

the NAVIGATOR

NORTHEAST ASSOCIATION OF COLLEGE AND UNIVERSITY HOUSING OFFICERS



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Executive Board

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Loring

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**West NY District Coordinator,
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*Tim Touchette***

APPOINTED BOARD POSITIONS

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Annual Conference Co-Chair, Johnny Hurley

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Corporate Relations Chair, Colleen DeBeasi

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*Darnelle Bosquet-Fleurival***

Historian, Paula "Raz" Randazza

Media and Publications Chair, Danielle Remigio

Membership Coordinator, Kim Beardsley

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Parliamentarian

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Secretary, Colin Seifrit

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*Rose Waples***

**Strategic Plan Task Force Co-Chair,
*Myra McPhee***

Technology Chair, Greg Madrid

Webmaster, Garrett Highlight

Welcome



Picture:
Media & Publications Chair, Danielle Remigio

Hello friends and colleagues!

Welcome back to a new edition of the Navigator. I'm excited for this one. The annual conference is normally a time of in person connection with colleagues we haven't seen in possibly a year. However, while we know that meeting in person is much more fun, we recognize the immense health benefits of moving online. That being said, I hope you use this edition to get you excited for what is to come. We have:

- Corporate sponsors
- Presenter highlights
- TV Analogies
- An interview with our keynote

Today is the last day to register for our Annual NEACUHO Conference. It's all virtual, and although it won't be the same energy as years past, I'm sure that the work of our conference staff this year will put on an experience that will be worth your

time.

I think I'm most excited to share back the excitement and new ideas that we will gain in the next few days. Use this edition to continue your excitement heading into this week. Use it to prepare for what comes ahead and as a reminder of what is to come and what is to gain. It's also a great place to recognize that we all have the ability to make an impact in our field; virtually or otherwise.

Residence Life & Housing fields are adaptable. This conference, this pre conference edition, and all of us working every day, prove that we can overcome obstacles even when we feel like we need that extra cup of coffee to do it.

Thank you for a great year of submissions, questions, and shout-outs. I look forward to continuing to build a virtual platform to connect in the upcoming year as I get to continue in this role.

Stay safe and healthy

~Danielle Remigio,
Media & Publications Chair



From the President

Hello NEACUHO,

It's amazing how fast time flies. It seems like just yesterday when we were in Albany, New York at The Desmond where I accepted the gavel from Trish and took on the honor and privilege of serving as NEACUHO's President for this past year. I don't think anyone could've predicted what 2020 had in store for all of us. Despite it all, one thing that has stayed consistent is the commitment of our members across the region not only to our institutions and our students, but to NEACUHO as well. It has been inspiring to see our membership willing to share resources and ideas as we all try to navigate maintaining safe residence hall communities for our staff and students in addition to displaying empathy, care and support for one another as well.

Since my last update to you all, we have been full steam ahead in the planning of the virtual Annual Conference that will be occurring October 7-9, 2020. I want to give a special thanks to our Annual Conference Co-Chairs Sarah and Johnny as well as their committee for all of their hard work and really preserving a lot of the spirit of our Annual Conference in this virtual experience. I truly think it's going to be a fantastic event and I am thankful not only to those working behind the scenes but those who will be presenting, our corporate compass members and exhibitors who will be at the exhibit hall, and to those of you who have reached out to express your excitement and support for the event.

During the past year, the organization has had many accomplishments, many of which I will highlight at the business meeting on the last day of the Annual Conference. As I close my last letter to you all for The Navigator, I thank you all for trusting me with this role and for remaining members of this incredible organization. Whether you served on a committee/task force, submitted materials for The Navigator, presented at a conference, participated in list serve conversations or anything in between, you have all contributed to the work of this organization and for that I say thank you! I wish you all the best as the Fall semester progresses and hope to see you at future NEACUHO events during the year.

All the best,

Dave Grimes
NEACUHO President



Picture:
NEACUHO President, David Grimes

Our 2020 NEACUHO Conference Staff

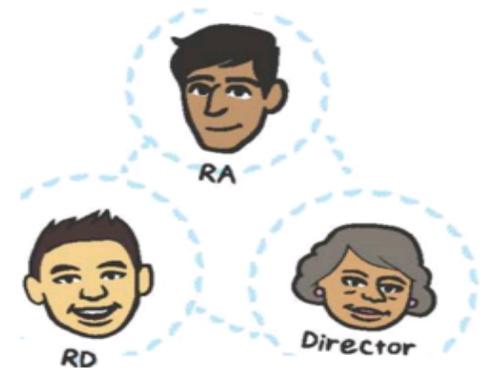
Please join me in one formal congratulations and thank you to the conference staff that had to switch gears mid-planning to create a fully virtual experience!

2020 Annual Conference Committee Members		
Conference Co-Chair	Johnny Hurley	Jhurley@framingham.edu
Conference Co-Chair	Sarah Tyrell	sarahwtyrrell@gmail.com
Experts in Residence	Melody Smith	melodysmith@brandeis.edu
Programming Chair	Trevor Dority	dority@umass.edu
Case Study Chair	Matthew Carney	matthew_carney@emerson.edu
Corporate Relations Chair	Colleen Debeasi	colleen.debeasi@hult.edu
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Communications Chair	Sam Buote	sam.buote@nichols.edu
Hospitality Chair	Dan Duzy	dduzy@corning-cc.edu
Technology Chair	Gregory Madrid	madridg@sacredheart.edu
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Contact [Amanda Hemond](#) with Registration Questions



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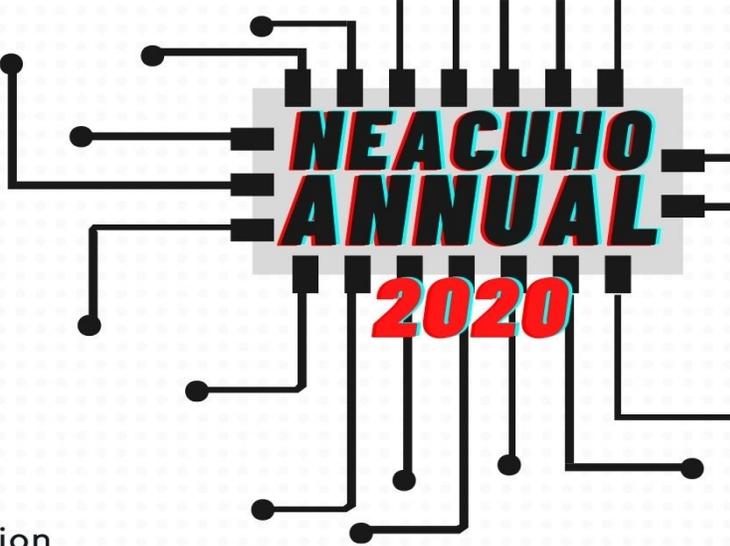
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SCHEDULE



NEACUHO ANNUAL 2020

DAY ONE

- 11:00 AM Conference Orientation
- 12:00 PM Opening Session Featuring Keynote Speaker
Dr. Paul Brown & NEACUHO Awards
- 2:00 PM Program Block
- 3:00 PM Program Block
- 4:00 PM District Socials
- 6:00 PM Caricature by FUN Enterprises, Inc.
(sign-up required in advance)

DAY TWO

- 7:00 AM SA Fit: Zumba & Yoga
- 10:00 AM Program Block
- 11:00 AM Program Block
- 12:00 PM Virtual Lunch Hour w/ Corporate Partners
- 1:00 PM Identity Based Roundtables
- 2:00 PM Position Level Roundtables
- 6:00 PM Trivia by FUN Enterprises, Inc.
(no sign-up required)

DAY THREE

- 12:00 PM NEACUHO Business Meeting
- 2:15 PM Program Block
- 3:15 PM Program Block



#AnnualGoneVirtual
#NEACUHO2020

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IS YOUR BLOOD BLUE? IS YOUR VISION STATELY? HAVE YOU MADE A REFUSABLE OFFER?

LEADERSHIP LESSONS FOR RESIDENCE LIFE STAFF FROM FRANKREAGAN FROM BLUE BLOODS, MICHAEL CORLEONE FROM THE GODFATHER AND ELIZABETH McCORD, FROM MADAME

By Chuck Lamb

This article is a spinoff from an interest session program the author was going to present at the 2020 NEACUHO Virtual Annual Conference. However, although the idea could be considered unique when the program proposal was submitted in April, 2020, the world kept spinning a bit and the nationwide conflicts that unfolded during the heated summer months of 2020 persuaded the author to consider whether the program focused on a mature white male police officer was the best role model. Probably not and the program proposal was withdrawn.

Public safety/law enforcement is a critical component of all college/university campuses and without the dedicated staff in those units and in student conduct, chaos would reign or many of those tasks would fall on the res life staff who could be considered overloaded duty wise. The author felt there were still enough legitimate concepts that could be enhanced with other examples to enable res life colleagues to analyze and compare their leadership competencies with others.

The author also had the opportunity to consider two other media related leaders to ascertain their "Hollywood" style leadership qualities. Rolling this all up, it provides an excellent benchmark from which to compare the leadership competencies you may possess or those you may need to acquire.

WHAT ARE LEADERSHIP QUALITIES NECESSARY IN RES LIFE POSITIONS?

- RESIDENCE LIFE STAFF ARE IN THE CONSTANT LIMELIGHT AS LEADERS AND MANAGERS.
- YOU MUST BE COGNIZANT OF LEADERSHIP QUALITIES THAT ARE NECESSARY SKILLS FOR SUCCESS, PROPER SUPERVISION AND HOW THOSE QUALITIES IMPACT UPWARD MOBILITY IN CARE DEVELOPMENT.
- IN A REVIEW OF VARIOUS RESIDENCE LIFE JOB DESCRIPTIONS, RESIDENCE LIFE STAFF HAVE A WIDE VARIETY OF RESPONSIBILITIES AND MORE THAN MANY OTHERS AT MOST INSTITUTIONS OF HIGHER ED. WE REALLY ARE THE SWISS ARMY KNIVES OF STUDENT AFFAIRS AND FLEXIBILITY IS A KEY COMPETENCY
- THE ESTABLISHMENT OF ORGANIZATIONAL OR UNIT GOALS IS A KEY COMPONENT IN THIS AREA. WHAT ARE YOU DOING TO INSURE THE ORGANIZATION OR SUB UNIT ARE SUCCESSFULLY WORKING TO FULFILL THOSE FOCUS POINTS?
- STRATEGIC PLANNING COULD BE CONSIDERED A COMPONENT OF THE ABOVE; 6 MONTH, ANNUAL AND LONG TERM ARE NECESSARY AND HOW IT DOVETAILS WITH DIVISION AND INSTITUTIONAL ASPIRATIONS.
- THE THREE C'S ARE **CRITICAL-COMMUNICATION, COLLABORATION AND COOPERATION**; WITHIN THE ORGANIZATION AND WITH PARTNERS OUTSIDE THE DEPARTMENT AS WELL.
- YOU'RE BEING PAID TO MAKE DECISIONS; DO THE PREP WORK FOR THAT AND TAKE ACTION

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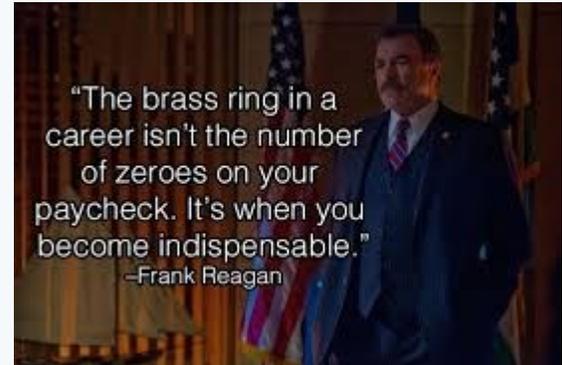
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If you watch the Blue Bloods show, Frank Reagan, played by Tom Selleck, is the central character and after 9 years on the air, viewers have gotten a sense of what makes him tick. Do you have some/any of these qualities in your current or potentially future residence life leadership role?



- HE HAS A CONSISTENT SET OF PRINCIPLES THAT HE OPERATES FROM AND WHETHER HE'S DEALING WITH HIS FAMILY OR THE MAYOR OR THE GOVERNOR; FRANK DOESN'T COMPROMISE
- EXTREMELY LOYAL; TO THE CHURCH, NYC, HIS FAMILY, HIS "POSSE"
- HE REFUSES TO PERMIT POLITICAL INFLUENCE TO ENTER INTO PERSONNEL DECISIONS IN AN AGENCY WHERE POLITICS HAS BEEN A DOMINANT VARIABLE SINCE ITS INCEPTION
- DOES NOT MICROMANAGE; EMPOWERS PEOPLE TO PERFORM
- HASN'T FORGOTTEN HIS BACKGROUND AS A COP; DOESN'T ASK STAFF OR OFFICERS TO PERFORM AT TASK HE HASN'T DONE HIMSELF
- FRANK REAGAN DRESSES FOR SUCCESS; ALL THE TIME! DOES THAT IMAGE AFFECT HIS PRESENTATION OF LEADERSHIP? WHAT IS **YOUR LEADERSHIP IMAGE AND PRESENTATION?**

REAGAN FAMILY VIRTUES AND VALUES have an impact on their leadership styles. Do any of these have an influence on the way you manage? Are they essential in the work we do in residence life? The author feels these are some of the Reagan family qualities and the individual who is associated with that quality:

Tradition-Henry, Frank's father and the family patriarch

Courage/fearless-Danny Reagan, one of the sons and who seems to be the only NYC detective solving cases. At times his actions could be considered borderline reckless

Temperance/fairness-Erin Reagan, the daughter who is Assistant District Attorney

Searching for truth/doing what's right-Jamie Reagan, the Harvard educated son who is also a lawyer

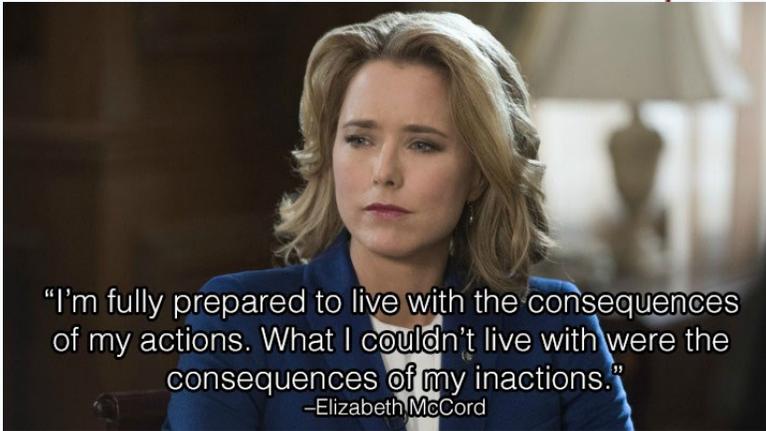
Inquisitiveness-Eddie/Edit Janko-Reagan, Jamie's wife and also an NYPD officer

Exploration of alternatives-the Reagan children/grandchildren, Nikki, Jack and Sean

Work ethic-Anthony Abetemarco, Erin Reagan's investigator

Voice of reason-Detective Baez, partner of Danny Reagan

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In that popular show **Madame Secretary**, Elizabeth McCord attempts to balance her time with family, partner/husband and duties in a high-profile political position as she faces issues and crisis on a weekly basis. Kind of sounds like a life in student housing! Here are some of the leadership qualities Madame Secretary exhibited while she navigated the political world of government. How do these match up with the qualities you may see in residence life?

Be passionate about what you do. One of the best leadership skills you can have is simply caring about the work you're doing.

This is critical with influencing others—particularly your staff. If your work isn't important to you, why should it be important to them? Instead, let them take cues from your commitment to the position or the task at hand.

- **Pay attention.** You can't lead if you don't know what's going on around you, whether that means your coworkers/staff are up to or the situations that are impacting your organization. 1:1's and MBWA are great tools to fulfill this obligation.
- **Don't play the blame game.** If it's your problem, accept it, manage it and move on. *but instead*
- **Turn bad days into good days.** The old adage about turning lemons into lemonade is still relevant to modern leaders and particularly in residence life. Just because a situation has changed—and not in your favor—doesn't mean you have to accept it. You need to be ready to pivot and take advantage of the opportunities that arise, even in failure.
- **Don't stress about being perfect.** Instead of aiming for perfection, try doing your best instead. Sure, you may make mistakes along the way (remember, failures aren't always a bad thing), but that's only human—and so long as you keep working to do your best, your team will understand.
- **Be Flexible.** Situations can—and often do—change, and a plan won't last unless it can change with them. Don't get frustrated by the new status quo: work with it instead.
- **Delegate responsibility.** One person simply can't do everything: you're going to have to delegate responsibilities to other members of your team and trust them to do the work you can't. Sometimes it's hard to let things go, but if you're not delegating properly, not only are you not finishing the things you need to get done — you're also not doing a lot of leading.

..

The Oscar award winning film **THE GODFATHER** and its subsequent sequels, captured the attention of many by focusing rise and fall of the Corleone family over the course of decades. Lost amongst the various themes, however, is the fact that Michael Corleone as well as his father, Vito, were leaders of complex organizations and could be considered successful in their efforts. What leadership tools did they use that may have applicability in residence life?

Transactional Leadership Can Work. Transactional leadership involves an exchange – money for work, one favor for another. Throughout *The Godfather* films, *transactional leadership is on full display. The famous line, "I'll make him an offer he can't refuse," suggests that everyone has a price (or a pressure point). Fortunately, I have never heard this type of offer in residence life. Consider the leadership style of your predecessor; the author believes it doesn't have to be mentioned to others; simply make an internal comparison for yourself, avoid the errors that were made previously and establish your own brand.*



Successful Leaders are Strategic. Much of the action in all 3 of the godfather movies depicts the strategies that Corleone's and their advisors use to manage their operations, deal with competition from others, and overcome setbacks. Residence life staff are rarely in competition with others on campus unless there is all funds budgeting. The Corleone's were planning "freaks" and discussed options thoroughly with core advisors prior to taking action. Do you do the same in residence life? Is your decision making participatory or based on YOUR decision alone? The Corleone's had consiglieres to bounce ideas off; who serves as your advisor or mentor?

Relationships Matter. The Godfather trilogy is full of illustrations of the power of relational leadership. In fact, it is the power of familial relationships that makes the Corleone organization so effective organization (realize I said "effective," not ethical). In fact, the very term "Godfather," suggests that an individual can have a family tie despite not actually being a blood relative. Good leaders work hard to develop strong relationships with followers. Are you doing the same in residence life both in and outside of the department?

The Best Leaders Develop Leadership Capacity in Others. Much of the Godfather films depicts the development of Vito, Michael, Sonny Corleone from an "outsider" in the family "business," to the eventual leader and successor to become Don Corleone. The movies illustrate the emergence of Vito and particularly Michael as a leader (e.g., the scene in the hospital where he takes charge to protect his father from assassins), and the Don's development of Michael's leadership through his, and his trusted advisor, Tom Hagen's, mentoring of Michael. Do you or does your residence life organization have not only a succession plan but also a de-fined strategy to assist staff with the development of competencies to enhance their professional development? Who are you grooming for additional responsibilities or future leadership? Doing so also builds commitment and loyalty from the staff and cre-ates a "bench" for future vacancies.

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Takeaways from Blue Bloods, Madame Secretary, the Godfather and other media influences

- ALL THREE SHOWS/FILMS MENTIONED IN THIS ARTICLE SERVE AS EXAMPLES OF WHAT MIGHT BE, AND PERHAPS PERSUADES US TO FOLLOW THE VALUES AND QUALITIES HOLLYWOOD WANTS TO PROJECT
- FIND THE LEADERSHIP QUALITIES THAT WORK FOR YOU
- FIND A MENTOR TO SHARE PROFESSIONAL AND PERSONAL SENTIMENTS AND SEEK ADVICE (FRANK USES HIS DAD, HENRY; MICHAEL USES HIS FATHER AND TOM HAGEN; LIZ McCORD USED HER HUSBAND AND THE FORMER PRESIDENT)
- BLUE BLOODS, THE GODFATHER AND MADAME SECRETARY COULD BE CONSIDERED A MORALITY PLAY; GOOD VS. EVIL AND GOOD ALWAYS SEEMS TO PREVAIL; RES LIFE WORK IS NOT ALWAYS LIKE THAT/THAT SIMPLE
- PRIORITIZE YOUR OBLIGATIONS; DETERMINE WHO INFLUENCES YOUR ORGANIZATION THE MOST AND WALK THAT FINE LINE



Leadership during times of Covid

- Does leadership style change during a crisis like the pandemic? Why?
- If you were President of your campus, would your decision be to “open” as your institution did? Why did the Cal State University system/others from the very start of the pandemic choose to move all classes to remote?
- What, if anything, would you have done differently?
- In these challenging times should leaders be more emphatic or more authoritarian? Or both?
- A possible solution could be to stick to your core principles and remain mission driven, which is getting tougher to do because other leaders may be putting pressure on mid-level staff to compromise their values
- Motivation and managing change are more important than ever to navigate the upheavals affecting higher ed today. Leaders will need to harness the energies of disparate groups and channel them into quick, decisive action. Simultaneously, the skills that have served higher ed leaders will need to be used in new ways
- The word PIVOT has been used extensively during these crazy covid times. BUT residence life staff have been doing so constantly ever before the pandemic became part of our lives. Folks should have contacted us for a few lessons

A FEW QUOTES TO WRAP THIS UP

- “Leadership consists of nothing but taking responsibility for everything that goes wrong and giving your people credit for everything that goes well.” DWIGHT EISENHOWER
- “Outstanding leaders go out of their way to boost the self-esteem of their personnel. If people believe in themselves, it’s amazing what they can accomplish.” SAM WALTON



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Anyone, including those who are not attending the Annual Conference, can still register at no cost for the business meeting. Please see the agenda below and the [link here to register](#) for the meeting this Friday.



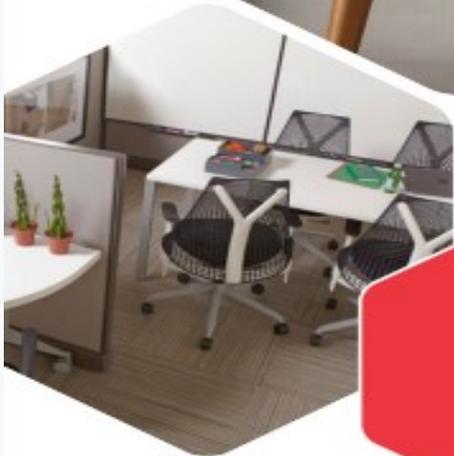
Virtual Business Meeting Agenda
Friday, October 9, 2020
12:00 PM - 2:00 PM

AGENDA:

1. Call to Order
2. Roll Call
3. Approval of Minutes from 2019 Annual Conference Business Meeting in Albany< NY
4. **Introduction of Special Guests and Updates**
 - a. ACUHO-I Foundation Updates - Dr. Tim Touchette, Brandeis University
 - b. ACUHO-I Representatives - Luis Inoa, Leadership Academy Director, Vassar College and Frankie Minor, Residence Education Director, University of Rhode Island
 - c. MACUHO President - Johnny Kocher, West Virginia University
5. **Officer and Board Reports**
 - a. Membership Coordinator - Kim Beardsley, University of Connecticut
 - b. Treasurer and Treasurer-Elect Report - Sonya Alexander, Purchase College and Dr. Kevin Conn, New York University
 - c. Assessment Coordinator - Heather Quire, Massachusetts College of Liberal Arts
 - d. Strategic Plan Task Force Co-Chairs - Myra McPhee, Sarah Lawrence College and Dr. Rose Waples, University of Rochester
 - e. President's Report - David Grimes, The New School
 - i. Organizational Accomplishments
6. New Business
7. Open Forum
8. Outgoing President's Speech, David Grimes, The New School
9. Passing of the Gavel, David Grimes, The New School
10. Incoming President Speech, Matthew Foster, Worcester Polytechnic Institute
11. 2020-2021 Executive Board Introductions, Matthew Foster, Worcester Polytechnic Institute
12. 2021 Joint Conference Presentation, Tommy Gelok, Joint Conference Co-Chair Wagner College
13. Adjournment



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The Presenters of the 2020 Annual Conference

First Name	Last Name	Current Position Title	Institution	Email Address
Antonio	Willis-Berry	Associate Director, Housing & Residential Services	Bentley University	awillisberry@bentley.edu
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Tommy	Tressler-Gelok	Director of Residential Education & Retention Spec	Wagner College	thomas.tressler-gelok@wagner.edu
Danielle	Remigio	Associate Director of Residential Education & Community Standards	Suffolk University	dremigio@suffolk.edu
Cayla	Salazar	Residence Coordinator	Purchase College	Cayla.Salazar@purchase.edu
Kevin	Conn	Assistant Director, Residence Life	NYU	Kevin.Conn@nyu.edu
Emiley	Dionne	Residence Director	Siena College	edionne@siena.edu
Vincent	Birkenmeyer	Associate Director	Pace University	vbirkenmeyer@pace.edu
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Kim	Garrison	Assistant Director	Cornell University	kg555@cornell.edu
Kat	Dougherty	Assistant Dean of Student Affairs	Franklin Pierce University	doughertyk@franklinpierce.edu
Taylor	Bouraad	Residence Hall Director	Cornell University	tb533@cornell.edu
Tyler	Bradley	Residence Director	UMass Amherst	tbradley@umass.edu



The Presenters of the 2020 Annual Conference

First Name	Last Name	Current Position Title	Institution	Email Address
Sam	Benson	Residence Hall Director	Cornell University	sab459@cornell.edu
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Abigail	Smith	Residence Director	Pace University - Pleasantville	asmith8@pace.edu
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Kristen	Dedrick	Assistant Director for East RFYE	UMass Amherst	kdedrick@umass.edu
Perdita	Das-Humphrey	House Assistant Dean	Cornell University	pd327@cornell.edu
Tatum	Colitz	Senior Associate Athletics Director for Compliance & Student-Athlete Development and Senior Women's Administrator	Seton Hall (previously Wagner College)	tatum.colitz@shu.edu
Trish	Loring	Director of Residence Life/Auxiliary Services	NHTI - Concord's Community College	tloring@ccsnh.edu
Glenn	Cochran	Associate Dean of Students, Student Life	Framingham State University	gcochran@framingham.edu

Meet Your Keynote!

Dr. Paul Gordon Brown

[Dr. Paul Gordon Brown](#) is a scholar, consultant, and speaker specializing in residential curriculum and curricular approaches to student learning outside the classroom.

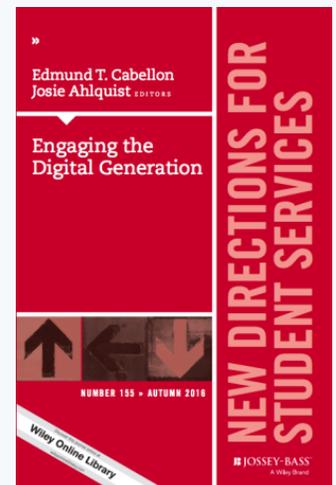
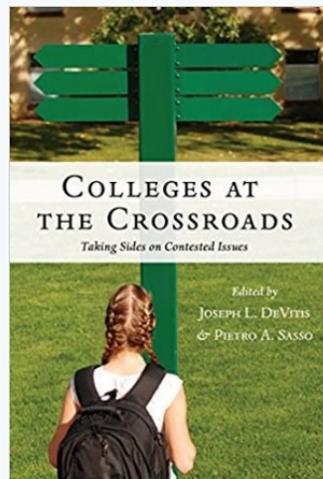
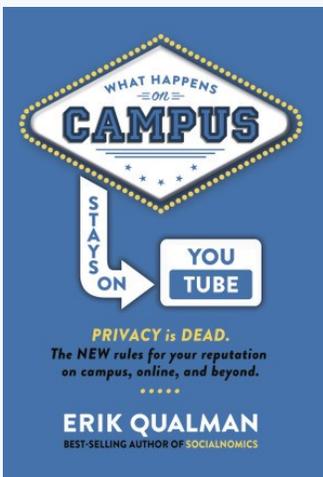
Paul has nearly 20 years of professional experience in higher education and student affairs, holding positions within residence life ranging from Resident Assistant to Dean of Students. Paul holds a PhD in Higher Education from Boston College and has taught in the Higher Education Programs at Boston College and Merrimack College.



Paul currently serves as a Director at a residence life software company. An experienced presenter, Paul has had accepted and given over 80 refereed presentations at international and regional conferences. Paul has also served as a faculty member for the Institute on the Curricular Approach (formerly the Residential Curriculum Institute) for multiple years, is a faculty member for ACUHO-I's Professional Standards Institute, and is a graduate of ACUHO-I's National Housing Training Institute.

Paul is a prolific author, writing self-published work on residential curriculum and numerous peer-reviewed book chapters and articles on technology and student learning.

Dr. Brown's Publications





1. What is your favorite memory working in a college setting?

My first professional job out of graduate school was working at Miami University and I oversaw a first year Honors residence hall. I then moved on to work in the Honors program itself as an academic advisor.

Spending 4 years at Miami, I was able to see my residents from when they first entered college to when they graduated. I went from advising students these students in their first year in college, to guiding them through their theses. It was the first time in my professional career that I had a bond with a group of students from start to finish and it was immensely gratifying.

2. What was your first professional conference/favorite professional conference attendance?

My favorite professional conference every year is definitely the Institute on the Curricular Approach. I have attended the Institute every year since 2011 and served on the faculty of the Institute since 2013. To be in a community of like-minded, incredibly talented individuals fills my soul. We can nerd out on geeky student affairs work and have a lot of fun doing it.

3. How would you suggest people go about getting connected professionally. Any advice?

Developing professional networks takes time. In many cases it takes years. Starting out early by meeting and connecting with other professionals can yield even greater results the longer you're in the field. It's also incredibly important to maintain these connections, either through social media, or making space to connect at conferences or over the phone.

4. What are you listening to right now? (Music, podcasts, etc)

Rather than listening, I seem to be doing a lot of watching. As I write this, I came across my newest obsession, The Great Pottery Throwdown. It's essentially the same thing as The Great British Baking Show, but with pottery.

5. What are you reading?

My current read is by my friend and colleague, Josie Ahlquist. She just released her new book, *Digital Leadership in Higher Education: Purposeful Social Media in a Connected World*. Her dissertation work was very similar to mine and it's awesome to see her publish some of that work!

6. What is your favorite down time activity in a non-covid time and during COVID-19 isolation?

During non-COVID times, it's travel. So you can imagine this has been a big transition for me. As the pandemic has worn on, I finally broke down and bought a Nintendo Switch.

It's not the same, but it's definitely filled the gaps with some of my new free time.

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