



THE NAVIGATOR

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Colorblindness and the Art of Denial

Temple Jordan, Northeastern University

In social justice terms, colorblindness suggests that race is no more significant than one’s hair color. It claims that past racial inequities clearly evident in American history no longer have any effect on modern day society and forms of racism and/or discrimination do not negatively affect the lives of minorities, particularly African Americans. Additionally, those that subscribe to colorblindness ideology believe that to transform into a “post racial” society (some believe we are already there), we must ignore race and simply regard one another as human beings.

Denial, on the other hand, is defined as, “An unconscious defense mechanism characterized by refusal to acknowledge painful realities, thoughts, or feelings.”¹ This can be characterized as one’s inability to recognize the truth even when explicit evidence is provided. For example, let’s take the story that broke last September in Morrow, GA. According to video footage and witness accounts, Troy D. West Jr., a 47-year-old white male, was walking out of a Cracker Barrel at the same time Tashawnea Hill, an African American woman, was walking in with her young daughter. During a brief exchange, Hill made a comment to West asking him to be careful with the door because he almost hit her daughter. From there West started to punch and attack Hill until someone intervened.² Later accounts include West’s claims that Hill spit on him during this exchange and that West used racial epithets during the attack.

One of the interesting aspects of this story is not the potential of categorizing this as a hate crime or the fact that West attacked Hill in front of her daughter, but rather what West’s mother, Johnny, said after being confronted about this story. When questioned more than six days after the

incident, Johnny said her son would never harm anyone – especially in front of a child. She went on to say, “That



doesn't sound like something my son would do...he has children and is a good father.”³ In her defense, Cracker Barrel had only released video footage to authorities so there’s no way she would have been able to view the incident before being questioned by news media as it has never been released publicly.

“Those that subscribe to colorblindness ideology believe that to transform into a “post racial” society, we must ignore race and simply regard one another as human beings.”

However, consider the fact that there were eye-witness accounts and video footage, which FBI authorities said confirms Hill’s side of the story. Not to mention, West had just been arrested and held on misdemeanor charges. One would think that no matter how unsuspecting Johnny West was about her son and his alleged charges, that once provided with several accounts of the same story, something, anything would have changed her perceived

reality of how ‘nice’ her son is to the actual reality which landed West in jail. Unfortunately, this was not the case for Johnny and while most of us go through a phase of denial, whether it’s because of addiction or a sudden death in our family, there is a time in which we *move* past denial into our ‘new’ reality and begin to deal with things we’ve once ignored.

Perhaps you think this example is more about motherly love than denial, as most parents would never believe their child is capable of such a thing; but if one can be in denial about something that is so close to home, imagine how easy it would be for something that’s virtually removed from your daily life. Yet denial is, and has been, the case for whites when asked about racial tensions and treatment of African Americans in the United States.

“Results concluded that persons with ‘white sounding’ names are 50 percent more likely to be called back for a job interview than those with ‘black sounding’ names...”

While it’s not a stretch to suggest that African Americans and whites have, generally speaking, different views on race relations in this country, Gallup polls over the years have shown just how divergent these views are. Anti-racist writer Tim Wise sums this up perfectly:

“According to a Gallup poll taken in 1963, nearly two-thirds of whites said they believed blacks were treated the same as whites in their communities... according to a 1962 Gallup poll, 85 percent of whites said black children had just as good a chance as white children to get a good education in their communities.”⁴

During the same time, African Americans believed at a rate of 41 percent that they were treated the same as whites in their communities and nearly 50 percent believed their children had as good of a chance as whites to receive a good education.⁵ One can only speculate why African Americans and whites differed nearly 30 percent when asked about the way race impacts the lives of African Americans during a time when race relations were at an all time high. It was a time when any American could turn on their television or

read the daily paper and find multiple accounts of African Americans fighting for their rights in peaceful marches led by Martin Luther King Jr., or just a couple of years after Ruby Bridges was the first black child to integrate a school in Louisiana and had to be escorted by Federal Marshals because of numerous threats made against the 6-year-old’s life. Yet even with the many examples from the Civil Rights Movement providing testament of the inequalities between blacks and whites, whites still believed blacks fared well in United States society.

This trend has not changed over the last 40 years, as African Americans and whites still disagree about the impact of race. A 2008 Gallup poll found that 63 percent of whites say they are very or somewhat satisfied with the way society treats blacks, while only 35 percent of African Americans believe the same to be true.⁶ Another poll in 2009 asked, “If blacks and whites honestly expressed their true feelings about race relations, do you think this would do more to [a] bring the races together or [b] cause greater racial division,” and found 53 percent of whites believed it would bring races together and 39 percent believed it would cause greater division while 70 percent and 26 percent of blacks responded respectively.⁷

If an organization that has been conducting research in 140 countries for the last 70 years isn’t enough, please look to the recent Massachusetts Institute of Technology and University of Chicago study which tested the success to get calls back from individuals with black and white sounding names who applied for jobs in Boston and Chicago. The results concluded, “that persons with ‘white sounding’ names are 50 percent more likely to be called back for a job interview than those with ‘black sounding’ names, even when all other credentials are the same... or that in order to have the same odds of receiving a call back as a white person, a person with a black sounding name would need eight years more experience than the white applicant.”⁸

These are just a few examples of the vast difference of opinion between whites and blacks on race and how this has gone unchanged for years. Additionally, it shows that when presented with factual information and/or public examples, whites still hold on to the thought that race has no significance in United States society even when race relations are high. Race has never meant more than it has in United States society, from chattel slavery to Jim Crow, rules around race have continuously put minorities at a disadvantage when compared to whites. So when people

deny the impacts of race and cry for a colorblindness world or beg minorities to take more personal responsibility, just take a moment and ask them if they've honestly reflected on our nation's history. We have definitely moved forward in many areas but to suggest that we are 'post racial' without taking into account our history and research that show inequities in United States society is detrimental to the progress we've made.

As educators and community builders, it's time that we start paying attention to race on an institutional and personal level. If colorblindness supporters really want to have a 'post racial' society (which has never been the case) then we *all* need to stop ignoring race and have the difficult, honest conversations in hopes of creating the world we want to live in.

1. <http://www.thefreedictionary.com/denial>, retrieved 2010-05-02
2. <http://www.youtube.com/watch?v=ZQ5HgsW4rHc>, retrieved 2010-05-02

3. <http://www.wsbtv.com/news/21081244/detail.html>, retrieved 2010-05-02
4. Wise, Tim (2008). *Speaking Treason Fluently: Anti Racist Reflections from an Angry White Male*. Soft Skull Press. pp. 30.
5. poll Social Audit (2001). *Black-White Relations in the United States*. The Gallup Organization.
6. <http://www.gallup.com/video/108865/Perceived-Treatment-Minorities-Differs-Race.aspx>, retrieved 2010-05-13
7. <http://www.gallup.com/poll/1687/Race-Relations.aspx>, retrieved 2010-05-13
8. Wise, Tim (2008). *Speaking Treason Fluently: Anti Racist Reflections from an Angry White Male*. Soft Skull Press. pp. 27.

Temple Jordan is a Residence Director at Northeastern University. She also serves as Chair of NEACUHO's Social Issues Committee. To contact her, please e-mail her at t.jordan@neu.edu.

NEACUHO Podcast

Trixy Palencia, Southern New Hampshire University

NEACUHO is proud to announce that the first NEACUHO podcast: "Professional Staff Transition" is now available. The presentation covers how the employee can successfully transition in and out of a new position and ways for the employer to successfully assist the employee through the process. The presenters share personal stories of their experiences of transitioning to new jobs and assisting staff in their office who are preparing to depart.

The Program Committee would like to thank Kyle Audette and Christina Lowery for facilitating this podcast and committing to the next two podcasts: "Staff Evaluations" and "New Staff On-Boarding."

Donna Rogalski will join the podcast team as a guest speaker to share her experience and research on "On-Boarding." Donna is the recipient of NEACUHO's 2009 Best of the Northeast Award for her presentation on "On-Boarding." She will be traveling to Texas in June, where she will present her session at ACUHO-I.

This podcast would not have been made available without the dedication and efforts of the following Program Committee Members Lenny Zeiger and Stephanie Ketterl. If you have topic ideas or would like to participate in future podcasts, please contact Trixy Palencia, Program Committee Chair, at t.palencia@snhu.edu.

[CLICK HERE](#) to download the "Professional Staff Transition" podcast and find instructions on downloading NEACUHO podcasts to your MP3 player.

NEACUHO's podcasting needs a name...Name our podcast venture! The Program Committee will be accepting possible names during the Annual Conference at RWU. We will have a box in the Hospitality suite and at the Committee Fair. The person who suggests the winning name will receive a \$50 gift card to Barnes & Noble!

Program Committee



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A Message from the President

Jeffrey Horowitz, Binghamton University

*Photo of, and
provided by,
Jeffrey
Horowitz.*



I'm going to call this last article of my presidential career the "Thank You" article. As my presidency comes to a close it is important that I spend time on saying thank you to those who have helped me along the way rather than spending time on giving you a message. There is really an underlying message within this though, and it is simply that saying thank you to those who have made an impact on you or a difference in your life is really important.

Let me start off by saying thank you to the NEACUHO Executive Board – Jen H., Gary, Zach, Keyne, Megan, Nancy, Nate, Shelly, Darese, Carol, Jana, Joe, Ryan, Jen C., Donna, Temple, Trixy, Julie, Raz, Kim, Stephanie, Cindy, Jen G., Steve, Katie, and last, but not least, Cathy. Working with each one of you on so many different tasks and challenges this past year has definitely been an amazing professional development opportunity. You have each taught me something about myself and kept me on my toes.

Rich Bova, thank you very much for the behind-the-scenes work on filing the application for 501(c)3 and then directing Raz, Katie, and myself on the necessary steps for follow up. I hope we will be able to celebrate the good news soon if this application is approved. As this adventure comes to a close we will move forward and learn about the impact of this decision on our organization.

My current staff – Sarah, Taumi, Jess, Raquel, Annetta, Lucy, Jeff B., Dr. Bob, Darlene, Margaret, Heather, Pete, Rachel, and Rocco – if you didn't do your jobs so successfully I would never have had the time to enjoy and appreciate this adventure and put my best effort forward.

My colleagues – Angie, Scott, Jen H., Kristin, Becky, Scott, Sharon, Chris, Ken, Grace, and Suzanne – I appreciated having the opportunity to bounce ideas off of you, allowing me to vent, giving me insight on how to make difficult decisions, and motivating me to continue moving forward.

Rene and Chuck – you realize that if you didn't hire me, I would have never had the opportunity to run for this powerful position in the first place – what were you thinking? I am thankful you did hire me and took me to my first NEACUHO conference, which eventually got me to where I am today.

Carol and the Annual Conference Host Committee – without your work I would not have had the forum to be able to celebrate, teach, and learn from the NEACUHO membership nor see the other side of how things operate in such a large capacity. Thank you for being on top of everything, including the small details that I sometimes forgot about.

The Past Presidents of NEACUHO – I truly appreciate the work and passion you put into this organization and the time it took to get here. Seeing the work and history you put in as we further developed the vision and mission of this organization is inspiring. Throughout my time as president you have been available to answer questions, challenge decisions and provide input and guidance (or do they call it feedback?). From you, I have learned how to leave good alone and just work on the things that need to be addressed and changed.

Finally, the membership – as the saying goes – if you don't have members, you don't have a reason to be president. Thank you for choosing NEACUHO as an organization you want to put some of your professional development towards. Thank you for the programs you presented, the committees you sat on, the task force initiatives you helped create, the articles you submitted for an outstanding newsletter, the conferences you hosted and attended, and the workshops and meetings you have been a part of around the region. Thank you so much.

I have met a lot of people along the way through my travels in NEACURH, ACUHO-I, and MACUHO. Those organizations are now a big part of who I am, so thank you to them as well.

As I wrap up my time as president I think about how very grateful I am for this experience. I cannot forget the most important people in my life though, my wife Susie and my 4-year-old daughter Sonia. My family supported me and understood my late nights working and my travelling to numerous events throughout the year. I wish everyone a great summer, and I look forward to celebrating our accomplishments.

Letter from the Editor

Joseph Murphy, Skidmore College

It's important to say "Thank You" to the folks who have helped me this past year in my job, in NEACUHO, on the executive board, on the Media & Publications Committee, with *The Navigator*, and in life, but this is res life—it's time to get creative!

In June 2009, I started packing a suitcase for a trip I was making. My destination—the always tropical northeast for the 2009-10 academic year! I went to TJ Maxx and purchased a brand new Nautilus suitcase, something big enough to fit all the help I would need on this trip, but not too big that it would be too heavy. All year long I've carried (or rolled, let's be honest, I splurged for the wheelie one) this suitcase around with me, through the halls of Howe-Rounds, around the Skidmore Campus, throughout New York, to Connecticut, Massachusetts, Rhode Island, and beyond. I think it's about time we unzip it and see what we've got!

Front Top Pocket: My colleagues at Skidmore College, both in the Office of Residential Life and around campus! You've kept me going each and every day, from our office suite chats to our gym class workouts.

Front Bottom Pocket: My RAs! Motivating me with their smiles and accomplishments.

Main Storage Space: The Media & Publications Committee! You are some of the hardest working and most talented professionals in our region, and without you, we could not have accomplished each and every one of our goals this year. My sincerest thanks to you for your hard-work and dedication.

Top Inside Lining Pocket: The NEACUHO Executive Board! I've learned so much from all of you and I'm thankful for the time we've had together all year. You've been my mentors and my guides.

Side Inside Lining Pocket: The Lions Club and Adirondack Mountain Club, helping to keep me balanced.

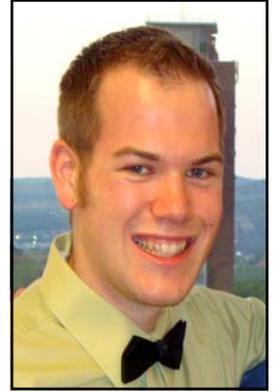
The Secret Pocket: My friends and family, constantly challenging and supporting me to be where I am today.

The Last Little Nook & Cranny: My NEACUHO brother, Jared Gabrey! We've been through NEACUHO thick & thin for three years, and he is my motivation for creative thanking!

But, it's time for a new editor and chair to take a trip in 2010-11. I'm proud to introduce (and hand a fellow Nautilus suitcase off to) Peter Nardone, Resident Director at Binghamton University. Pete has been a dedicated member of the Media & Publications Committee this year and will bring great energy and ideas to better serve the membership. Please join me in congratulating and welcoming Pete as your new chair and editor in 2010-11. Congratulations and good luck Pete!

***NOTE: No suitcases were harmed during this journey.

Photo of, and
provided by,
Joe Murphy.



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Connecticut & Rhode Island—Megan Houlihan

Greetings CT & RI!

I hope closing went well for everyone and that you're now enjoying the beautiful summer weather! It's that time of the year that we all look forward to seeing old friends and meeting new ones at the Annual Conference. RWU has been working so hard to put on a conference that we will never forget. I hope that you come to the CT/RI District social so we can start planning another wonderful year of great events.

The CT/RI RA Conference planning committee has met and we are planning great things for our RAs during summer training which will be held on Friday, August 20 at Quinnipiac University. If your institution would still like to get involved please email ASAP.

In closing, I would like to thank Quinnipiac University, University of New Haven, and University of Hartford for sponsoring CT/RI NEACUHO events this year! We hope to see you all this summer at Post University for our summer kick-off roundtable!

As always, please feel free to contact me with any questions and/or comments at houlihan@hartford.edu.

~Megan

To contact Megan, please e-mail her at Houlihan@hartford.edu

Eastern New York—Nancy W. Smith

As I end my term as Eastern NY District Coordinator, I would like to thank our colleagues at the colleges and universities who volunteered their time and energy to host the many breakfast and afternoon discussions offered. Without the generosity they extended, these small events could not have taken place. In particular, I would like to acknowledge the staffs at Skidmore College, SUNY Plattsburgh, Hofstra University, SUNY Purchase, Teachers College, The Juilliard School, Sarah Lawrence College, and Vassar College. All I needed to do was pick up the phone and make a call asking for assistance and everyone was willing to lend a hand. This kind of hospitality is what makes NEACUHO an incredible organization to be a part of!

I hope that I have served you well in this role and have opened the door for the next District Coordinators of this region to continue these networking opportunities. I believe that the new restructuring of Eastern New York will enable both Joe Murphy and Angela Kang to outreach to all of you and keep the lines of communication open in regard to the work of the organization and the Executive Board. I know you are in good hands!

I look forward to seeing you at the Annual Conference and spending time with people who are truly remarkable individuals and professionals! My best to everyone!

To contact Nancy, please e-mail her at smithn@newschool.edu

Maine, New Hampshire & Vermont—Nate Gordon

Greetings ME/NH/VT NEACUHO!

I hope that your end of the semester closing went well and that the summer is off to a fantastic start. As we gear up for another NEACUHO annual, I wanted to take a moment to thank everyone who attended one of the District Socials this year. I especially would like to acknowledge Marissa Derderian from Castleton State College, Katie Orlando from the University of Maine at Farmington, and Trixy Palencia from Southern New Hampshire University for serving as hosts for district events this year. I enjoyed connecting with as many of you as I could and I look forward to serving as your District Coordinator for another year. Speaking of next year, our district will be changing. As the districts have been re-aligned, I will be staying on board as the District Coordinator for Maine and New Hampshire. Vermont will now be a part of Eastern New York and Joe Murphy will be their District Coordinator. For those attending the annual, I will introduce Joe to our Vermont contingency as he will take over that district at the conclusion of the conference. Speaking of the annual, we will be having the district dessert social after the opening banquet. This will be a time for us to connect with one another, have

a delicious dessert and have our long-standing tradition of our book raffle. If you have any suggestions for which books should be raffled off, feel free to send them my way.

See you at the annual!

~Nate

To contact Nate, please e-mail him at ngordon@keene.edu

Massachusetts—Shelly Keniston

Thank you Massachusetts for letting me represent you the past two years in NEACUHO, it has been my pleasure. I would like to thank all of you who hosted a NEACUHO event or were willing to host a NEACUHO event. Thanks to all of you who attended or presented at a NEACUHO event; without dedicated members like yourself, we couldn't do all that we do. Massachusetts is a great district to be part of. I hope you will join me in welcoming in our new MA DC, Eric Rollo. Hope to see you all at the Annual Conference.

~Shelly Keniston, Outgoing MA DC

To contact Shelly, please e-mail her at skeniston@bridgew.edu

Western New York—Darese Dostal-Scaffido

Happy End of the Year Western NY!

I hope you all had a fabulous semester and closing went smoothly and now you are progressing into a lovely summer season. Thank you all for participating in and contributing to NEACUHO activities this year.

I particularly would like to thank Cazenovia College for hosting one of the district breakfasts this year. Chuck Lamb and the RIT staff also get a double shout out for hosting both the Rochester area Housing Directors meeting and the Western New York Placement Exchange.

If I haven't yet met you at a district or regional event, I hope to meet you soon. Also, please join the WNY NEACUHO Facebook page for regular updates. Hope to see you in Bristol!

To contact Darese, please e-mail her at dostald@tc3.edu

Annual Conference—

Carol Sacchetti

To contact Carol, please e-mail her at csacchetti@rwu.edu

Corporate Relations—

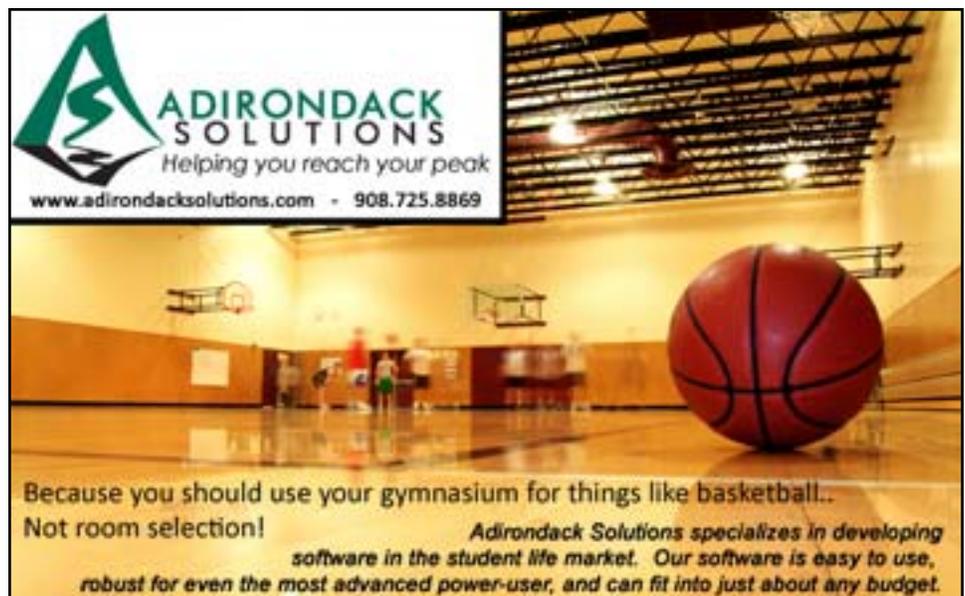
Jana Jacobson

To contact Jana, please e-mail her at jjacobson@keene.edu

Media and Publications—

Joe Murphy

Thank you again to everyone who had a hand in helping to create our sixth, and final, issue of *The Navigator* this year! It has been a terrific year for sharing information in our region. Enjoy this issue!



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Thank you to everyone who took the time to respond to "NEACUHO's *The Navigator* 2009-10 Survey" in April. We

received a lot of great feedback that will help the committee better serve you in the future.

Do not forget about NEACUHO's online discussion board! The discussion board was created to allow housing, residential life, and student services professionals and paraprofessionals in the Northeast to have discussions, request information, and share knowledge on topics regarding our field. Postings on the discussion board will appear similar to how the Yahoo! Group E-mail Distribution list is used in requesting information from other member institutions. You can visit the discussion board directly by clicking on the following link, <http://neacuho.websitetoolbox.com/>.

Do you have information you would like to share with Housing & Residence Life professionals in the Northeast? Submit an article to be included in the next issue of *The Navigator*. Submissions are due July 15.

To contact Joe, please e-mail him at jmurphy@skidmore.edu

New Professionals Development—Ryan Young

Hello everyone! I hope you enjoyed your spring semesters. Overall, the NPDC has had an amazing year. Our events were extremely successful and, hopefully, had an impact on many of the new professionals in the region. We're excited for the great turn out of new professionals at Roger Williams University for the Annual Conference. A large amount of new professionals will participate in our New Professionals Orientation, as well as the Program Committee's Case Study Competition. It's great to see so many folks getting involved and challenging themselves!

Now that we're headed into summer, this is a great time to get rejuvenated and start planning for the year ahead. I hope while you're looking to the future, you consider participating in NEACUHO—If not with the NPDC, with another committee. Don't forget to sign up and get involved in any way you can!

Next year, the NPDC will continue to host our four RD2B conferences. On November 13, we will head to Medaille College and SUNY Purchase; while on February 12, 2011 we will visit Keene State College and Siena College. Our New Professionals Conference will have a slight change for next year. After much consideration, the NPC will now be held at the end of February. The board felt this would allow for our new professionals to "get in the groove" of a semester before heading to a conference and getting even more great information. Additionally, the Mid-Level Institute will be occurring simultaneously. We hope to coordinate with this group to have our mid-level professionals working with and giving back to our new professionals. The University of Southern Maine is excited to be hosting these conferences next year on February 25.

Finally, I am very excited to be remaining as the New Professional Development Committee Chair for the 2010-2011 academic year. I hope to continue working with the committee members to be just as productive and effective as this past year. If you have any ideas, suggestions, or comments on how we can better serve our New Professionals in the coming year, you can always contact me at ryoung@gw.housing.umass.edu. I hope to see you at Quinnipiac University for the NEACUHO Committee Day on July 9!

Best,
Ryan D. Young, NPDC Chair

Be sure to check out our article on pages 17-18.

To contact Ryan, please e-mail him at ryoung@gw.housing.umass.edu

Professional Development—Jennifer Crane

To contact Jennifer, please e-mail her at Jennifer.Crane@quinnipiac.edu

Program—Trixy Palencia

Another NEACUHO year is coming to an end. As I sit here and write this summary an instant smile is put on my face. My role as Program Committee Chair is to facilitate the search and selection process of Annual Conference program proposals. Although this task may appear to be a simple one many details go into the process that require a full year of attention to detail that cannot be done without a committed group of individuals. Although the members of the Program Committee

knew what they were charged to do for the year they insisted in giving more to the NEACUHO organization. One example of how they exceeded my expectations was their determination to launch a podcast, but during the planning of the first podcast one quickly became three! I cannot thank my committee enough for all their work this year from all the details of the Annual Conference to jumping into new waters!

Another group of individuals deserving of recognition and appreciation are the presenters selected for this year's Annual Conference. A big thanks goes out to the 74 presenters for their contributions to the annual and their assistance in providing professional development opportunities for the professionals in our region.

Lastly, I want to congratulate Mike Guthrie who will take the reigns as next year's Program Committee Chair. Through his leadership and passion for the NEACUHO organization I am confident the committee will continue to do great things!

Be sure to check out our information about podcast on page 3.

To contact Trixy, please e-mail her at t.palencia@snhu.edu

Residential Operations—Julie Hershkowitz

The Residential Operations Committee Chair Julie Hershkowitz would like to send out a heartfelt thank you to her wonderful committee for all of their hard work and dedication over the 2009-10 year! She could not have gotten through without you—Shruti Tekwani, Steve Prue, Dennis Lue-Yat, Michelle Brokaw, David Jones, Kristin Calejari, Woodrow Freese, Da Vaughn Vincent Bryan, Carol Sacchetti, and Josh Hettrick. Congratulations to the 2010-11 chair, Shruti Tekwani!

To contact Julie, please e-mail her at j.hershkowitz@neu.edu

Risk Management and Legal Issues—Donna M. Rogalski

Be sure to check out our article on pages 14-16.

To contact Donna, please e-mail her at rogalski@bu.edu

Social Issues—Temple Jordan

Be sure to check out our article on pages 1-3.

To contact Temple, please e-mail her at t.jordan@neu.edu

Recognition

- As the Residential Life Department here at Sacred Heart University says goodbye to three of our Residence Hall Directors, please walk away remembering that you have made a difference and never will be forgotten. Thank you for all of the hard work and dedication that you have contributed to our community. Ashton Foley, Tiffany Shakro, and Jeffrey Barrett – You have each changed our department for the better!
- Congratulations to all of our graduates in the field this year!

**Do you have a new staff member in your office?
Is there someone you'd like to recognize for a job well done?
Why not share with your colleagues in NEACUHO?**

Send us their name, position, institution, recognition, and photo headshot (optional) and we'll include them in the next issue of *The Navigator*.

E-mail submissions to pnardone@binghamton.edu or neacuhonavigator@yahoo.com

This Field Needs You at Your Very Best, So Take Care of Yourself!

Cathy Raynis Meeker, Past President of NEACUHO

Congratulations! You have made it through another academic year. Hopefully you have had time to relax since the semester ended. The summer is usually a good time for people in our field to take care of themselves so they can face another academic year with fresh excitement. In case you needed a little help moving from a state of exhaustion to a state of energy, I thought I would share information to help you relax, refresh, and renew this summer.

Why is it important to relax, refresh, and renew?

It is vital for you to have a little down time at least once a year so that you do not burn out and begin to resent your work and your life. If you do nothing but work and give 100 percent to every person, project, and crisis that you encounter without ever taking the time to relax, you will get cranky. If you allow that to happen, you will fail to make a difference in the lives of your students and your staff, and no one will want to be around you. You will also lack the decisiveness, clarity, and peace of mind to effectively handle emergencies and carry out complex administrative tasks. In addition, in order to do the important work that we do over the course of our careers, you will need to pace your flow of positive and negative energy. It is vital that you relax, refresh, and renew to optimize your ability to approach your work with excitement and zeal over the long term.

Relax professionally and personally.

Many times we end the semester and we are just spent. We have given our all and have survived many challenges that zapped our positive energy supply, self esteem, and confidence. It is essential that we take the time to rest and refill our internal cup of positive energy. Take the time to stop and celebrate your accomplishments. It allows you to mentally stop and remember the good people in your life and the goals you have reached.

At the end of an academic year I can almost hear a huge collaborative sigh of relief from all my friends and



Photo of Cathy Raynis Meeker, provided by the Media & Publications Committee.

colleagues nationwide as their halls and institutions close and finish for the year. Most of the students leave and finally we have a moment to relax. Make sure you take this moment to breathe and remember the personal and professional progress you have made. Too often we acknowledge the negative things that happen to us and we take no time to remember the amazing things we have done along the way. Finishing a big project or completing another academic year should be the time when you stop everything for a while, enjoy the moment, and celebrate your professional and personal accomplishments. This is a special time to celebrate the life you are living.

“It is vital that you relax, refresh, and renew to optimize your ability to approach your work with excitement and zeal over the long term.”

Refresh professionally and personally.

Take the time to refuel. Some people can refill quickly but others need all summer to rebound in between academic years. After projects, make sure you figure out what you need to do to take in as much new positive energy as you can. In yoga participants lie down on their back with their shoulders down on the ground, legs out flat, feet splayed to the sides, and palms open facing up toward the ceiling. In this pose, participants are open to take in new energy to refuel. For some of you, the concept of resting to refuel sounds crazy. For those of you who find it appealing, give it a try. Some of you already do it just by catching up on your sleep after students leave in May.

THIS FIELD NEEDS YOU AT YOUR VERY BEST...

I love to go for walks near water or mountains. I breathe in deep and take in good energy and breathe out negative energy. If I am upset or dwelling on something, I try to breathe it out and let it go as I walk. I find great energy in nature as I walk. In my 20s and 30s, I found the same satisfaction from running on natural trails and roads. Now a days, Bikram Yoga and walking are my ways to refresh. It is vitally important that you take the time to stop and refresh so that you can do this work in a quality fashion for a long period of time. You are important to this field and we need you to find a way to take care of yourself. You need to find your own way to refresh.

“We must get rid of negative thoughts, people, and things in our lives that drain us of the positive, feel-good energy.”

When I asked friends on Facebook what they do to re-energize after completing a big project or an academic year, they shared a lot of different methods. Activities included planning vacations, going for a drive with all of the windows down and cranking favorite music, taking extra time away from work to hike near nature, getting a massage, hanging out with friends, dancing, drinking a favorite beverage, crying to release the stress, spending time with friends and family, spending time alone, going to a place where no one can contact you like swimming or water aerobics, working on a service project in the community, visiting the ocean, reading trashy novels and gossip magazines, and playing on the computer. Perhaps some of these ideas can help you to find a way to refresh that is ideal for you.

In addition, in order to fill our lungs, minds, bodies, and souls with positive energy, we need to make room for it. To do so, it is important that we get rid of the negative energy each year. We need to clear our head and our heart of worry, grudges, anger, jealousy, gossip, hurt, hatred, and anxiety. It is also important to sometimes deal with it, wipe the slate clean, and let it go. Don't drain your positive energy by staying angry, hurt, or anxious. To do this, we need to make sure we are taking care of ourselves. We must get rid of negative thoughts, people, and things in our lives that drain us of the positive, feel-good energy. We must take care of ourselves so that we can offer care,

concern, and compassion to others.

Renew Professionally and Personally.

After each big milestone, make sure you take the time to assess your growth and accomplishments and make a plan for how you will move forward. Refocus your gaze just a little to set a challenge for the new year or the next project. What do you want to work on this year? Think about at least one thing you want to enhance in your personal and professional life.

I like to ask myself, “At the end of my life, what do I want to have accomplished? How do I want to have lived my life?” This statement helps guide me in setting goals to renew my excitement for the next year and the next challenge.

Refocus your gaze so you clearly see the new goals you want to accomplish. You can think about your personal life in terms of the different areas of the wellness model and the communities to which you belong. What areas of the wellness wheel are underdeveloped in your life? In terms of communities, do you have adequate relationships with friends, family, and colleagues? It is vitally important that you take care of the relationships in your life so you have supportive communities in your life. To do this work that we do, you need friends and family who love you and are in your corner. With these special people in your life, you will be able to survive the difficult days. Invest in the development and maintenance of your support system.

In addition, think about what you need to do to move forward professionally. Is it your year to present regionally, or to get actively involved with your professional organization of choice (hopefully NEACUHO)? Join a committee, take on leadership roles, do the case study, or write an article about your experience attending a conference. Is it your time to apply for another college degree? Research programs of study that may help you do your work better. Or is it time to play more and explore the music, art, and museums of the cities around you? Is it time you explore fun not-for-credit classes? Perhaps it is time to do that hobby you always wanted to try!

There are mini-courses in photography, ceramics, art, dance, sports, web-design, writing, filming, wine tasting, cooking, sewing, crafts, scrapbooking, cake decorating, weightlifting and fitness, floral design, singing, playing the guitar, volleyball, and so many other things. For some of us, enhancing our technological skills may move us

THIS FIELD NEEDS YOU AT YOUR VERY BEST...

forward. For others, it may be getting that next degree, balancing our lives with love, friends, family, spiritual development, cultural development, exercise, making better life choices, or just slowing down to enjoy the beauty of ourselves and surroundings.

Learning how to recuperate and rejuvenate every summer will help you start each upcoming year with excitement. This field needs the best people to take care of themselves.

Enjoy your summer and make sure you take the time to recover and recharge your batteries.

I would suggest that you routinely relax, refresh, and renew so you have a great career and an amazing life.

Cathy Raynis Meeker is a Past President of NEACUHO. She currently serves as NEACUHO's Online Historian. To contact her, please e-mail her at craynis@yahoo.com.

The Rising CURRENT in Higher Education: Keeping Staff Motivated

Peter Nardone, Binghamton University

When was the last time your institution recognized its staff members when they touched the lives of others in the community? As professionals in the field of higher education, how can we tell who makes a difference each and every day? Also, how intentional are we in practicing recognition efforts on a consistent basis? These questions are at the heart of one of the many goals professionals in the field work to answer as we seek to empower all those with whom we work. As someone who has worked to acknowledge and recognize faculty, staff, student leaders, or students in general for their hard work, it has been a challenge discovering ways that empowerment of others is effective. I say this because each person possesses unique strengths and has different needs, especially when it comes recognition.

“Intentionality is extremely important in making staff recognition happen, and happen consistently.”

When looking at the bigger picture it is clear that words of recognition and encouragement are essential for the growth of everyone in the field. It's cliché, but education is key. How can we possibly be effective educators and helpers if we are not practicing efforts to recognize those we interact with each and every day? When looking into efforts to recognize staff and students, it's important to look outside the box in effectively implementing programs and initiatives at our institutions. And this work alone should

not solely fall on just one group of individuals. There are a lot of constituents that need to reach a common goal as far as keeping staff motivated. For example, could you imagine developing a recognition program in which one group of students is recognized for working with a diverse student population without highlighting the work a student leader does with a “rowdy” floor? Or how about acknowledging professional staff for an area-wide event without giving credit towards anyone involved in the behind the scenes obligations? It is imperative to have different people involved in reaching out towards a wide range of individuals making a difference in the lives of others.

Whether it is a simple bulletin board in a public space at which individuals going towards the dining hall can take a sneak peak at the “stars” of the week or implementing a program which brings staff together monthly highlighting their accomplishments, these small efforts have far-reaching effects. People will not only recognize others' efforts, but will be motivated to continue impacting others along the way in all that they do. At Binghamton, we have developed our Make a Difference Program in which all faculty, staff, and students are recognized for their achievements monthly. Each individual is given a gold coin which they then can pass on to others each month, as well. A Web site has been developed to further enhance the ways the Binghamton community can nominate our Make a Difference recipients. Of course, developing an initiative is one thing; being intentional is another challenge.

We cannot assume that because we have a plethora of staff

THIS FIELD NEEDS YOU AT YOUR VERY BEST... & THE RISING CURRENT...

striving to make a difference in the lives of others that staff recognition is happening consistently. Whether you have a large staff or a smaller community, there are challenges that both groups face when keeping staff and students motivated through recognition. It is easy to lose sight of the bigger picture and the impact that individual recognition has when we assume that it is happening. For example, if you are a member of a larger institution, how easy is it to say, "I'm sure someone else is taking care of that?" Or being a member of a smaller institution in which there are more resources at your hands than you could imagine in order to assist with your initiatives. Intentionality is extremely important in making staff recognition happen, and happen consistently. Whether it is acknowledging a student who comes to your office hours each morning giving a regular hello, highlighting a staff member at a meeting for their hard work, or stepping up to the challenges of implementing change in order to change the lives positively of your students and the community, it all will add up in the end as long as we are intentional with making a difference and seeking positive change.

I am not saying that each and every one of us has to create a program which will change the lives of every student at

their institution tomorrow. I would, however, like to stress the importance of recognition and challenge you to take a step back and say to yourself, "When was the last time I recognized someone for changing my life or making a difference in the lives of others, and how did I respond to that person?" Remember, meeting individual needs is important when taking the first step in motivating others. It's cliché, but education is key.

Peter Nardone is a Resident Director at Binghamton University. He currently serves on NEACUHO's Media & Publications Committee. To contact him, please e-mail him at pnardone@binghamton.edu.

Continue the Conversation...

[CLICK HERE](#) to visit the NEACUHO Discussion Board and continue the discussion concerning "Keeping Staff Motivated" as discussed in this article.

Let's Discuss...

**Do you have an idea?
Do you need someone's advice?
Curious how other institutions are tackling situations?**

Visit NEACUHO's online Discussion Board to share knowledge, ask opinions, and find out what other institutions in the area are doing. You're only one click away from the ultimate networking resource in our region...

<http://neacuho.websitetoolbox.com/>

Combating Alcohol & Other Drug Issues On Campus: More Than Just a Task Force!

Eric Rollo, Bay State College

It happens on all of our campuses, yet there is no one way to solve this issue. Articles are all over *The Chronicle*, presentations are going on at national conferences, and conversations are being had on campuses. The issue is so important to the leading provider of higher education risk liability insurance, United Educators, that they have partnered with the leading provider of assessment and electronic education to increase programs to curb its harmful effects (“Alcoholedu® for college,” 2010). Negative consequences due to alcohol and other drug use impact each campus community as a whole, whether it is through damages caused by an individual under the influence, attrition, negative interactions with peers or staff members, sexual assault, impact on academic performance, and, perhaps most importantly, the impact on students’ mental health. In conversations with practitioners in both the Alcohol and Other Drug (AOD) and College Counseling fields, the practitioners state that consumption of alcohol is a key indicator of future mental health issues, or an underlying factor in current mental health conditions. Alcohol and other drugs present student affairs practitioners with many difficult situations, and it’s important to begin conversations within our residence life and housing programs on campus.

Why Residence Life & Housing Professionals Should Be Concerned: A Quick Look at the Facts

According to the organization Outside the Classroom, a study of student claims through United Educators over a four-year period revealed that claims that involved alcohol was 25 percent higher than those that did not. In addition, most of the incidents were very serious, and more than 50 percent involved some sort of assault (mainly sexual assault claims) (“Alcoholedu® for college,” 2010).

According to United Educators themselves:

- Nearly 600,000 students ages 18 to 24 are unintentionally injured under the influence of alcohol every year, according to the National

Institute on Alcohol Abuse and Alcoholism.

- Almost 700,000 are assaulted by another student who has been drinking, according to the National Institute on Alcohol Abuse and Alcoholism (NIAAA).
- A quarter of college students report adverse academic consequences, such as missing class, falling behind, and receiving poor grades.
- 80 percent of college students tell researchers that they drink.
- 40 percent said they had more than five drinks in the prior two weeks.
- 75 percent of 12th graders report that they drink.
- 66 percent of 10th graders report that they drink.

Best Practices: How to Work Towards a Solution

Creating a comprehensive plan using an environmental approach, such as by following the examples/suggestions available through the Department of Education’s Higher Education Center, is imperative on modern-day college campuses, specifically in the Northeast where studies have shown a higher rate of high-risk behavior than in other areas of the country (“High-risk drinking in,” 2005). By definition, an environmental approach seeks to involve members on both sides of the students’ on campus experience, but also the students themselves and members of the nearby community (“Statewide initiatives and,” 2010). First and foremost, practitioners seeking to begin or enhance AOD efforts on campus must get people involved.

Task force: Something many campuses have, but are they being used effectively? AOD task forces encourage the collaboration that we all have come to value within our campus’ professional community. The importance of this collaboration is often lost because we are not including various entities within the campus community. In the

Risk Management and Legal Issues Committee



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creation (or re-evaluation) of a task force, it is important to recognize this. First and foremost, who are the stakeholders on campus? Are there students, faculty, and various staff members included in your conversations? If not, why? Finding advocates and allies across a wide range of campus constituencies is important in establishing a successful task force or program. A strategy used to increase collaboration on a few campuses has been the creation of a resource guide aimed at faculty and athletic staff in order to encourage their involvement in combating the issue within the campus community (“Emory university health,” 2010). More importantly, what is the purpose of the task force? Establishing a mission and vision for your cause is the first thing the group should work on in order to establish a direction for all endeavors. The next step is to ensure the establishment of learning outcomes for each and every program and initiative. Establishing focused learning outcomes with clear and measurable objectives will assist in assessment and justification of an AOD program or task force.

“80 percent of college students tell researchers that they drink... 66 percent of 10th graders report that they drink”

Assessment: It can be done for you, via programs like Outside the Classroom’s AlcoholEDU (“Alcoholedu® for college,” 2010), or you can create an institution-specific instrument. The benefits to a commercial instrument include the ability to benchmark against other institutions and their comprehensive nationwide data, the fact that a representative works with you to make the instrument as institution-specific as possible, and the ability to use the program for the dual-purpose of assessment within education. If simply trying to assess the need for a program, an institution-created study or commonly used instruments such as the CORE survey or ACUHO-I survey offer a means to quantifying high-risk behavior on campuses, as well as the ability to customize the instrument in order to study the need for AOD-related initiatives within the campus community.

Policy Reform: Institutions like Oklahoma State University are mandating campuses become substance free (read: “dry”), while other campuses seek out a

harm-reduction approach to recognize students’ independence. In the past, many institutions held students accountable through strict and punitive judicial systems, while presently, progressive institutions are promoting medical amnesty within the campus community for alcohol and other drug-related events. Neither method is empirically supported as being more successful; however, a harm-reduction approach would seem to be an easier sell to students. Harm-reduction approaches are not abstinence-based and are more apt to encourage student accountability of themselves and their peers. The harm-reduction approach also makes facilitating conversations regarding high-risk behavior easier between housing, residence life, and conduct officers much easier, although also increases the “grey area” that often exists within student codes of conduct.

Known Issues: Dry campus or not... what happens if someone fails to report? Whether it is a resident assistant, a graduate assistant, a faculty member, an athletic coach or a professional staff member, clear policies and procedures must be established to decrease the campus’ liability in the case of an alcohol-related incident or tragedy. Creating a reporting system, and more importantly, a culture in which reporting is not punished but encouraged is equally as important as establishing a clear policy around the AOD issue.

Confidentiality: Counselors (licensed or those working directly with students in a counseling capacity) often have their hands tied when communication regarding substance abuse might be needed. Oftentimes on larger and less centralized campuses, there is a disconnect between counseling practitioners and individuals in fields such as student success coordination or learning specialists, which could allow for potential drug interactions, for instance. It is important for us to establish a well-known and easy to understand policy and protocol on alcohol and drug use and evaluation within the campus community, and at the very least, establish a means to encourage appropriate referrals in order to ensure that students are receiving the necessary support needed to succeed on our campuses. With student staff members, it is important that they understand the difference between confidentiality, and the ability to remain anonymous, as well as when it is appropriate to suggest or “promise” these conditions to a student.

Topics for Future Conversations

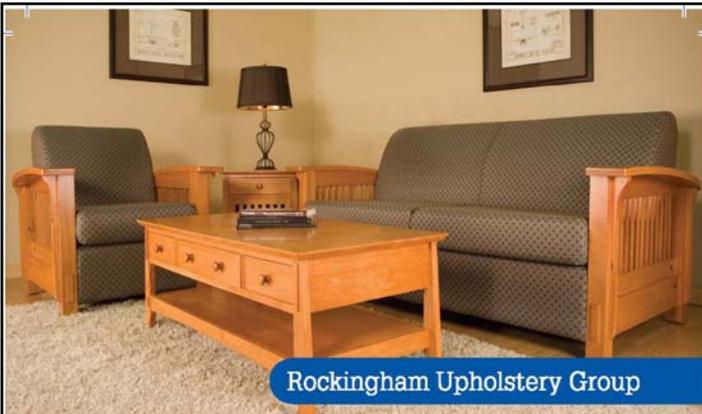
What would your ideal campus look like? Outside the

Classroom asked this on their Web site's discussion board recently and Robyn Priest, Assistant Dean and overseer of Boston College's Alcohol and Drug Education Program, was one of the first to respond. Priest envisions a culture where students are evaluated in a way that is similar to how professional staff is, from a 360-degree perspective. Priest argues that decreasing the importance of GPA and increasing the importance of being a positive contributor to the campus community and decreasing negative behavior by adding this to students' transcripts will lend to sending better prepared and more responsible young adults into the world upon commencement (Priest, 2010).

There are many questions to consider on your campus. Every campus is unique and requires innovation based on the campus culture. How do we implement programs and initiatives? Oftentimes our superiors seek out evidence-based programs that have been proven to succeed (whether because there is a better chance of success or because they are easier to implement). Where can we work as progressive innovators in order to target our programs to our campus communities? Alcohol-free programming is

often-spoken about, but rarely intentional. How do we as residence life and housing professionals collaborate with our colleagues in other areas of campus to provide effective and entertaining alcohol-free options on our campus? How do we, as professionals, get students involved? It is all too easy for us to focus on our student leaders and involving those holding positions on a residence hall association, student government organization, or on the residence life staff; how do we get our other students involved? In the spirit of innovation, it is important to recognize that all of the evidence-based initiatives we reference in our practice started from something that never existed. Challenge yourself and your colleagues to establish new ideas that are specific to your campus population, and share these concepts with your peers in the field in order to influence the positive change within our field and our community of students!

Eric Rollo is a Residence Life Coordinator at Bay State College. He also serves on NEACUHO's Risk Management & Legal Issues and New Professional Development committees. To contact him, please e-mail him at erollo@baystate.edu.



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COMBATING ALCOHOL & OTHER DRUG ISSUES ON CAMPUS...

Staying Involved When You May Not Feel Supported

Ryan Young, UMass Amherst

One of the most challenging aspects of trying to get involved is feeling as though there is a lack of support. This could be a lack of financial support, supervisory support, or departmental support. In hard economic times, like we're in now, finances often restrict professionals from taking advantage of the great opportunities offered to them. On the other hand, it may simply be a lack of support from those in leadership positions that have influence over your position. This is especially prevalent when there is change happening on campus or in your department.

After chatting with a few different professionals about this topic, I decided to offer some potential solutions. There are plenty of ways you can participate if you still really want to be involved. In problem solving your own professional development challenges, you may have already thought about some of these things. So, I'm sorry in advance if I don't give you anything new and exciting to help you out.

“If your institution has a ‘travel freeze,’ that may mean they will still pay for the registration [of a conference].”

First, still join a committee! Most of our NEACUHO committees don't have in person meetings, so you can still be active by participating on conference calls. There are also projects you can do from home. For example, individuals might not be able to make it to conferences, but can work on projects and email their stuff to the conference chairs. This past year, some NPDC (New Professionals Development Committee) members designed all the name tags for the fall RD2Bs and created certificate templates for the New Professionals Conference from afar. Just be more proactive in communicating with the chair of your committee or conference to say you want to be involved and help out, you just cannot be present at the events.

New Professionals Development Committee



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Another suggestion is to volunteer to write articles for *The Navigator* for your committee(s). This is another easy way to

stay involved and not have to travel or give up a ton of time if your department is not approving time away. The Media and Publications Committee is always looking for individuals to write articles for the newsletter, and if you submit on behalf of your committee, your article might even be a featured article. Writing for *The Navigator* also gets your name out to the entire region! People will be able to see your name so when you can be more involved in person, you already have some name recognition.

You could also consider being involved in activities like RD2Bs, which are on a Saturday. Time away on a weekend may be easier to get than during the week. For those of you who still have to participate in an on-call/duty rotation, if you can plan your commitments for different weekends, then you can be in person at the event ready to work. If you get approved to attend a conference or event that is not related to a committee you are serving on, still e-mail the committee or conference chair to offer help. This will once again get your name out there and gets you involved at the events you can go to.

I am always telling my staff not to “reinvent the wheel.” So, you could also apply this strategy to staying involved with NEACUHO. Try to incorporate what you want to do in NEACUHO with your professional goals/evaluation process for your position. For example, work with your supervisor to say “I want to increase my skills/knowledge in facilitating discussions of Social Justice and Diversity.” Then take the Social Issues Committee’s “Train the Trainer” information to your supervisor and say, “This would be a great opportunity for me to work on that goal we developed!” Since it was something you planned out together, perhaps they may be more willing to consider the time away and supporting the professional goal they will be

evaluating you on.

One last piece of advice, more based off of not having financial support, is to offer to pay for a portion of the cost out of your own pocket. I know that can be a challenge for anyone. Many of the NEACUHO conferences are very reasonably priced. The board also works hard to make sure the events are located throughout the region. However, if your institution has a “travel freeze,” that may mean they will still pay for the registration. Perhaps the conference registration is too much to be covered out of your pocket, and funding is available to cover that cost. You might be able to carpool and work with colleagues to significantly cut down on the travel costs. Any way that you can cut down on the costs out of the university’s pockets, and yours for

that matter, is a beneficial approach.

There are plenty of ways to remain active and get what you want out of your professional development. Definitely consider the options that work for you and sign up for a NEACUHO committee today. NEACUHO is only as strong as its membership. So, the more involved and active members of NEACUHO are, the more NEACUHO can give back and become an even stronger organization.

Ryan Young is a Residence Director at UMass Amherst. He also serves as NEACUHO’s New Professionals Development Committee Chair and as a member of the Program Committee. To contact him, please e-mail him at ryoung@gw.housing.umass.edu.

Reasons We Should All Give

Kyle Audette, Marlboro College

I am a member of NEACUHO and if you are reading this article, then the chances are pretty high that you are one too. Being a part of something bigger than you is why we tend to congregate around an idea, belief, or cause. The annual conference is probably the most familiar example of this: colleagues from various institutions traveling to one destination to learn from one another, exchanging ideas, becoming re-energized, and to catch up with (or meet new) friends. By doing so, we give our time to the organization and each other. It isn’t much to ask when the rewards vastly outweigh the effort, don’t you think?

I am also a member of ACUHO-I. There are probably less of you reading who are also ACUHO-I members (Even if you aren’t a member of ACUHO-I, keep reading. You’ll see why this article still relates to you). Out of all the national-level professional organizations out there for folks like us in higher education, I found ACUHO-I to be the most useful to our profession.

In 1995, I received the Dan Hallenbeck Memorial Scholarship at the James C. Grimm National Housing Training Institute (NHTI). A presentation to my colleagues at the 2006 MACUHO Annual Conference earned me the “Region’s Best Presentation” award (and scholarship money), which allowed me to attend my first ACUHO-I Conference in 2007. Both scholarships are funded directly by the ACUHO-I Foundation.

A small percentage of us in the profession have directly benefited from the ACUHO-I Foundation in the form of scholarships.

However, I argue that

the vast majority of us have directly benefited from the ACUHO-I Foundation, and in some ways, we didn’t even know about it. Here’s a list of some initiatives/projects that directly benefit from the ACUHO-I Foundation:

STARS College – maybe you went to the STARS College, or have sponsored a student to go. Maybe you work with a STARS College graduate. This program presents the world of housing to those interested in the field and provides training to our future leaders in the field.

The 21st Century Project – the project will explore the ever-changing roles that residence halls play in the collegiate experience and how they can improve and adapt to better serve students’ needs. The final renderings of the project will no doubt directly impact how we design new buildings in the future.

Learning Reconsidered 2 – ACUHO-I Foundation funding allowed ACUHO-I to partner with NASPA,



ACPA, and other Student Affairs associations to publish *Learning Reconsidered 2*. This popular title examines how Student Affairs contributes to student success and includes the importance of collegiate housing. The publication was so popular that a second printing was required.

The Talking Stick – ACUHO-I Foundation funds allowed the redesign of the Talking Stick in terms of content, design, and mission. Currently more than 5,000 people receive print copies of the award-winning publication six times a year while a digital version of the magazine is available for all ACUHO-I members for no additional cost.

That's just four of the many ways the ACUHO-I Foundation has provided financial support over the years (For a more comprehensive list of how the ACUHO-I Foundation invests in *our* future, visit their Web site at www.acuho-i.org). The Foundation was formed in 1988 to provide a way for individuals, institutions, corporations,

government agencies, and other foundations to support the collegiate housing profession through gifts and grants. Since its inception, the ACUHO-I Foundation has raised more than \$1 million used to fund commissioned research, study tours, conference speakers, institutes, and scholarships.

Please consider making a donation to the ACUHO-I Foundation either at the NEACUHO Annual Conference or online at: <https://foundation.acuho-i.org/>. **Be sure to earmark the donation in the name of your NEACUHO regional endowment!** By the way, ACUHO-I has 501(c) (3) status so your gift is tax deductible!

With your help, we can make NEACHO a leader in regional support for such a valued resource.

Kyle Audette is the Director of Housing and Residential Life at Marlboro College. He also serves as NEACUHO's Regional Cabinet Member on the ACUHO-I Foundation Board. To contact him, please e-mail him at kaudette@marlboro.edu.

Life as a GA

Ryan Nicole Greelish, Sacred Heart University

Upon graduation of my undergraduate degrees, I felt relaxed and confident since I had been offered and accepted a position at Sacred Heart University as a Graduate Assistant. This position was a Residence Hall Director of a freshmen and sophomore hall within the Residential Life department. With much excitement and enthusiasm, I moved into my new apartment and starting working in July of 2009 (last summer).

Just about one year has passed now. I still enjoy my position and look forward to the next academic year. Throughout this time, it has been an acrobatic act for me to balance "all that was on my plate." This was quite a challenge for me.

Okay, "I am all moved into my new apartment, start my first day of work tomorrow, and ... and ... I am all alone." I had been functioning on excitement and the newness of my "real world" life and had not taken significant time to process this transition. Through months of adjustment, I had finally reached a balance between work, school, and my personal life. This was more of a challenge than it sounds. My family, friends, and boyfriend were all two hours away from me, so what was I supposed to do when I was not

working? Well, I had to get it together and make a new life. However, this did not happen in the snap of my fingers. I ended up spending more time with my colleagues, ate meals on campus, volunteered at a local soup kitchen, took walks or read on campus, found a women's basketball league to play in, and if all else failed, I would work more. In any case, I tried to keep myself busy.

The next task was to become better accustomed to how the Residential Life department functions and discover what my role would be. Having started work in July, it allowed me more free time, although it wasn't always a good thing. As the summer continued, RA training was just ahead. This was my first experience presenting full session topics, implementing staff meetings, supervising a large group of RAs, and making key decisions. Not only was this an eye opening experience, but it also allowed for much self-

*Photo of Ryan Greelish.
Provided by Megan
Houlihan.*



reflection. As the fall semester came and went, I was able to gain more of a grasp in the position and how to carry myself with residents, RAs, and supervisors. Developing a rapport with RAs was an obstacle because I am similar in age to them. The most difficult challenge was, and sometimes still is, removing myself from my office. This is because the Residential Life department office is located in my residence hall, which makes it difficult to walk away at times, because it is the “hustle and bustle” and I sometimes felt that I “should” be in my office. The spring semester was a bit smoother, as well as next year I hope.

“Sometimes there are difficulties that few realize or have simply forgotten since it was a long time ago since they were graduate assistants.”

Academics also must be balanced into the equation because after all it is a graduate assistantship. How easy it is to forget that since classes are at night and I work all day. Of course this was another transition piece that took place, simpler than the others. I am currently pursuing a master’s of arts in teaching. I am enjoying the courses and find them very intriguing.

In the end, it has been a great opportunity and enjoying to work as a Residence Hall Director. Sometimes there are difficulties that few realize or have simply forgotten since it was a long time ago since they were graduate assistants. It may be confusing to find a place to fit in because once you do, you have to search for another job to leave in two years.

Ryan Nicole Greelish is a Residence Hall Director at Sacred Heart University. She is also a member of NEACUHO’s Program and Media & Publications Committees. To contact her, please e-mail her at greelishr@sacredheart.edu.

Ask Katie

Hello and thank you for reading “Ask Katie.” My name is Katie Orlando—I currently serve as the Assistant Director of Residence Life at the University of Maine at Farmington. I have been in this position for 16 months and in the field for five years; before UMF I was the Director of Student Affairs at Chester College of New England for four years and served as a Resident Director for two and a half overlapping years.

This column is something that I hope NEACUHO members will utilize as a resource—in every *Navigator* issue I will answer two submitted questions to the best of my ability, using my own and other colleagues’ experiences to answer as informed and as knowledgeable as I can.

I am not an expert and the responses I submit are not the only way to view, perceive, or act as a professional—my goal is simply to provide insight, support, and sometimes, a boost of confidence as you navigate through your professional life. No question will go unanswered—if your question is not answered in the issue, I will still send you an e-mail response.

Here are this issue’s questions and responses:

Question: I am finding more and more these days that I am having a very hard time relating to my students. It’s more than just the “millennial thing”—I just feel so out of touch. How do you relate with today’s traditional college student?

Response: My ability to relate well with today’s traditional college student is something that impacts my work with students daily. I consider myself very fortunate to be a somewhat younger professional, and this piece in itself has its disadvantages, but mostly advantages so far in my work. Regardless of how far removed you personally are from a person’s age or experience, there are some general things to keep in mind.

At first, early on in my career, I thought that if I watched MTV, NESN, and had a Facebook page, I would be able to use those to relate well with my students. Sure it helped with small talk, but I quickly learned that I would have to put much



Photo of Katie Orlando, provided by Joe Murphy.

more substance and intentionality in the way I went about relating to college students. Through my feeble attempts at relating to students via popular culture, I was unintentionally assuming that all students would be hip to music videos, reality shows, sports, and social networking—wrong!

It is my opinion that making assumptions about someone because of his or her age will alienate you from the younger crowd. The number of years a person has been on the planet might be an indicator of experience and maturity, but it is certainly not the only thing in shaping personal development and growth. Yesterday I assisted a resident who has been the sole provider for his family for the past few years and is supporting himself through college; he has worked a full-time job while going to school for the past seven years—since he was 14! Tonight, before writing this article, a resident confided in me that she has lived most of her life HIV positive. Young people are simply that—young people. They all come from different walks of life, different experiences that make them the way they are. All people want to feel respected by others, but even the younger generations have experienced their fair share of disrespect, unfair categorizing, judging, and intentional and unintentional stereotyping. If you, an older professional, make assumptions about a student's abilities and maturity, you will become just another adult who doesn't really care.

Ways that you can show respect to traditional college students are easy—they fall into the category of treating people how you would expect to be treated by others. Learn and remember first names. Establish eye contact when speaking. Listen more than you talk. Respect personal space. Smile and be yourself. When you speak, speak genuinely. Don't be overly friendly. No one likes a know-it-all. Just be yourself!

Question: As a professional woman, what has been your biggest challenge in establishing yourself in the field?

Response: The biggest challenge I have faced BY FAR has been establishing my credibility as a professional at each institution I have worked at. At both positions I stepped in mid-year and was responsible for finishing what another person had already started, but doing more than the previous person was responsible for contributing while maintaining what was already being achieved. I was expected by my fellow colleagues and students to live up to something that no one could ever adequately describe to me and was known as “___’s replacement” for a full semester. At both positions I received minimal orientation to the job because it was assumed that I already knew what to do—which was very interesting to experience and definitely tested my patience and ability to ask others for help. All of the above experiences were not fun and definitely not ideal! The transitions have been tougher than I thought they would be. Once I established myself at each institution and “proved myself,” things were easier and the respect came naturally. My self-esteem and confidence increased and I could move on and know that I was no longer just “the replacement” following in someone else’s path; I was starting to leave my own mark.

As you mentioned in the question, I am a woman. I have thought about how me being a woman has affected my challenges, and after a lot of reflecting, I have come to the conclusion that it has indeed provided its own set of challenges, albeit limited, but still present. I have had a difficult time working with some colleagues and students representing all genders and I can't help but wonder sometimes that if I was a man, for example, if I would be treated differently. If I was a man it would be nice to think that I would be treated more favorably in certain situations, but there most likely would be other situations that I would be treated less favorably because I was a man and not a woman. I believe all genders are presented with their own challenges and we need to embrace them and work with them, not against them.

Do you have a question you would like Katie's feedback on?

Send Katie your questions and she'll respond to you via e-mail,
and your response may be included in the next issue of *The Navigator*.

E-mail questions to katie.orlando@maine.edu

Member Spotlight

Welcome to the NEACUHO Member Spotlight! In each issue of *The Navigator* we will introduce you to the dedicated individuals who are a part of NEACUHO. Networking is an important part of professional development; so feel free to meet up with and introduce yourself to our spotlights at various NEACUHO events throughout the year.

Name: Chip Yensan

Position: Assistant Vice President for Student Affairs and Director of Housing and Residential Life

Institution: The University of Rhode Island

Previous Positions:

Associate Director for Residential Operations – University of Connecticut

Operations Coordinator – University of Connecticut

Area Coordinator – University of Connecticut

Hall Director – Michigan State University

How long in current role: Completing my 19th year at URI.

Education:

MBA – University of Connecticut

MA Student Personnel – Michigan State University

BA Psychology – UMass Dartmouth

What does NEACUHO mean to me: NEACUHO has been a part of my professional life for a little over 25 years. It has provided a wonderful conduit for professional networking and lifelong friendships. Membership on various committees, assuming elected positions, and attendance at various conferences have provided terrific professional development experiences for me.

How does Professional Development impact me at the CHO level:

My approach to professional development as a CHO has taken on different characteristics during recent years including exploration with multiple professional organizations in and out of the student housing area. Much of my focus is now more strategic than operational, but I love going to a conference and getting one great simple idea for improvement that I can take home and drop into place without a lot of effort. One of the ways that I “stay fresh” in the profession is to interact with graduate students in our college student personnel program.

What made me decide to go into the field of Res Life and Housing: I am a member of a long line of folks that Manny Carreiro (current Quinnipiac VP) got interested in student affairs careers over the years. Manny, who was Director at UMass Dartmouth when I was an RA there, encouraged me to apply for the RA job and then got me excited about the prospects of a career in student affairs.

Biggest issue facing CHOs is: To suggest that there is one “biggest” issue facing CHOs would be unfair to the complexities of managing a student housing/res life program in 2010. So let me cheat a bit and respond by giving my MBA answer: containing expenses, providing a quality product, and maintaining a robust customer base while holding fees within a range of reasonable affordability. My CSP response is: the dramatic push and pull between the forces of consumerism and the human development/education we seek to facilitate via the programs and services we provide. This one is wearing us down a bit, I think. These issues, of course, are interwoven with the very important elements of program assessment and data driven resource allocation as well as the cultivation of civil, just, and inclusive residential communities.

Advice for New and Mid level professionals: Seize every opportunity for professional growth and career fulfillment. Identify someone with whom to establish a mentoring relationship and then be the initiator of that partnership. Don’t be afraid to move laterally along the career path. Sometimes a step sideways will lead to a leap upward.

Favorite part of my job: Interacting with students who are engaged and who are flourishing at URI.



Photo of Chip Yensan, provided by Carol Sacchetti.

Favorite tradition that your department does: Costume bowling night as part of fall RA training. The line dancing across the lanes and the costumes get better every year!

Biggest challenge that you have faced as a CHO: Turning around a student housing program that was almost universally perceived as a recruitment and retention liability into an asset for the University.

Where do I see the field of Res Life and Housing moving to in the next 5-10 years: Basically, I think we continue to innovate and look for new ways to deliver high quality student life programs, experiences, and facilities. Many student housing programs are severely leveraged due to borrowing associated with major renovations and new construction over the past decade. I think that the pressure to keep going with these types of building projects alongside a diminishing capacity to borrow the necessary funds will hold the door open for privatized housing options. Also, the interest in integrating the residential and academic experiences will continue, especially with first year student housing, in the form of theme communities, LLCs, and various other academic affairs/student affairs crossover programs.

Do you know a Housing & Residential Life professional who should be the next NEACUHO Spotlight?

Send us their name, institution, and e-mail and we'll contact them about being in the next issue of *The Navigator*.

E-mail suggestions to Carol Sacchetti csacchetti@rwu.edu or Tara Rupp trupp@fairfield.edu



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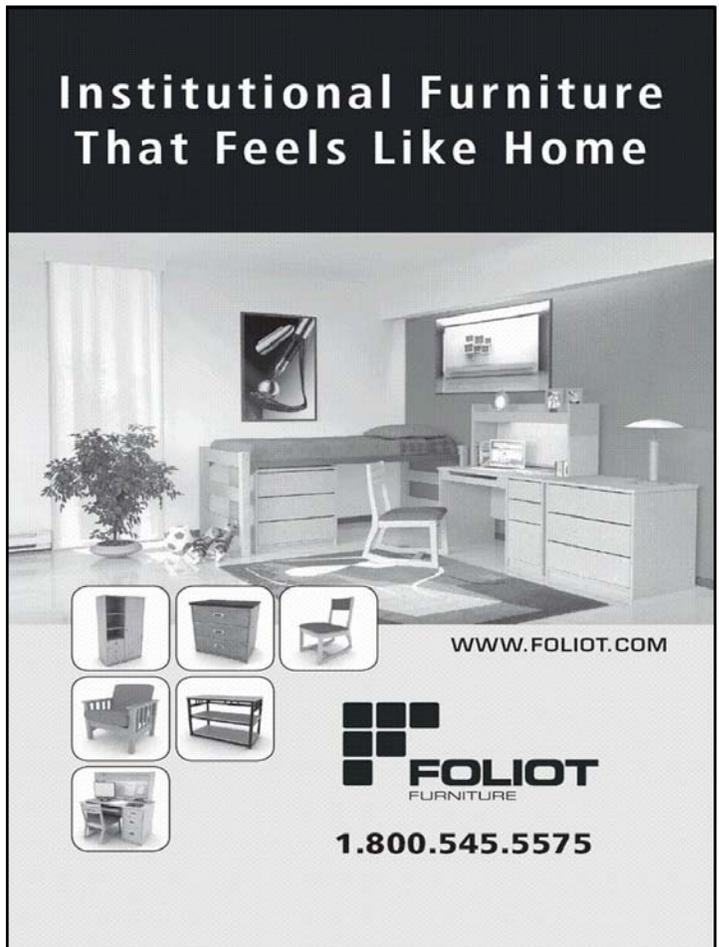
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NEACUHO Membership for 2010-11

In an effort to assist member institutions during these difficult economic times, the NEACUHO Executive Board has already voted on membership rates for the upcoming membership year. Membership rates will remain unchanged.

Always Affordable!

Membership dues are based on your institutions designed occupancy:

- ◆ 3,501 or more beds: \$100
- ◆ 1,501-3,500 beds: \$80
- ◆ 1,500 beds or less: \$60
- ◆ Affiliate membership*: \$30

(* Affiliate memberships are non-voting and available to individuals at non-member institutions)



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The board also recognizes that many institutions are unsure of their financial outlooks for the upcoming year and have decided that we can begin the membership process now, which may allow some institutions to use existing 2009-10 funds. If you are interested in renewing for 2010-11 now, please send an e-mail to Kim Schmidl-Gagne, NEACUHO Membership Coordinator, at Kgagne@keene.edu. Please contact Kim with any questions you may have.

NEACUHO Fall 2010 Events

Committee Meeting Day

@ Quinnipiac University (Hamden, CT)

July 9, 2010

Social Issues' "Train the Trainer"

@ Herkimer County Community College (Herkimer, NY)

October 1, 2010

Fall Drive-In Conference

@ University of Connecticut (Storrs, CT)

October 22, 2010

RD2B

@ Medaille College (Buffalo, NY)

&

@ SUNY Purchase (Purchase, NY)

November 13, 2010

Residential Operations' "Drive-In & Trade Show"

@ Tompkins Cortland Community College (Dryden, NY)

December 3, 2010

Incoming NEACUHO Executive Board 2010-11

Jen Hapgood, Binghamton University

*Photo of, and
provided by,
Jen Hapgood.*



I wanted to take a minute and introduce the 2010-11 NEACUHO Executive Board and welcome them all. I hope you will take the time to get to know them and let them know what they can do for you to make your NEACUHO experience the best it can be!

Elected Officers:

President: Jen Hapgood, Binghamton University

President - Elect: Paula Randazza, Rivier College

Past President: Jeffrey Horowitz, Binghamton University

Treasurer: Zach Newswanger, Ithaca College

Secretary: Jennifer Golojuch, Mount Ida College

Connecticut/Rhode Island District Coordinator: Megan Houlihan, University of Hartford

Eastern New York/Vermont District Coordinator: Joseph Murphy, Skidmore College

Maine/New Hampshire District Coordinator: Nate Gordon, Keene State College

Massachusetts District Coordinator: Eric Rollo, Bay State College

Metro New York District Coordinator: Angela Kang, SUNY-Purchase

Western New York District Coordinator: Darese Dosal-Scaffido, Tompkins-Cortland Community College

Committee Chairs:

Annual Conference: Bill St. Jean, Rochester Institute of Technology

Corporate Relations: Rich Bova, Brown University & Kathi Bradford, Westfield State College

Media & Publications: Peter Nardone, Binghamton University

New Professional Development: Ryan Young, UMass - Amherst

Professional Development: Jennifer Crane, Quinnipiac University

Risk Management and Legal Issues: Kristen Eldridge, Tompkins-Cortland Community College

Social Issues: Manuel Vasquez, Boston College

Program: Michael Guthrie, Mitchell College

Residential Operations: Shruti Tekwani, Wentworth Institute of Technology

Appointed Board Members:

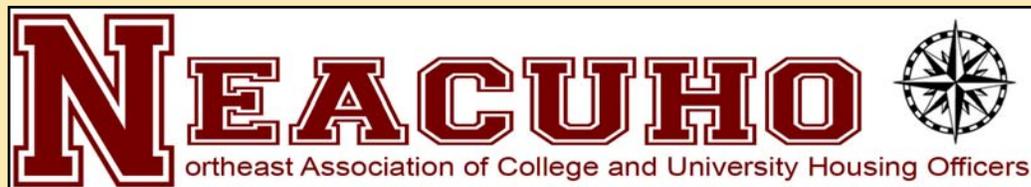
Membership Coordinator: Stephanie Ketterl, St. John Fisher College

Technology Coordinator: Stephanie Cave, Northeastern University

Historian: Gary Bice, Jr., SUNY - Fredonia

Self-Study Task Force Chair: Pete Galloway, West Chester University

Jen Hapgood is an Assistant Director of Residential Life at Binghamton University. She is the current President-Elect of NEACUHO. To contact her, please e-mail her at jhapgood@binghamton.edu.



NEACUHO Mission Statement

NEACUHO is an organization of housing, residential life, and student services professionals and paraprofessionals within the Northeast region dedicated to providing opportunities for colleague support, professional development, sharing of information, collaboration, communication, research, and recognition of outstanding contributions to the field.

The association serves member institutions within Connecticut, Maine, Massachusetts, New Hampshire, New York, Rhode Island, and Vermont.

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E-mail your feedback to pnardone@binghamton.edu or neacuho_navigator@yahoo.com

MISSION STATEMENT, CORPORATE PARTNERS, STAY CONNECTED, & FEEDBACK

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Jen Hapgood
(see information above)

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