilege to be selected and be part of the NHTI legacy.



  
*Rebecca De Leon*  
*Assistant Director of Residence Life*  
*University of Texas, Pan-American*



# Be Active!

Be active. Not just physically, mentally, or emotionally, but be active with your professional development – this is a philosophy I've truly learned throughout my graduate assistantship and first full-time job search. I'd like to say that it was in my first year of graduate school where I realized that my professional development was in my own hands, but in reality I think this was a lesson I learned as a second year student staff member. As a second year RA I realized that Residence Life had the potential to be a great way to get through graduate school and was something that I truly enjoyed. So – why not combine something I enjoyed with another degree – but how to get that “sweet” assistantship...

be  
active.

My mentor and I quickly identified some things I could do to make myself more marketable, but more importantly give me the

experiences I was looking to build upon. So I set forth and decided on planning a large-scale program and getting involved with Up 'till Dawn with Greek Life. Eventually, I got that assistantship, moved-in, and started a new job. Then the panic set in – what was I going to do was the question that paralyzed my mind. What was I going to do in this new role to make an impact, to change the students I worked with, change the department, and change myself – what was I going to learn?

Most recently, going through the #sapro job search has inspired me to reflect on what I consider professional development to be. As I reflected I came up with, yes I know, I know another acronym for the field of acronyms, but here is my professional development philosophy and all you have to do is be ACTIVE.

Authentic: Yes, I am joining in on the beating of the authenticity drum – why? Because it truthfully makes a difference and should be the first step in figuring out what someone

wants professional development-wise. Being authentic in this sense, at the core, means being truthful with yourself about your skills, desired skills and experiences, and what makes you nervous. Being authentic with yourself is the first step in being able to share your professional development goals with others – so my unsolicited tip #1 is to spend some time figuring out what you want and need, and the difference between the two.

Create: “The opposite of war/ Isn't peace/ It's creation” – RENT. The next step is a process of creation. This part of the philosophy embodies the notion that professional development is up to you. As a young professional I have learned the value of creating a plan and serving an active role in creating opportunities for myself. I've learned there is no reason to be at “war” with professional development, but instead create it. There are tons of opportunities out there – and many come at the price of your time, passion, and dedication instead of having you empty your wallet of precious cents and dollars. Unsolicited tip #2: Focus on how you can create the opportunities you are looking for and figure out who needs to be included in this creation process.

Teach: Teaching others are opportunities to not only show your peers and colleagues your mad skills, but it also allows you to work on those presentation skills. In graduate school the biggest lessons I learned was that it is ALWAYS easier to present on something I am passionate about. When you pick that topic you love – it's as if you didn't spend hour after hour reading articles by people you assume there are statues dedicated to (when in reality they are retiring from Miami University of Ohio this year as you learned at NASPA - this shout out is for Baxter Magolda!), but have just always known the material. It's as if the material has always been part of the fabric of who you are. Unsolicited tip #3: Present. Write proposals to present. Present. Then write more proposals to present. Pick topics you love and it will be easier. Lastly, take the feedback and work on it.

*Continued on next page*



# Be Active, Cont'd

Individualization: Now that you have taken the time to be authentic, create a plan, and teach others – now make sure you are taking an individualized approach. Sometimes it is difficult because all your colleagues are going to a certain conference or you believe after a certain number of years you should be at a certain level or place. It is important to remember that it really is about YOU. Take the time to make sure you are exploring what you want and need to do and not because everyone else is going to that conference or you are at a certain year in a job – do it because you have a desire to expand that area of expertise.

Variety: Mix, spice, stir, or however you want to add variety – just do it. If I had never volunteered to serve on a recruitment team, work as a conduct officer, or start a task force/committee I would have missed out on three substantial professional experiences. These three experiences were consistently brought up in my interviews and I was so excited to share them with all these potential employers. Professional development is not about creating resume fodder, but about gaining meaningful experiences that help you discover areas of passion, interest, or even expertise. Unsolicited tip #4: Don't be afraid to step outside your

comfort zone. If you know the exact career path you want to take – fine – but if you don't adding variety will let you explore and develop more skill sets.

Engage: Involvement vs. engagement was a recent #SAchat conversation topic and I notice a lot of people advocating and encouraging people to transcend involvement within organizations by entering into engagement. This year I had an opportunity to work with NASPA during the annual conference as a graduate intern. This opportunity highlighted why I enjoy being engaged with an organization in that capacity. Unsolicited tip #5: Get engaged with an organization. Define engagement in your own capacity and become excellent at that.

Your professional development is up to you! I'd like to thank my experience within University Student Housing at Texas Tech University for teaching me this invaluable lesson.

\*\*Originally posted on The Student Affairs Collaborative on June 10, 2013 \*\*



Valparaiso  
University

*Ryan Bye*  
*Residence Life Coordinator*  
*Valparaiso University*



# Old School is the New School

For the past year we have witnessed a trend where our staffs have successfully reached residents through employing childhood memories and references for programming and community development. This fall, the University of Texas at Austin Residence Life began the year kickin' it old school.

For Resident Assistant training, we used the throw-back theme Nickelodeon. Using shows and memories from the 90's, the training team crafted a series of themed sessions and events that were both informative and fun! We used Legends of the Hidden Temple to refresh RAs about spaces on campus, University history, and campus traditions—complete with teambuilding challenges and our very own sliming at



the end of the day for the winning team's Area Manager Justin Jaskowiak!

As we prepared for opening our halls to the newest Longhorns, many of our residence halls planned welcome week programs to engage our students from the start—providing opportunities to create a home here at UT. Campus-wide, we planned a week filled with nostalgia, and our students came out by the hundreds. Some buildings had activities including creating hand-written letters to send to family and friends, making face-to-face connections using speed friending, coloring, eating s'mores and crafting friendship bracelets, having a water balloon fight, and of course watching N\*SYNC reunite on stage for 110 seconds



at the VMAs! Other buildings used this as an opportunity to create community, using a club-based model where hundreds of students signed-up to join special interest clubs such as crafting, music, and cooking. NRHH and URHA also hosted over 150 students at their "Like a Kid" social during UT-Austin's Annual Leadership Week for on-campus student leaders—playing board games and serving childhood favorites like PB&J and Mac & Cheese.



Our field supports learning outcomes, assessment, and education—training and practice based in theory. This fall, we open our halls with a learning outcome of building relationships. We strive to provide opportunities for residents to make meaningful connections with those around them on-campus and in the residence halls. Moving forward, "old school" can be part of the new school—the here and now on our campus.



Some of our old school programs coming-up this fall:

Giant Jenga

Nostalgic food (fish sticks, chicken nuggets, mac and cheese, grilled cheese, good old-fashioned ice cream socials)

Riddles, seek and finds, and game nights

Rock, Paper, Scissors Tournaments



Stacey Bennett and Joi Torres  
University of Texas at Austin



# As We Open, a Reminder on Control

As individuals, we are often willing to surrender control to some entity, be it faith, a partner, or a greater cause. I have had the great fortune of knowing some amazing individuals in recovery who cite the serenity prayer: “Give me grace to accept with serenity the things that cannot be changed / courage to change the things which should be changed / and the wisdom to distinguish the one from the other.” There’s a lot of potential for leadership in that creed, and yet, it can so easily get lost in our daily work.

The school year brings monumental challenges, and challenge drives us to want to control. But I ask us to remember what scholars like Margaret Wheatley have taught us, which is that to manage is to attempt to predict and control; to lead is to realize that this is not possible. When we try to predict where our year will go, we not only fail students, we fail ourselves. Remembering that students are our foundation, our role is to ignore the voices that say, “We know better,” though often we may. Instead we must release ourselves to new possibilities for what this year can accomplish.

Ira Shor reminds us that even when we say we want a critical pedagogy of student engagement, we often dominate participants through our environments, non-verbal communications, and subconscious action. Despite the fact that I am telling you now that we need to release control, I will norm back toward control without realizing it. And control is not leadership. Leadership is admitting that we do not know where to go, that we do not have all the solutions, and that we need help to accomplish the problems our students, and yes we too, now face.

But how do we challenge this system, our own assumptions? We must recognize some things cannot be controlled or changed, and we must accept those with grace. But the courage to change them, that will require us to seek out change models for our organization differently than what we would normally do. Explore new methods of communication that embody David Bohm’s notion that we must hold our assumptions more lightly rather than have our assumptions hold us.

There are numerous dialogue methods available to facilitate change, but they all come with a cost – time. One method, Open Space Technology, is a form of communication that removes standard committee structures and outcomes. How often in our daily work have we said, “Let’s have a discussion with no tangible, immediate outcomes?” and had it go over well? But I ask you to consider, are we managing or leading on these issues? Is a committee enough to solve the problem? At The University of Texas at Austin, we are fond of saying, “What starts here changes the world.” As we open, let us remember that control is often not conducive to change. Let us have the wisdom to understand when we need to control and when we need to release ourselves to our higher power, the students. Then we will be leaders.



*Aaron W. Voyles*  
*Area Manager*  
*University of Texas at Austin*



# STARS College

STARS College was an opportunity like nothing I have ever experienced. I am currently a communication major with an emphasis in radio and television broadcasting. But after becoming a Resident Assistant in the summer of 2011, my future goals and aspirations changed. I decided a year later that I want to pursue a career in resident life and student housing. I sat down and talked briefly with my mentor and Director of Student Housing, Charlie Parker, about how I can make Reslife a career choice. After that meeting I had not given much more thought to the idea of working in higher education, until the spring of 2013 when my mentor approached me with an application to STARS College. We discussed what it was and what I could expect. But what I received was far more valuable than either one of us could have imagined.

At first it was an honor just to be one of the 55 attendees to the event. STARS College was held in Minneapolis, MN at the University of Minnesota: Twin Cities. It was the weekend that kicked off the ACHUO-I annual conference and expo. My experience from the very beginning was positive and reassured me as to the decision I had made. Mary Janz, the coordinator for STARS was amazing. She was prompt to responding to my many emails about what to bring and answered every question I had. She had emailed a list of everything we should bring to the event, and what to expect. It made packing and mentally preparing for the trip even easier. When I arrived at the airport in Minnesota, I made my way to my shuttle. Right away I began meeting people who were also STARS. We got to our rooms and spent the evening exploring the campus and meeting other STARS who arrived early. We also had

dinner together at a local dinner. This was one of my favorite parts about STARS college, getting to meet students from other schools. I learned that although my school, Cameron University is very small compared to most of the other schools that were being represented, I still had so much opportunity.

My mentor at STARS was Tarome Alford who is the Director of Housing and Resident Life at Springfield College. Without Tarome I would not have been as inspired as I was. The three days we spent together as a cluster group was fast but educational. I learned so much that I was able to bring back to my campus. I learned not only things to do for my school, but ways to better myself and pursue my career in Student Affairs. We covered many, many topics in the short amount of time we were there. We discussed transitioning into our futures, graduate programs, OPE- the Osh-Kosh Placement Exchange, career opportunities, but one of my favorite topics that we covered was future issues in the profession. We discussed what kind of problems residents faced in the past compared to now and what they will face in the future. The final evening we attended the opening reception for the ACUHO-I Conference and Expo. It was incredible to meet so many directors and companies who are associated with higher education.

The graduation part of STARS was a bitter sweet time. We learned how to move forward in Student Affairs and bonded as a group and became a family. I am excited to move forward and take what I have learned as a STARS College graduate and begin my life after STARS.



*Mikaela Emmells-Greene*  
*Resident Assistant*  
*Cameron University*



# ACUHO-I Interns

The ACUHO-I internship program provides graduate students with the opportunity to gain experience at a different university. Interns may enter a familiar role to see how the new institution carries out a familiar function, or interns may step into an entirely new role and see how this functional area operates on campus. This article concerns the internship experiences of Davona Mason and Ben Chamness. These students served as ACUHO-I interns for Texas Tech University Student Housing this summer in the departments of Marketing and Information Technology, respectively. Here, they share reflections on their experiences as interns.

As an intern in Marketing with University Student Housing, I find that my skills, interest, and education have been properly nurtured. In my role, I have been given the opportunity to learn the Texas Tech brand and use my marketing skills to assist with the production of materials that support the brand. Additionally I have been trusted with managing projects and seeing them through to completion. I am most appreciative of the supportive team around me that encouraged my interest and exploration. I am very satisfied with the type of projects I was given as well as the autonomy to complete them and present to the rest of the team. I worked on data collection for updated Housing Uniforms, as well as interacting with various vendors to assist my supervisor in making the best purchasing decisions. The marketing office allowed me to interact with the Welcome Center



staff, Facilities, and Residence Life. In my work with these different sections under the housing umbrella, I was able to get a small glimpse of how these areas serve the students and families of Tech.

 *Davona Mason*  
University Student Housing Marketing  
Texas Tech University

As an intern for Information Technology with University Student Housing, I was able to learn more about what goes on behind the scenes in a housing operation. I discovered the role IT can play in assisting various functions of a housing department in providing solutions to problems or creating reports to track the progress or effectiveness of various initiatives. In working with our web designers, I learned the importance of making websites that are easy to navigate and accessible for all users. In addition, I assisted in creating usability tests for University Student Housing's process of signing a contract and selecting a room. This will help determine any problems that lie within the process as well as provide information on the extent to which students are able to navigate the process without getting lost, making errors, or having other troubles. It has certainly been a learning experience for me to see how IT staff can contribute to the successful operation of a housing department or any functional area of student affairs.



 *Ben Chamness*  
University Student Housing IT  
Texas Tech University



# Residential Facilities Internship at Texas Tech University

This summer I worked as an ACUHO-I intern at Texas Tech University in residential facilities. It was an amazing experience that will help me as I pursue my passion: being a sustainability coordinator in higher education. While my current position at the University of Kansas has allowed me to work as a student educator, my internship experience this summer helped me see how budget decisions are made and how campus facilities are maintained.

A critical part of my summer internship was shadowing different departments in residential facilities. The experience allowed me to learn how to pin and change out a lock from the locksmiths, work with the custodial staff to prepare a building for summer orientation sessions, and to see the work that the carpentry and interior design departments put into renovating some of the older buildings. These experiences helped me have a better understanding of how facilities are managed and gave me an opportunity to learn from experts in the different trades.

Over the summer, the department budgeted \$6,000,000 to renovate the Hulen/Clement Complex. Built in 1963, the complex had a dated look and was in need of renovation. The department hired outside contractors to remodel the bathrooms, install energy efficient windows, and to lay new flooring in student rooms. I was impressed by the incredible renovation work done to the student rooms by residential facilities staff. Our staff members re-upholstered the bolsters on the built-in beds from a pale gold to black, built and installed new vanities and sinks to replace the old bulky porcelain sinks in the rooms, stained the built-in wood furniture and repainted the rooms and hallways, and installed new electrical outlets with USB plugs. All of these upgrades were affordable and made the rooms a place that students will be excited to call home.

University Student Housing is leading sustainability initiatives at Texas Tech University. The internship allowed me to analyze what the departments current practices were and to make recommendations. One recommendation was to switch all shower heads to ones with a 1.5GPM flow. This change would pay for itself in 60 days, while saving the department \$54,000 annually in water costs and reducing water consumption by 8,000,000 gallons.

My ACUHO-I internship at Texas Tech University allowed me to experience things in higher education that I had never thought about. It allowed me to work alongside custodians and maintenance mechanics, to see how projects are budgeted, and to work on cost saving sustainability initiatives. The position renewed my appreciation for all of the staff members that work in residence life and taught me that we all care about the same thing: the student's experience in our facilities.



 *Eric Beeler*  
*ACUHO-I Intern*  
*Texas Tech University*



# Welcome Center ACUHO-I Intern

The Welcome Center at Texas Tech is the operational arm of University Student Housing, dealing primarily with contracts, assignments, and customer relations. The role of the Welcome Center in University Student Housing was described to me as the relationship between church and state. The Welcome Center is the state: we enforce the rules and remind students of their obligations. University Student Housing, particularly Residence Life, is the church: they administer directly to students and counsel them through all that they will experience while living on campus. If given these two choices I would gladly consider myself a preacher rather than a congressman.

I work in Fraternity and Sorority Life, a highly relational field that is deeply rooted in values and regard for the fraternal experience. I'm a preacher for fraternities and sororities. I know what I believe, how my profession works, and my students. After joining the staff at the Welcome Center, thinking of myself as logistical, legal minded, customer service oriented professional threw me for a loop.

Working in the Welcome Center challenged me. I had to learn to think in almost entirely different ways. I was suddenly sitting in meetings about the logistics of overflow housing, the Disney customer service model, and the minutest details of fall move in. I felt out of place. I struggled with these new experiences and mindset until one day it clicked. I think it

started to click because I started to ignore that nagging feeling that told me that I just wasn't going to be good at this. I began to find ways to bring my best self into the work that I do. I may struggle with reading floor plans or facilities walk-throughs but give me a frustrated parent at orientation and I am right at home. I focused on my strengths instead of my weaknesses and all of the sudden I didn't feel quite so out of place anymore.

I was extremely blessed to be a part of the Social Justice Education Committee while at Texas Tech. As a queer feminist from Michigan I had certain stereotypes of what it would be like to work and live in Texas. I found a community amongst members of the Social Justice Education Committee and was able to find work that encouraged and fulfilled me outside of my role in the Welcome Center.

As a graduate student, if you have the opportunity to have an experience outside of your field I highly recommend that you take it. It's a leap of faith but at the worst you've ruled out something that you never really thought you would do anyways and at best you've opened doors to yourself. I don't think I'll ever find myself in a career as a statesman; I have a better idea of who I am, where my talents are, and what I believe in.

 *Katherine Wehby*  
*University Student Housing*  
*Welcome Center*  
*Texas Tech University*



# Summer 2013 ACUHO-I Internship Experience: Conference Services at Texas Tech University

In the 2013 summer, University Student Housing at Texas Tech University offered three graduate students from across the country the opportunity to join them in Lubbock, Texas as Conference Services interns. These interns were able to assist the Residence Life Professional staff in various ways through participation in hosting conference guests, managing Red Raider Orientation for parents and students, creating a drive-in workshop for SWACUHO region interns, and serving on various departmental committees.

These interns, as well as others, were immersed in the Texas Tech and Lubbock, Texas culture, living on campus in the Carpenter-Wells Residence Hall. This allowed for a truthful depiction of what it is like to work in Residence Life. The internship was intended to broaden understanding of what is needed to be a successful and effective University Student Housing and Residence Life department, with special emphasis on summer conference services. In this way, the interns believe that Texas Tech has provided a rich and meaningful experience. Through observation and experience, the interns gained deep understanding and appreciation for the various responsibilities of those working within Residence Life and Housing professionally. It is obvious that Texas Tech is committed to working diligently to make their programs as effective and enjoyable as possible for all their external and internal partners, clients and staff. This means that there is collaboration between departments, divisions, and offices through weekly stakeholder meetings, pro-staff and area meetings, departmental committees, and task forces in which interns contributed.

Conference Services plays an important role in the workings of Texas Tech University, University Student Housing. Interns came to understand the unique function that conferences play financially and physically in the timeline of Housing and Residence Life programs, falling primarily in the summer when few students are on campus. Working with conferences, Red Raider Orientation, and summer project committees allowed for immense personal and professional development among the interns, including networking skills and relationships.

The three interns played specific roles in three different “areas” of the campus under the Conference Services umbrella. Rene Galindo from San Diego State University (CA) worked as Summer Conference Intern with summer school students in Murray-Carpenter-Wells Residence Community. Jasmine Padin from Grand Valley State University (MI) served in the Black Area with primarily athletic camps and conferences. Finally, Kaley Lindquist of Azusa Pacific University (CA) assisted with Red Area working primarily with Red Raider Orientation and Texas Tech Band and Orchestra Camp. Though each had unique individual experiences which will be discussed, this text is primarily meant to serve as a comprehensive and collaborative summary of the Summer 2013 internship experience.

The ACUHO-I application and interview process began in January 2013. Texas Tech interviews were completed over the phone and consisted of two representatives from Tech asking various questions about experience, personality, and preference. These conversations lasted approximately 30 minutes and were uniquely enjoyable. The interviewers were lively and personable. It was this factor that made



*Continued on next page*

# ACUHO-I Internship, Cont'd

Tech such an attractive option for a summer assistantship. It was clear that this was to be a unique experience in relation to the other ACUHO-I placements at other institutions. There was a real commitment to community and collaboration. The intern experience was represented to be one that was a facet to the growth and progress of the university, especially within Residence Life, University Student Housing, and Conference Services. There was a design to the program that allowed interns to be treated as professional staff, but also room for growth and development. Professionals come alongside interns to guide and shape their experience. The implementation of R.U.S.H (Reflections on University Student Housing), a weekly meeting for all ten Tech interns, allowed for interns to share, connect, and safely process what was going on in their daily work. This regularly scheduled time was an important aspect of the intern experience that became invaluable to the enjoyment and development of the interns personally and collectively.

Another aspect of the Texas Tech internship that made it so attractive during the interviewing process was that Tech is obviously dedicated to the interns' professional development. It was reflected by the interviewers that there was commitment to introducing interns to experience with a variety of professionals within the Texas Tech campus community. This provided insight and information about the workings of the university. These connections were important to the interns and allowed for a wide variety of opportunities (professional and experiential).

After offers were put out and interns accepted their positions with Texas Tech it was clear that although there was excitement for their arrival, there was a large amount of turn over within the department. This is one aspect of the internship process where there was a lack of communication. Questions about arrival and departure dates, travel, and role expectations were often left unanswered or were funneled through various and numerous people. From February through mid-May there was little clarity about what was coming and what was

expected of interns as they arrived. There was a lack of information to help prepare for what was ahead. Although there was mention of an intern hosted conference and an article to be written during the interns stay, there was no direction or guidelines as to when or how these things were to be completed. However, with the help of Texas Tech professionals assigned as Tech guides, interns had at least one person to connect with and help transition into the culture of TTU. Guns Up!

Texas Tech University is rich with tradition, excitement, and passion of the educational experience. The University Student Housing professional staff is enthusiastic, driven, and invested in their students and the work they are doing. This fact, the passion and excellence of the staff, stands as the defining factor of the quality of the internship experience. We were all welcomed into a family of friendly, professional, joyful professionals eager to include us in their team. This is not only the Residence Life staff, but the Central Staff as well. The relational philosophy was reflected to interns in various ways. The presence and guidance of Tech Guides served to help integrate us into the Tech culture and Lubbock community. The encouragement for interns to be present at staff meetings and stakeholder gatherings proved that they were thought to be valuable and their personal and professional development important. There was much effort put in by Central Staff to enrich our experience through intern meetings such as Tuesday Reflections on University Student Housing and Thursday professional development meetings with various Tech professionals.

Conference Services interns were highly pleased with their experience at Texas Tech University in Summer 2013. Though they shared many experiences and expectations, each intern was assigned a unique area and thus had individual views of their job.

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# ACUHO-I Internship, Cont'd

Black Area, Jasmine Padin

My experience here at Texas Tech with Conference Services has been a phenomenal and life changing experience. Being able to be hands on with multiple projects and camps has allowed me to enhance my skills within this profession. Building relationships with different departments is a great opportunity to network and educate yourself. Tech has provided me with autonomy and the ability to think on my feet pertaining to the unexpected. When dealing with a variety of camps, such as volleyball, soccer, choir, etc., I am given the opportunity to be the camp lead and facilitate the process from beginning to end. The experience here is very much hands on and straight forward which allows me to grow as a professional.

Red Area, Kaley Lindquist

My short time at Texas Tech University has been invaluable to my professional development. I have renewed my passion for higher education and working with college students. I have been given the opportunity to broaden my scope of experience and expand my comfort zone. The people in this department value the educational experience and the development of students above all other things. Although it was clear that the department was in transition with the departure and arrival of new professional staff members, I feel that I was valued and cared for in my transition to Tech. I appreciated the care and attention of the staff, their trust in my

abilities and strengths, the emphasis on our growth, and the guidance of my supervisors. Given the opportunity, I would love to come back to Texas Tech full time in the future. I think that the opportunities here are deeply valuable and the people at this institution are unlike any other.

Summer Conferences, Rene Galindo

Texas Tech University provided me with vast opportunities for professional and personal development. My internship with the Summer Conferences department at Texas Tech University served as my first exposure to residential life, as I had not had any previous experience in this area of student affairs. My supervisor, having the knowledge of my minimal experience in housing, provided me with the opportunities to become competent in performing the essential functions in residential life. She also gave me the liberty of exploring other areas of my interest with other departments in Texas Tech University. Due my passionate interest in serving first-time generation, low-income, minority students I was connected and became involved with first year experience programs, the cross-cultural department, and Red Raider orientation. All members of the professional staff were more than willing to provide guidance throughout my time at Texas Tech University. With the support of my supervisor, Texas Tech guide, and professional staff, I was able to become more confident in my abilities and with the upcoming job search.



  
*Rene Galindo*  
*San Diego State University*

  
*Kaley Lindquist*  
*Azusa Pacific University*

  
*Jasmine Padin*  
*Grand Valley State University*



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