

THE NAVIGATOR

Northeast Association of College and University Housing Officers

DECEMBER 2020 EDITION



THE NEW 2020-2021 EXECUTIVE BOARD

Who they are and how you
can still join

JOINT CONFERENCE UPDATES

What You Need to Know
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THE EXECUTIVE BOARD

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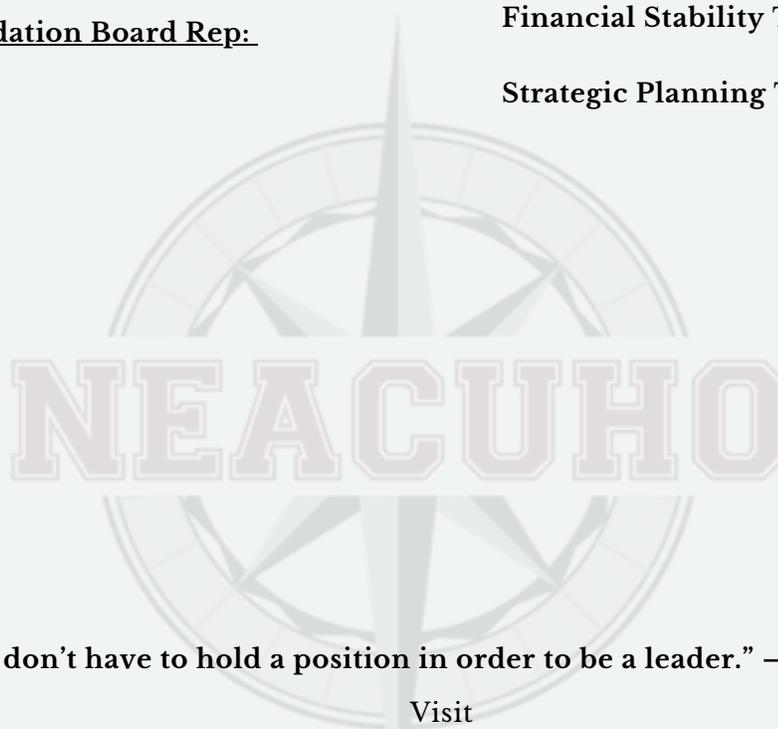
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“You don’t have to hold a position in order to be a leader.” – Henry Ford

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to join a committee today

WELCOME

A LETTER FROM YOUR MEDIA & PUBLICATIONS CHAIR



It's Post Conference, a new NEACUHO year, and a new and improved look to the Navigator!

2020 has been a year of struggles, new ways of thinking, and throwing out the status quo. NEACUHO is no different! I am excited to work with new professional members, committee members, and learn more about opportunities to get involved or engage in new ways.

My goals for 2020-2021 as your returning Media & Publication Chair:

- Focus on content, articles, and research
- Start a book club!
- Have updates from each region to highlight what's happening in your neck of the woods
- Continue efforts to recognize what's happening on your campuses
- Listen, Learn, and Adjust

It's a quick update from me this edition. I wanted the content to speak for itself. Please consider writing for the navigator by emailing neacuhonavigator@gmail.com. We want voices from all levels, all campuses, all experiences to fill these pages to make it as fruitful as possible.

If you have questions, new ideas, or thoughts on how to engage across the region, send them my way. I'm looking forward to another year of sharing and writing with you all.

Best,

Danielle Remigio (she|her)
Media & Publications Chair

FROM THE PRESIDENT

MATT FOSTER

Hello NEACUHO!

It is hard to believe it has been one month since the Annual Conference and the start of my time as your NEACUHO President. First, let me introduce myself for those who do not know me. My name is Matt Foster, Associate Director of Residential Services at Worcester Polytechnic Institute (WPI) in Worcester, MA. I am excited and honored to work with an amazing group of professionals on the Executive Board to celebrate and support you all while providing many professional development opportunities. Please reach out to mfooster@wpi.edu any time if you have any questions, comments, or concerns.



I would like to extend a thank you and congratulations to the 2020 Annual Conference Committee as they worked hard to begin planning for an in-person event and did an amazing job at transitioning to an online experience. The team put in countless hours and work to provide an outstanding and impactful professional development opportunity for all attendees. You all are an outstanding group of individuals!

The last month has been a busy one for the NEACUHO Executive Board as they have been researching a new website host, planning events and offerings for our region including both members and non-members, have had two board meetings with lots of content, and have been reviewing our affiliation agreements with both ACUHO-I and NEACURH. We are excited to provide many opportunities at low or no cost for you all through our virtual day events, webinars, round tables, and spaces to connect.

This past Friday, November 6, we held a webinar focusing on ESAs & Accessibility in a Time of COVID with an awesome panel of experts. We had 92 registrations, with 55 attendees, most of whom are not current members and we were thrilled to see so many new faces and names. Keep an eye out for information on our next event in December focusing on Self Care and Wellness.

Wishing you all health and happiness during this time.



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(RES)LIFE IN THE TIME OF COVID

MELODY SMITH & LUSI WANG, BRANDEIS UNIVERSITY

It's no secret that 2020 has been quite a year. We'll spare you the recap of everything since we have all lived it as ResLife professionals and have had to adapt, support, and respond to situations as they change in real-time. We lead the Housing Operations team at Brandeis University as the Associate Director and Area Coordinator for our department of Community Living.

For context, Brandeis University is a small(ish) suburban campus in Waltham, MA, just west of Boston. We currently have about 1800 students on campus, de-densified into singles and a handful of doubles. Our main office structure has also changed - what used to be a full office of professional staff, student staff, and students passing through has become a much quieter space. Our daily occupants now include one Senior Leadership Team member, two Area Coordinators, and 1-2 student Office Assistants who run our plexiglass protected front desk. A stanchion at the main door which helps to maintain physical distancing and limit the number of people in our office at a time. It's kind of reminiscent of the ticket booth at a state fair (RIP Big E 2020!)

On top of our office space changing, life around campus has changed too. We now have designated residence halls to move students into when they exhibit symptoms or may have been exposed to the COVID-19, and we require all faculty, staff, and students to participate in regular COVID testing. Similar to many other institutions, we require 1-2 tests per week depending on how often you are on campus.

Daily health assessments and an online passport portal are used to easily locate forms, test scheduling, and to ensure our community members are in compliance. And we are some of the lucky ones. These measures, combined with decreased room capacities and increased conduct conversations have allowed us to stay open as long as we have.

It seems like at every level, from the state down to our department, our knowledge about the virus, infection rates, and policies change so rapidly that we are getting whiplash looking from screen to screen just trying to keep up. Within Student Affairs, Reslife professionals are overworked and understaffed and taking on more responsibilities than ever as the live-on staff of our campuses. Operations is an area that is heavily process and deadline oriented, and we now must be ready to pivot at a moment's notice, sometimes finding out updates through University-wide emails. So as we continue to adapt and adjust to the ever-changing covid climate we are in, how do we go about supporting our students, our staff, and ourselves? We are filled with Zoom fatigue, wondering how we keep our staff (both student and pro-staff) motivated and engaged. While we are certainly not experts on self-care and overall wellbeing, we think it's important to ensure this conversation is happening not only at Brandeis but at other institutions in our region.

When it comes to professional staff support, we have been holding a "Staff Destress and Unwind" hour every Friday afternoon, during the last hour the office is open before the weekend. It's a time where our main office is typically quiet and those present on campus can safely spread out in the office to catch up, debrief, and chat about plans they have for the weekend. It's helped our team connect outside of the Zoom room and we think has added a bit of normalcy to our office vibes. We have also worked to be as flexible with ourselves as we can. For example, if we can end a meeting early to give everyone a minute to themselves we will.

Outside of supporting our staff, we also have to remember to support and care for ourselves. We could write on and on about all the ways you can take time for yourself or ensure there is some self-care work/life harmony, but we will just leave you with this short list to help you generate some ideas for what might work best for you!

- Be flexible (if you can) with where you work: remotely from home or in the office
- Encourage vacation time with your staff & actually taking the time yourself. Turn off notifications while you are gone.
- Build relationships outside of work, whether that is with coworkers, friends in your field at other institutions, or people outside of our field altogether.
- Embrace your inner introvert (we all have one!)
- Redefine your hobbies/likes/dislikes. Use this time to really reflect on what you like to spend your time doing.
- Set boundaries and expectations with those around you. If you don't want to talk about work after the workday ends, ensure you share that with others in your life!

As we approach 2021, we leave you with a few ideas for your self-care and hopefully. While we can't leave all of 2020 behind us, we can find what works for each of us to continue staying positive and testing negative. We'll leave you with an overstated but important reminder: we can't continue to support our students and communities if we don't support ourselves. And if you're ever having "one of those days," please reach out to us - melodysmith@brandeis.edu and wangl@brandeis.edu or connect with us on Instagram @mellowdee_cs and

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9/20

2021 JOINT CONFERENCE UPDATE

TOMMY TRESSLER-GELOOK, JOINT CONFERENCE CO-CHAIR

Hello NEACUHO! Although the 2020 annual is barely in our rearview mirrors, the 2021 annual conference is already gearing up to be a historic event for our organization. We are looking forward to the collaborative conference with the MACUHO region where we can expand our networks, increase our knowledge, and celebrate the innovation of our community of student-focused practitioners.

For those of you who do not know me, my name is Tommy Tressler-Gelok (Director of Residential Education at Wagner College) and I am the Annual Conference Chair for NEACUHO. I am working in partnership with the MACUHO Annual Conference Chair, Jackie Cetera (Director of Residential Education at Bucknell University). Presently, we are actively soliciting sub-committee members to join the annual conference planning team. As a reminder, if you are interested please make sure you apply by November 13, 2020. We are actively seeking both committee members and sub-committee chairs.

In partnership with Danielle Remigo, each Navigator issue we will dedicate a small portion to the planning phases and evolution of the conference. Whether it be information about the resort, health and safety accommodations, or programming calls, we hope to use these sections to get you excited about the annual conference from the perspective of different members of our planning committee.

Please mark your calendars for the (in-person) Joint Annual Conference from October 12, 2021 through October 15, 2021 at the Kalahari Resorts in Poconos, Pennsylvania. Get excited!

NOMINATE SOMEONE FOR OPEN E-BOARD POSITIONS

By Dave Grimes, Past President

Hello NEACUHO!

I hope that you are all doing well! As the immediate Past-President, it is my responsibility to run the nominations process for special elections for the Executive Board. In order to be eligible to be nominated and run for a position, you must be a staff member at a member institution. The successful candidates will assume their responsibilities at the conclusion of the election period and upon an acceptance of the position should they win.

I am currently taking nominations for the following openings on the Executive Board.

Treasurer-Elect (2 Year Term, Treasurer-Elect, Treasurer)

*Will be voted on by all member schools

Connecticut/Rhode Island District Coordinator (1 Year Term)

*Nominees must be at a member institution within the CT/RI district

*Will be voted on only by member schools in CT/RI

The nomination form and a full description of the position responsibilities can be found on our website at: <https://www.neacuho.org/page/execnominations>.

Nominations:

The nomination period for this election is Monday, November 30, 2020 to Wednesday, December 9, 2020 at 5:00 p.m.

Nominees will be contacted to accept or decline the nomination on a rolling basis. To be included on the ballot, nominees must submit a candidate statement and photo to Past-President Dave Grimes on or before Friday, December 11, 2020 at 12:00pm, which will be posted on the organization's website.

****Self nominations are accepted****

Elections

The election period will begin Monday, December 14, 2020 and conclude Friday, December 18, 2020 at 5:00pm. If the need arises, run-off elections will be held early the following week.

Voting

All voting will be done electronically. Each institutional contact will receive a ballot and is asked to confer with staff members prior to submitting an institutional vote.

If you have any questions, please do not hesitate to contact me and let me know!

Thanks,

Dave Grimes
NEACUHO Past-President



CONNECTICUT



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ISLAND

EXTERNAL REVIEW OF YOUR RESIDENCE LIFE PROGRAM

CHUCK LAMB, DIRECTOR OF RESIDENCE LIFE, EMERITUS, ROCHESTER INSTITUTE OF TECHNOLOGY PAST PRESIDENT OF NEACUHO AND PAST PRESIDENT OF ACUHO-I

JERRY STEIN, DEAN OF STUDENTS/ASSOCIATE VP, EMERITUS, STONY BROOK UNIVERSITY PAST PRESIDENT OF NEACUHO

We've been talking to several of our colleagues throughout the region and we understand the difficulties you are currently facing on your campuses. In our combined experience of more than 75 years, nothing quite compares to the turbulence you are facing. But we know, as we have seen, things will settle down and campus environments and services to students will return to normal. Are you planning and preparing now for tomorrow?

In this age of cost containment and assessment many residence life/student housing programs are under the microscope. Student satisfaction surveys, focus groups and participation in such benchmarking surveys are excellent tools to consider when there is a need for unbiased feedback. A challenge for any residence life/student housing program and its staff is to find the time during the active academic year to add this task to an already full plate of responsibilities and to provide the necessary time and commitment to be effective. A logical alternative is to reach out to colleagues well versed in a process of this nature to help and who are interested in assisting with the improvement of the services offered to students in the residence community on your campus.

Once the decision is made to conduct such a process, a reviewer from outside the institution is identified who has experience with these kinds of processes but, more importantly, is not hesitant to provide unbiased and candid information and feedback. Another approach is to call in an External Review Team that can examine one or multiple components to be assessed simultaneously. An outside team can also provide objectivity.

Typically one of the External Review Team members will serve as the point person who will collaborate with a point person in the department and mutually determine the stakeholders who need to be brought in to provide feedback. The External Review Team will review written materials in advance to assist in the preparation of the process. The team will meet (virtually) with groups and individuals on campus arranged by institution staff to discuss and review program components, to collect data, opinions and feedback. At the conclusion of the meetings and interviews, the individual /or the team would meet (via Zoom) with the Director, VPSA and/or other campus leaders to present initial perceptions and recommendations for program changes and improvement if any are warranted.

This meeting is then followed by a formal written report from the leader/team to the institutional representative/s summarizing the perceptions and observations of the residence life program and offering a list of recommendations to modify the program, if necessary. This written report should be delivered within 60 days of the conclusion of the visit. To make this type of process truly effective the External Review Team should be scheduled to visit campus, virtually, for at least two days although this will depend on the scope of the review.

Keep in mind this is not always an easy process to conduct as the External Review Team may uncover unknown variables or sentiments from staff and these feelings should be addressed by the organization. The issues may be systems related or staff connected, and the sentiments could be difficult to confront and/or accept. However, the long-range outcomes to not only assist with the evolution of a residence life/housing program, it will help you plan and prepare for tomorrow.

Many of the student housing/residence life programs in the region will close the halls for fall semester, 2020 just prior to the traditional Thanksgiving break. Resident students may not return until mid-January, later that month or perhaps not until January 2021.

With no/few students to manage during that 60+ day time period, what tasks can be assigned to the pro staff to justify their presence? Conducting a program review with the assistance of an external team during this time period is an excellent task replacement and enables the team to focus on a mutually shared goal and project.

Let us help you with your external review! Stay healthy, safe and focused.

Chuck Lamb
Jerry Stein

chlrla@rit.edu
dr.jerrold.stein@gmail.com

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THE SHAME PERSONA

Dr. Kevin Conn and Leiry Santos, New York University

The Shame Persona articulates a belief that you are not good enough to complete a task, not capable of meeting a set of standards, and unable to keep up with colleagues and peers based on the perceived competitive culture of the workplace. All of which results in a continual questioning of self-worth, performance, and your own abilities. Oftentimes we set an artificial standard for ourselves based on preconceived notions or understanding on how we are viewed by others. As we strive to improve as professionals, it is critical to understand the Shame Persona, while also identifying feelings of inadequacy where they may exist. Within our own lives, it is necessary to reflect on our own shortcomings, challenges in the workplace, and areas where we may struggle. It should be no surprise that studies have shown that at least 70% of the population have experienced feelings of inadequacy, skill misalignment, or other challenges also known as the Imposter Syndrome (Hibberd, 2019). Oftentimes, feelings of not being good enough in the workplace can lead to fostering a negative work environment for the individual. Striving to be the best, demonstrating dedication by staying past working hours, or feeling like your mistakes define who you are further perpetuates challenges in the workplace. It is important to recognize that we are also successful based on our own strengths, learn to acknowledge what we bring to a team, and how these contributions can help move our purpose forward.

When we understand our own contributions, we can work to redirect our energy into a positive framework. This further helps us understand our self worth and strength to help create a sense of validation and provide greater harmony within the workplace. Accepting our own human nature and developing a process for self-reflection including awareness of emotional intelligence within our lives. We are engineered to react before we think, and as we learn to properly provide time for reflection and thought, we can further welcome harmony into the

This establishes an environment for ourselves that highlights our strengths and skills that we already possess within the work environment and fosters further engagement and dialogue with colleagues.

Below are a few tactics to utilize as you continue your journey to battle against the Shame Persona:

- Limit judgement of self and others. Once you notice it, switch your perspective and think about your strengths.
- Help foster a culture of trust within your direct reports and within your office. Believe others will do their best work and you will do the same.
- Share your time with others and support their causes and work.
- Be solution driven. For every concern you have, try to think about three solutions you can identify for it.
- Focus on what is in your control, what can you change, what can you directly impact?
- Develop a support system that provides more than someone to vent to, but a method in which you can recharge and re-energize yourself and your work.
- Check-in with yourself: and acknowledge the work that you are doing, and take a moment to appreciate your accomplishments and achievements.
- Feedback is not the enemy as it can provide great insight to improve our work and our leadership positions. Listen with an open mind, take it in, and strive for positive change.
- Mistakes happen to everyone, these will be some of your strongest learning moments. These challenges will provide you with greater insight and cultivate self-confidence for future projects and roles.
- Believe in yourself, you are good enough, you were hired for a reason!

As a final tool when working within the Shame Persona, please utilize this helpful reframing tool as you work to process challenges and circumstances that may develop in your work.

The Reframing Process: Becoming More AWARE:

Step 1: Acknowledge

Name what occurred, and the actions that have taken place.

Step 2: Where

Where did it take place, is it a common location, environment, etc.?

Step 3: Articulate

Articulate your needs and how to change the process.

Step 4: Refocus

What have you learned from this instance, what can you do within your control, what is outside your control, and where can you let go?

Step 5: Engage

Engage in moving forward to creating a productive and healthy working environment.



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IMPORTANCE OF CONTINUOUSLY CHALLENGING YOURSELF

Derek Wills, M.S., Stony Brook University

I absolutely love being a Residence Hall Director. In Fall 2020, I started my seventh year as an RHD (three years at Pace University-Pleasantville and then a little over three years at Stony Brook University). I have had so many amazing opportunities: with the communities I have supervised, committees I have served on and led, connections with other departments and more.

For however many years you will be in an RHD role, it is important to challenge yourself to take on new experiences to learn and grow (after mastering the main parts of your role of course). I know this advice, but sometimes it is easy to be comfortable in the work that we are doing and to lean on that - ESPECIALLY during a pandemic. For example, I had supervised the same community for three years, many of the same RAs, and had led the same RA recruitment committee. Then COVID-19 came along. It would be easy for me to continue on the same path and say "well at least I am learning to do this in a pandemic" and while that may be where some people are at, I wanted to take my own advice to challenge myself.

As I mentioned, I was the chair of our RA recruitment team for multiple years. I enjoyed working on RA recruitment, but I knew it was time and best for me to gain experience in a different area. I advocated for myself to be the chair of the Professional Staff Recruitment, Selection, Training and Development - and I ultimately would be. Of course, this is in a time where we do not have many new staff (so little training) and are not in a big hiring season (so little recruitment). Being one of the leaders of this committee and away from RA recruitment has helped me to shift focus and think more holistically about the experience of RHDs at Stony Brook University and how we can professionally develop them. While I strongly believe one should learn how to excel at one area before switching, challenging yourself to work in new areas can help you apply and build on new skills and showcase that to a new set of staff you may work with.

In late September, an opportunity came along to be one of the new Quarantine and Isolation Coordinators in our department. As I mentioned -- I loved being an RHD. But it was different this year (several hundred less residents, less staff that I was supervising), and this would be an opportunity to strengthen my administrative skills, help ease the experience for a student population in distress, and become more actively involved in a critical and essential logistical need. I took a leap and expressed interest and ultimately began in the role very quickly in October. I have learned a lot during this time being in a newly created role and am confident that it will be beneficial for my future career. It was tough leaving behind my community and RAs, but I knew it was the right call. Challenging yourself to take advantage of new (and potentially scary) opportunities can help open new doors for your future.

I am an individual who has loved school and ever since completing my Master's in 2014, I have considered taking coursework. It never felt like the right time and I would think - "I'll do that later" and later never came. I found myself not working this summer and I decided to take advantage of some of the tuition benefits and enroll in the Human Resource Management Advanced Graduate Certificate program at Stony Brook University. I took my first ever summer and online class and loved it. I was able to seamlessly apply my work in residential life to my coursework and bring back information I learned in class to my role. I wish I had made the time to do this sooner. Do you have professional, personal, or academic goals that you keep putting off? Take the time now to refocus and make those a priority!

Needless to say, this year has been quite different than anticipated. For some, this year may be about keeping afloat and navigating the difficulties of having residents (or not) in a pandemic. For others, like me, who have been working as an RHD for many years, it was the right time to challenge myself and take advantage of new and different opportunities.

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DECEMBER 2020 PUBLICATION

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