

THE NAVIGATOR

Northeast Association of College and University Housing Officers

SUMMER 2021 EDITION



EVALUATING POST-COVID

what can be done differently?

JOINT CONFERENCE UPDATES

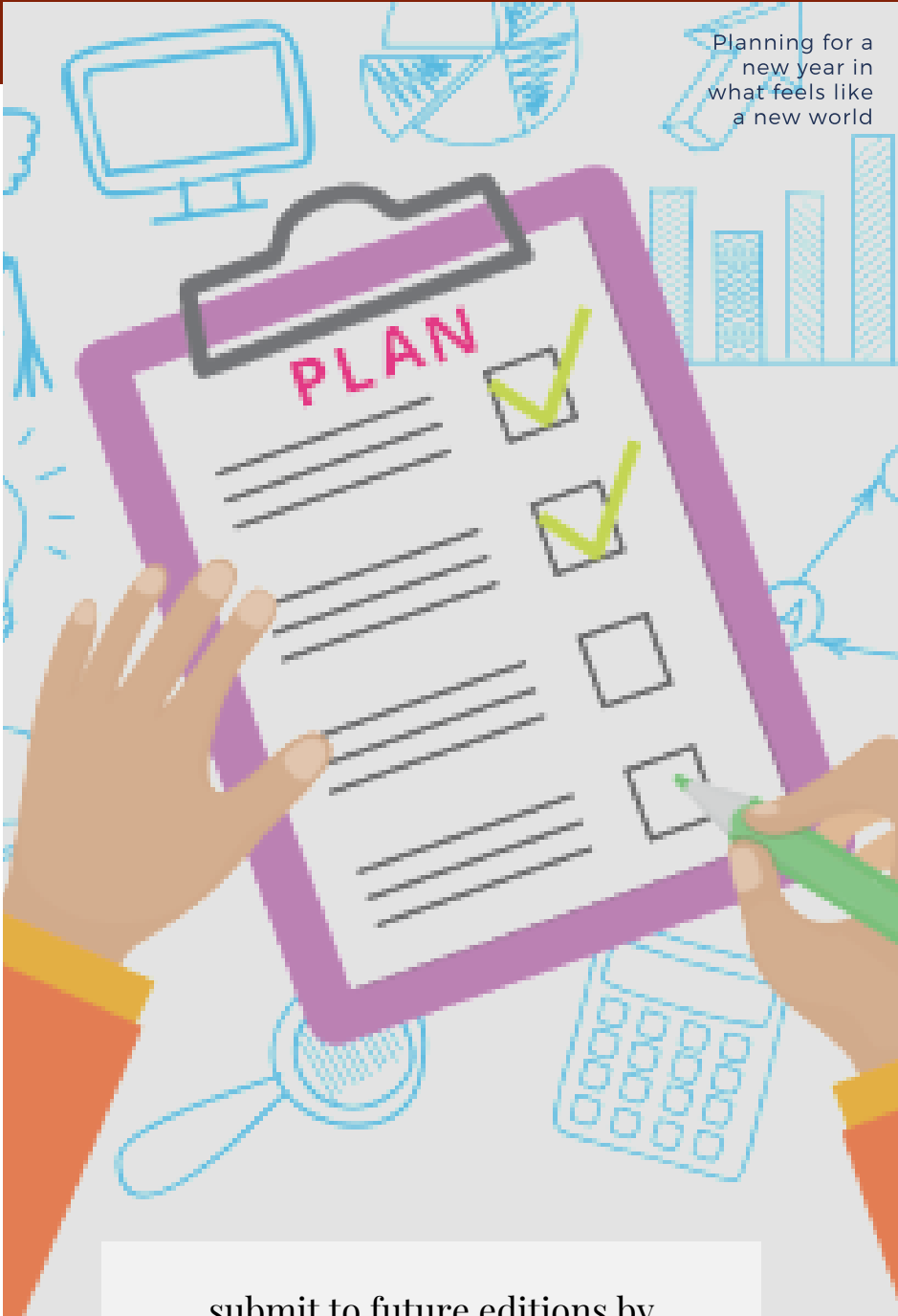
What You Need to Know About the 2021 Joint Annual

STRATEGY IN INTENTIONAL CONVERSATIONS

Making Sure we know the impact of our interactions

COVER PHOTO: HARTWICK COLLEGE

INSIDE THIS EDITION



Planning for a
new year in
what feels like
a new world

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NEACUHO

Northeast Association of College and University Housing Officers

“You don’t have to hold a position in order to be a leader.” – Henry Ford

Visit

[HTTPS://WWW.NEACUHO.ORG/PAGE-18146](https://www.neacuho.org/page-18146)

to join a committee today

WELCOME

A LETTER FROM YOUR MEDIA & PUBLICATIONS CHAIR



Hello, everyone!

It is officially August, and in the world of residence life and housing, we all know what that means: trainings, assignments, move-in logistics, oh my. However, the energy surrounding this year's start to the academic year feels just a little different, doesn't it? I know that I am excited to feel the energy of a "normal" move-in after not having it for two full years. But there's also the anxiety of the new COVID-19 variants, spikes in cases, differences in vaccine requirements, and the thought in the back of our heads if "what if" and the contingency plans that are being made behind many closed doors.

Well that was dark, wasn't it? I say that to recognize that our profession has always done a great job of recognizing every possibility and every outcome with every situation that comes to us. I think after this life-changing pandemic, we can now look at how "things have always been done" to address some of the stress points we left alone because they were status quo.

Many people look to January 1st to start new traditions, systems, habits, etc. But anyone in the academic world can agree that when the school year starts, I feel like a new person; tired, but new. Let's prepare ourselves for the upcoming unknown and recognize the strength in starting fresh. Recognizing that different can be necessary and beneficial.

Let's continue to look out for one another, take advantage of quick chats, video calls (in moderation), and maybe even snail mail to keep us connected as we start the year. We have two months until we are FINALLY reunited in person and I don't know about you, but I'm excited to be surrounded by people who have gracefully survived the most trying time in higher education and I couldn't be more proud to serve alongside every one of you.

Take a breather and read some of the updates to follow, check out our new website, and don't forget to take that nap and please don't skip your meals during training season!

All my best,
Danielle Remigio (She|Her)
Media & Publications Committee Chairperson

FROM THE PRESIDENT MATT FOSTER

Hello NEACUHO!

Most, if not all of us, are actively preparing our residence halls and campuses for students to return in just about a month with some starting trainings earlier. We are working to transition signage back to pre-covid times, re-assess policies and procedures, create new plans to implement even more strategies, and most are likely being tasked with new initiatives to embark on this upcoming year to support our students, specifically the Class of 2024 with their first in person experience in the second year of their college career. While we all have loads of work ahead, I hope many of you are taking the much needed and very deserved break to recharge, get energized, and implement self-care before the rush of the 21-22 academic year begins.



I hope that as the year begins our new professionals find opportunities to engage with their students in a new way, our mid-level professionals can engage with and support one another through the growth and development in their work, and for our SHO/Senior level professionals to find time to take for themselves as they have been leading our departments through a very difficult time. While many say the year ahead may be the hardest yet in our professional careers in higher education, it is also a time for us to think about investing in ourselves and our staff members through professional development. I hope many of you will join me in October for the Annual NEACUHO Conference which will be a joint venture this year with MACUHO from October 12-15 at the Kalahari Resort in Poconos, PA. Please check out the website for more information about registration cost and hotel prices.

Some other updates from NEACUHO:

- On June 30 we launched a brand new website, www.neacuho.org, that we are hoping provides a better user experience and provides more information and transparency for the organization.
- We have a few more events coming up prior to the Annual Conference.

Wishing you all health and happiness during this time.

Matt
NEACUHO President

SLATE OF EVENTS

PAST EVENTS

- Thursday, August 05, 2021 NEACUHO Meet and Mingle
- Wednesday, July 14, 2021 EDI Circle: Vaccinations
- Wednesday, July 07, 2021 EDI Circle: Trans*
- Friday, March 12, 2021 Equity, Diversity, and Inclusion Retreat

UPCOMING EVENTS

- Thursday, September 09, 2021 September Networking Social
 - <https://www.neacuho.org/event-4347491/Registration>



INNOVATING TOGETHER

JOINT ANNUAL CONFERENCE
OCTOBER 11-15, 2021



JOINT ANNUAL CONFERENCE

OPEN OFFICE HOURS!

Please stop by, say hello, ask any questions you may have, and bring your voice to the conference. We would love to hear from you and are looking forward to Innovating Together this October!

Open office hours will be held at 10:00am Eastern on via [Zoom](#) - [click here to join](#):

- June 23, 2021
- July 14, 2021
- August 11, 2021
- September 1, 2021
- September 22, 2021

TOMMY TRESSLER-Gelok NEACUHO	JACKIE CETERA MACUHO
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More information can be found on the NEACUHO website at <https://www.neacuho.org/events>

NEACUHO ANNUAL AWARD NOMINATIONS

DAVID GRIMES, PAST-PRESIDENT

Greetings NEACUHO!

On behalf of the Awards Committee, I am pleased to share that our Awards process is still open for 2021! Below are the links to both the awards description and awards nominations form.

All submissions are due by 5:00 pm on Friday, August 13th.

Award recipients will be recognized at the Joint NEACUHO and MACUHO Conference in October at the Kalahari Resort. Over the next few months, we hope that you will take some time to review the awards descriptions and submit a nomination acknowledging a colleague in our region!

Link: [NEACUHO Awards Descriptions](#)

Link: [NEACUHO Award Nomination Form](#)

*You can also access the nominations form on the Awards tab on our brand new NEACUHO website!

SERVICE/ACHIEVEMENT AWARDS:

- Charles "Chuck" Lamb Lifetime Service Award
- Dr. Chester R. Titus Distinguished Service Award
- Diversity Award
- Elizabeth Sinkiewicz Reid New Professional Award
- Outstanding Graduate Student Award
- Outstanding Committee Member Award
- Outstanding Mid-Level Professional Award
- Outstanding Professional of Color Award
- Outstanding Service Award
- Navigator Article of the Year Award
- Women's Issues Outstanding Achievement Award

REIMBURSEMENT AWARDS:

- **James Casey "New Professional" Award** Please note, in order to be eligible for this award, the recipient must have submitted a program proposal to present at the Joint Conference.

***Please Note:** The nominations process for the Professional Development and Rising Star Awards that are previously given out at this time will be postponed until September and awarded in January to recipients to be able to register for the 2022 ACUHO-I Annual Conference and Exposition during the Early Bird registration period.



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THE JOINT ANNUAL CONFERENCE

We are getting ready for a phenomenal October!



QUICK NOTES

- ☒ **REGISTRATION OPEN**
 - EARLY BIRD RATE IS \$300 AND IS AVAILABLE UNTIL JULY 30TH.
- ☒ **HOTEL BLOCK**
 - NOW NOTHING DUE AT THE TIME OF BOOKING, SO YOU CAN RESERVE TODAY!
- ☒ **PROGRAM PROPOSALS**
 - EXTENSION UNTIL JULY 30TH. BE SURE TO SUBMIT YOUR AMAZING IDEAS!
- ☒ **OPEN OFFICE HOURS**
 - ASK ANY QUESTIONS YOU MAY HAVE AND BRING YOUR VOICE TO THE CONFERENCE.

There are a whole bunch of things to get excited about.

Kalahari Resort Hotel

The total Hotel Rate including Taxes: \$162.41 per night! There are 2-5 bedroom suites for a multitude of rooming options.

Resort fee is waived and you get up to 4 water park passes with each room booked through the conference hotel block.

Participant Information Form

This is a new initiative to make attending this conference a little easier for you all. After you register for the annual conference, this form will allow the conference team to collect additional networking information. Some questions will be:

- Would you like to be matched with another attendee(s) to be your roommate to split hotel costs?
- Would you like to be matched with another attendee(s) to carpool with to save on travel costs?
- Would you like to be matched with another attendee(s) as a buddy for activities, meals, etc.?

In-person Event Guidance

The conference will be following the PA state guidelines when it comes to mask wearing and social distancing. We will keep all participants updated as October gets closer.

NEW ENGLAND CARE/BIT COORDINATORS ("THE CARE-A-BITS")

In spring 2019, BIT and CARE Team coordinators from Southern New Hampshire University, Keene State University, Franklin Pierce University, and New England College started an informal affinity group. These New Hampshire-based institutions met in-person quarterly, providing an opportunity for members to share resources, discuss their teams' compositions and protocols, and problem-solve complicated student concerns (without disclosing identifying information about students).

As word spread and members transitioned to new institutions, membership expanded to include the University of New Hampshire-Durham, University of New Hampshire-Manchester, Rivier University, and several non-New Hampshire schools (Merrimack College, Quinnipiac University, University of Rhode Island, Salve Regina University, Bridgewater State University). Since COVID-19, the group transitioned to virtual meet-ups, though they hope to host an in-person drive-in conference for BIT and CARE Team coordinators and members when the pandemic abates.

If your institution would like to join this group, please email careteam@snhu.edu.

Jay Tifone

Executive Director of Community Standards at Southern New Hampshire University

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NEW NEACUHO WEBSITE LAUNCHES

We are thrilled to launch our new website through the WildApricot platform. You will still find the domain the same, neacuho.org, but with a tremendous facelift from the previous site.

A few new things to highlight:

Lots of new photos and slideshows - Most photos our member institutions contributed for the site.

A full "About NEACUHO" section with our history, governing documents, and information about the ACUHO-I foundation.

Membership - Once your institution becomes a member (or if they already are) your institutional contact can add any staff member from your institution and bundle their membership with the main account. This creates your own individual log-ins for event registrations, information, and more. No more needing to sign in under the main login for anything!

- Fully revamped involvement section with information about all committees, executive board positions, and ways you can get involved.
- An added resources section with archives of lots of documents, past meeting minutes, and so much more!
- Member-only forums to ask questions, share information, and post job openings.

Lastly, for our member institutions, your institutional contact will be uploaded into the new site and will be sent a separate email with instructions on adding all other staff members from your institution. This method will allow for the bundling of staff and for you to add any new members of your team and remove anyone who may have moved on to a new position.

We hope you enjoy navigating through the new pages, added content, and up-to-date information about the association! The team that worked on the site had a lot of fun building a new and more user-friendly, one-stop-shop for our entire region.

Matt Foster, NEACUHO President

Garland Mann-Lamb, NEACUHO Webmaster

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CHALLENGES AND OPPORTUNITIES IN CHANGING TIMES: PREPARING FOR A POST-COVID CAMPUS

CHUCK LAMB, DIRECTOR OF RESIDENCE LIFE, EMERITUS

Rochester Institute of Technology

JERRY STEIN, ASSOCIATE VICE PRESIDENT/DEAN OF STUDENTS, EMERITUS

Stony Brook University

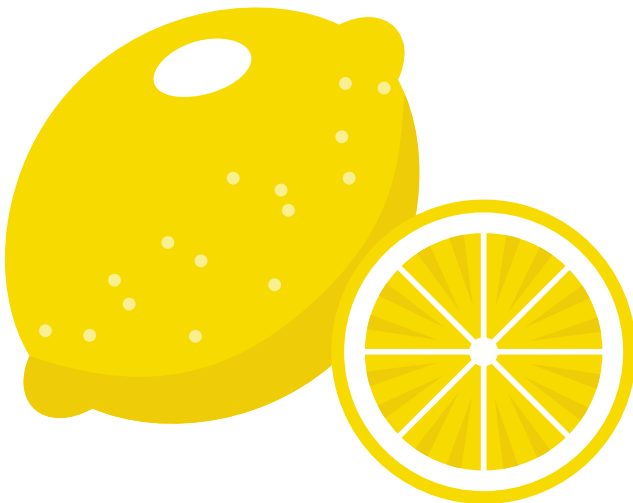
lambandsteinconsulting.com

With the scourge of Covid 19 apparently in the rear-view mirror, residence life and student housing professionals are emerging from the 19 month pause of normalcy to prepare for the re-emergence of what hopefully will be traditional services and programs for students who live on our campuses. It certainly has been a challenging experience with most students quarantined at home, learning remotely, drastically changing the manner in which residence life/student housing programs are managed yet providing opportunities to evaluate procedures and processes to enable a metamorphosis into what could be new models or systems to deliver the same or similar product to the residential population.

The authors have been impressed with the dedication and resiliency of the students as they shifted to the new model of student development in higher education. Equally impressive to the authors has been the skills and competencies of the student housing/residence life professionals as they pivoted to assist students with the achievement of their educational and developmental goals. Without a doubt, res life staff demonstrated again they can make lemonade out of lemons!

As colleagues use the summer months for the usual assortment of planning and implementation of processes for the forthcoming academic year, perhaps the past 16 months has provided a potential pause to consider the adjustments that had been implemented during the past year to effectively manage those essential student housing/residence life functions.

Perhaps some new and effective concepts evolved from the chaos that could be maintained or adapted to continue in the future. The authors have developed a series of rhetorical questions to assist colleagues with the assessment of those potential shifts and encourage the current “pause” to consider how to shift the effectiveness of their programs. What new ideas came forward from last year that are worth holding onto? What should remain the same or return to the former method? Simply because a process worked well for years does not necessarily mean it should continue.



POLICIES, PROCEDURES AND TECHNOLOGIES

Will your campus become one of the institutions that require verification of a covid vaccination prior to enrollment? Will that requirement extend to housing and will a room key/code be provided at check in when that proof is provided by the student?

If you are a campus that does NOT required proof of vaccination, how will you manage those students and staff who only want to live/work with those who are vaccinated? Will you add to the roommate matching portfolio a questions regarding vaccination?

What are some policy or administrative changes you implemented during the "covid year" that you plan to keep for the next year or into the near future?

What innovative technologies/systems did you use last year to keep students safe that will be continued in the future?

Have you developed a "plan" for action/operation/management in the event a similar situation occurs in the future?

HOUSING OR RESIDENCE LIFE?

Many of the Res Life/student housing programs functioned at less than full capacity/occupancy last year. You reduced the number of staff and perhaps delivered services at a lower cost/reduced expense. Will you maintain that model or return to how you did business prior to the pandemic?

During the '20-'21 academic year many programs shifted from residence life/community based to housing and quite often at a lower cost to students/families. Will that model be maintained in the future?

Students at the college and high school level appear to have become more self-reliant and survive without the staff intensity.

Will that model/system continues to enable students to become self-sustaining? Have we become too involved with the hand holding of students that their personal evolution has become stunted?

Many of the Incoming sophomores didn't have a traditional freshmen residency experience. Does that need to be provided now to enhance the overall collegiate experience?

If you are a program with limited housing capacity, how do you prioritize the available spaces for fall, 2021? Do the incoming freshmen class and the returning sophomores combination require upperclassmen to move off-campus? How does that approach impact overall campus enrollment when your institution may exist in an area with limited or expensive off-campus housing options?

CHA CHING! THE FISCAL REALITIES?

There were some unusual expenses for ALL campuses in FY '21

Just how much did all that hand disinfectant cost and what budget paid for it?

If the halls were half empty/not full; how did that impact the short and long-term revenue projections for your department and for the campus?

Residence life budgets have been cash cows in the past and with a greater emphasis in '20-'21.

Will that approach continue as other budgets across the campus took big hits?

What can you afford to give up in the future to assist the campus budget?

Preparing for a Post-COVID Campus Cont'd

STAFFING

What measures will you take to keep your staff safe when campuses reopen at full capacity in the fall? Is the traditional staffing model even needed in the future if the students arrive more self reliant? On your campus there probably have been discussions/decisions made about the "new normal." How is that defined on your campus and were those decisions top down or collaboratively made? You successfully hired staff for '21-'22 via zoom or some online process. Will that model be maintained for the future? Why or why not?

The news has been filled recently with a growing list of higher ed institutions that will require covid vaccination prior to enrollment/check in for fall '21. Will your res life/student housing staff assume responsibility for enforcement of that policy?

Staff training during '20-'21 occurred online and provided basic instruction that for the most part worked well. Will those models continue in the future and what are the benefits/disadvantages? Any cost savings?

Freshmen have traditionally been a strong source of future RA's. If that traditional frosh experience may have been absent in '20-'21, where will the next generation of staff come from?

THE FUTURE OF RESIDENCE LIFE

How can/will your residence life/housing program collaborate with other departments to create a vibrant and safe campus community?

Undoubtedly and for a variety of reasons, the pandemic has resulted in some students delaying their educational pursuits. What can your department do to help students get back on track?

CONCLUSION

We began this article with a statement about putting covid and the unique past 16 months in the rearview mirror. However, use those experiences from the last year and a half to potentially reformat your program or even yourself. Positively confront those challenges with meaningful conversations with staff/others and exhibit the leadership and decision-making competencies for which you were hired. Move ahead and provide the best possible services and support to the students and staff who reside in the residence halls. Best wishes with your endeavors for the forthcoming academic year.

NEACUHO SPOTLIGHT

SAM BASSFORD, METRO NY DISTRICT COORDINATOR

What made you want to work in Student Affairs?

- Seeing my students succeed outside of the classroom. The initiatives we were doing in the Residence Hall were contributing to their overall experience and it was so exciting!

What advice would you give to an incoming professional?

- Don't be afraid to make mistakes and own them, grow from them. Find your board of directors to help you navigate the good and bad times. Always update your resume frequently so you remember all the awesome things you are doing.

How are you staying healthy during the COVID-19 Pandemic?

- Mentally: checking in with a sounding board.
- Physically: Taking walks with my co-workers and closing my ring on my apple watch.

What's a fun fact about you?

- I am the side hustle Queen. Need advice on how to make an extra buck reach out! Need a to book a vacation contact me on @travelicioustravelagency



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