

▶ NCARH
UPDATES.....3

▶ ALL I REALLY
NEED...5

▶ APPRECIATE
.....11

○ ISSUE 2 | ○ VOLUME 24 | ○ 2007

Signpost NCHO

APRIL/MAY 2007

Letter from the President

Greetings NCHO!

I would first like to take a moment to remember the students and staff at Virginia Tech. I know many of you, like myself; have been keeping Virginia Tech in your thoughts over the past few weeks. Most of the attention has been focused on how this has affected students not only at Virginia Tech, but across the nation. I think it is also very important to remember how this tragedy has affected faculty and staff as well. I know there were many discussions around the lunch table here about what we would have done as housing professionals if we had received a call from a resident asking for help just like RA Ryan Clark in West Ambler Johnston Hall received.

I think most of us would have gone straight to the room without a thought of our personal safety as Ryan did. I think this exemplifies how much we care about the well being of the students we work with on a daily basis. I also think it shows how we often put the safety of others above our own. Yes, it is part of the job to care about the students on our campus. I would challenge all of us across the state though to have discussions on where we as a profession should draw the line not only for ourselves, but our student staff when it comes to responding to requests for help. Only through these discussions can we assess how we respond to calls for help as well as how we train our student staff to respond to the calls they receive.

As the summer approaches, so do thoughts of summer vacations and planning for the fall semester. When thinking of the fall semester, please remember the 2007 NCHO/NCCPA conference in lovely Greenville, NC. If you have not already done so, go ahead and mark your calendar for November 14th – 16th. You can also show your



**SPRING
ISSUE**

continued on page 4



NCARH Updates

Submitted by Ellen Jones, NCARH Liaison, UNC-Chapel Hill

Greetings from NCARH!

NCARH 2007 Conference Update

The NCARH 2007 Conference was hosted by Western Carolina University during the weekend of February 2-4, 2007. The conference advisor, Peggy Cope, and the conference co-chairs, Jessica Nelms and Samantha Strazanac, hosted an excellent conference for about 150 students and advisors representing 13 institutions. The conference was a success and the attendees seemed to enjoy their experience at the Conference.

An important piece to the NCARH Conference is the program schedule. This year's schedule included 24 programs. The following programs were recognized as the NCARH 2007 Top Six Programs and were presented for a second time during the last program session:

- ☆ Diamonds in the Rough: A Unique Approach to Unearthing Students with Leadership Potential, Brian Boyer & Thomas Jones, Western Carolina University
- ☆ When THE WORLD IS NOT ENOUGH: Recognition and Motivation, Becca McQueen & Dan Browne, Elon University
- ☆ Mission Clean-up, Rachel Cuellar & Elizabeth Acevedo, University of North Carolina at Greensboro
- ☆ Kai and Big Guy Show: How to get the party started, Joshua Blackwell & Kai Tomalski, University of North Carolina at Greensboro
- ☆ Russian Roulette: Ready, Sex, Go, Andrea "Dre" Grant, North Carolina State University
- ☆ Getting to Know People at the Beginning of the Year, Paul Leak, Appalachian State University

While most of the students attended the program presentations, the NCCs (National Communication Coordinators) and NRHH representatives were in the boardroom voting on new policy legislation, the State Board of Directors for the 2007-2008 year, and various award bids. The legislation included a two year term for the state advisor, the permission for a NCHO representative to advise the NCRHH board room, Silver Seymour guidelines, and the separation of NCARH award bids and conference awards in the policy book. All legislation that was submitted was approved. A complete list of the SBD members and award winners are below:

continued on page 3

Upcoming RHA Conferences

NACURH 2007

June 1st - 4th

Oshkosh, WI

SAACURH 2007

November 9th-11th

**University of
Florida**

New State Board of Directors – 2007-2008

Director	Andrew Chappell, UNC Wilmington
Associate Director of Finance University	Thomas Brigman, Appalachian State
Associate Director of Administration	Justin Bobal, Appalachian State University
Associate Director of NCRHH	Erica DeSota, Western Carolina University
Advisor	Ellen Jones, UNC-Chapel Hill

Annual Award Winners

First Year Experience Award	Sara Pasquinella, Elon University
Student of the Year Wilmington	Scott Busiel, University of North Carolina at Wilmington
NCC of the Year	Liesl Klotzbach, Elon University
Advisor of the Year	Steve Anderson, Elon University
Program of the Year	Phoenix Phind, Elon University
Most Improved NRHH Chapter	Appalachian State University
NRHH Chapter of the Year	University of North Carolina at Wilmington
School of the Year	Elon University

NCARH Conference Awards

First-Time Case Study Competition	Matt Driver, Western Carolina University
Veteran Case Study Competition	Mike Ivy, East Carolina University
NCARH Genie Award	Meredith College

Congratulations to our NCARH award winning bids and conference awards recipients!

No Frills Updates

Students and advisors attended No Frills at Maryville College in Pigeon Forge, TN March 9-11, 2007. During No Frills, the NCCs and NRHH Representatives voted on bids from institutions from the SAACURH region. The following students and institutions were recognized with SAACURH winning bids:

First Year Experience Award	Samantha Strazanac, Western Carolina University
Most Improved NRHH Chapter of the Year	Appalachian State University
Most Outstanding NRHH Chapter of the Year	UNC Wilmington

Upcoming Events

NACURH 2007 Conference – June 1-4, 2007, University of Wisconsin - Oshkosh.
Fall Summit – Date and Location TBD
SAACURH 2007 Conference, November 9-11, 2007 University of Florida

NCARH Website

The new and improved NCARH website is up. It can be found at <http://www.stateassociations.org/~ncarh/>. Check it out to learn more about NCARH!

Check out
the new and
improved
NCARH website!

Save the Date: 2007 NCHO/NCCPA Joint Conference

page 4

As we wind down this Spring semester and get ready to enter into Summer, please plan to join us for the annual NCHO conference, "Treasuring Partnerships". The theme is fitting as this will be a joint conference with our colleagues in NCCPA. The conference will be held November 14-16, 2007 at the Greenville, North Carolina Hilton. East Carolina University is hosting this event and everyone in Pirate country is excited; preparations are well underway.

The conference will provide great professional development opportunities with some of our staples such as a stimulating program line-up, vendor associates fair and the silent auction. We are also introducing a new concept called "World Café" which will allow participants to interact in small groups and dialogue about some timely, profession-related topics. The dialogues will be set up similar to a speed dating venue and we anticipate participants will make great connections with others and gain new perspectives, ideas and renewed energy for the work we do. This conference is one you won't want to miss!

Watch the NCHO website for more information about the conference as additional details will be available soon. Mark your calendars for November 14-16, 2007 and join us for what promises to be a great conference!

Submitted by Gretchen Brockmann, East Carolina University
2007 Host Committee Co-Chair

Letter from the President *(continued from page 1)*

support of NCHO by including information about NCHO and the NCHO/NCCPA conference in your staff training over the summer. We will send out an email over the listserv when the conference web site is available.

Speaking of web sites, we are still moving forward with the development of a new website. Even though the web site appearance has not changed, many developments are occurring behind the scenes. It is our goal to have the new web site up and running by July. I also want to take this opportunity to thank Barry Olson (NCHO Past President), Carrie Ryan (NCHO Technology Coordinator) and Eddie Lovett of Lovett Creations (and a previous NCHO Technology Coordinator) for all of the time and effort they have been provided on the creation of our new web site. I think we all take for granted the hard work needed to create web sites which are useful and esthetically pleasing.

As always, we want to hear from you. If there is an issue on your campus you are looking for input on, please use our listserv. Your colleagues across the state are a vast wealth of knowledge. If you have any thoughts about what we can do as an organization to better serve your needs as a housing professional in the state, feel free to call me at 252-328-4995 or you can send me an email at carterjon@ecu.edu. Let me know how we are doing and what we can do to better serve you.

Enjoy your summer; rejuvenate physically, mentally and emotionally. August will be here before you know it.

SAVE THE DATE!
NCHO/NCPA
Conference
November 14th-16th
in Greenville

Signpost
April/May 2007
Volume 24, Issue 2

All I Really Need to Know I Learned at UNC Charlotte

Submitted by Caitlin Gordon

page 5

When I arrived at UNC Charlotte in July of 2004, I was 23, had just graduated with my master's from Hood College in Maryland and I had no idea what was in store for me. The list of things I had no experience with was much longer than the list of things I did know how to do. I was quickly thrown into the mix without a chance to look back and without a chance to doubt myself.

After three wonderful years as a Residence Coordinator, I am in my last semester and am starting to feel wistful and reminiscent thinking about all the good times, the laughter, the frustrations and the lessons I've learned.

So, for what it's worth, here is some advice to a new professional starting out in a live-in position.

- 1) You cannot be a friend to every one, no matter how hard you try. In the end, it is better to go with your gut and stick to the rules. It may create some friction here and there, but you and your staff/residents/co-workers will be better for it. Do not be afraid to put your foot down. You're the boss, just keep saying that.
- 2) Learn from your mistakes. You are not perfect and no one expects you to be, but if you're smart, you will remember how to do it right the next time, whether that's in supervision, communication, budgeting, facilities management or any of the other million things entry level professionals do. I learned this the hard way!
- 3) Take the time to laugh at yourself. It is stressful to do what we do. If you take yourself too seriously, you won't last. Smile, laugh and enjoy yourself. Our work is important and we have to have good attitudes to be effective.
- 4) Make time for yourself. We've all heard it a million times, 'balance.' Well, we wouldn't keep saying it if it wasn't a complete necessity. Find connections with your co-workers, but also of utmost importance, is connecting off campus. Get out of your building and off campus at least two times a week. You will thank yourself for it.
- 5) Love what you do. The minute you check-out, you suffer, your area suffers, your staff suffers and it's a let down. Know yourself well enough to know when it's time to move on. Comfort and confidence in a position is great, but not when you aren't challenged anymore and aren't fully invested in the position anymore.
- 6) Get to know your supervisors. They are wonderful resources for you and can be awesome mentors. They most likely have been where you are right now and have great advice. They also know a lot of people in the field and they will help you connect at conferences and even when it's time to look for a new job.
- 7) Take pride in what you do. Sometimes it's tough when people outside the field don't really understand what we do. Professionally, we are on the go all the time, working all the time, talking all day long with students, staff and other administrators, planning events, coordinating resident assignments, keys, work orders and whatever else comes up. Some people think we are extending our college experience and just hanging out with college kids all the time. We know that's not true and that we are so lucky to have the opportunity to influence and guide students. Just remember that privilege when the fire alarm goes off at 3am and it's raining!

“Learn from your mistakes. You are not perfect and no one expects you to be, but if you're smart. you will remember how to do it right the next time. . .”

continued on page 6

Signpost
April/May 2007
Volume 24, Issue 2

8) And lastly, it's ok to have a bad day and to feel frustrated with your students every once in awhile. There is only so much anyone can take, so just remember you can't be a superhero all the time!

I know all the things I've learned in my time as an RC will help me in my next position. Although sometimes it's hard to be at the bottom rung of the ladder, the things you take with you are valuable and lasting. I am so thankful for the experience, the people and the time I've had working at UNC Charlotte.



Updates from Appalachian State University

Submitted by Jeff Doyle

Tiffany Lowe is the new Assistant Director of Residence Life for Staff Selection and Education. Tiffany graduated with a bachelor of science in Speech Communication from Central Missouri State University. She has a master of science in College Student Personnel from Western Illinois University. Tiffany worked for three years as the Assistant Director of Residence Life at Elon University. After that she served as the Interim Director of Conferences at Vanderbilt University. Most recently Tiffany has served as the Director of Housing and Student Life at the Washington Center for Internships and Academic Seminars in Washington, D.C.. We are very excited to have Tiffany on board.

New Graduate Assistants in Housing and Residence Life – 2007-2008

Name	Undergraduate Institution	Area of Study at ASU
Robby Angle	U. of Florida, 2004	Marriage and Family
Micah Beatty	Central Methodist U. (MO), 2003	College Student Development
Rachel Bruce	King College (TN), 2007	Elementary Education
Anthony Brumfield	UNC-Charlotte, 2007	Higher Education
Kristi Burch	East Carolina U. , 2006	Higher Education
Kirsten Eckstam	Cornell College (IA), 2004	School Counseling
Shay Jolly	St. Mary's College (IN), 2005	College Student Development
Paul Klokkert	Central Michigan U. , 2006	School Counseling
Harris Ligon	The Citadel, 2006	College Student Development
Katie Redman	Skidmore College, 2007	College Student Development
Holly Rodden	Appalachian State U. , 2004	College Student Development
Deb Smith	Valdosta State U. , 2007	College Student Development
Adam Wade	UNC-Wilmington, 2007	College Student Development
Emily Webster	Huntingdon College (AL), 2007	Teaching English in Community Colleges
Stefka Yordanova	U. of National and World Economics, (Bulgaria), 2002	Political Science

Returning Graduate Assistants: Catie Cain (Appalachian State, School Counseling) Jackie Cetera (U. of North Florida, College Student Development), Coleman Cosgrove (Huntingdon College, Marriage and Family), Joe Erskine (U. of Florida, College Student Development), and Dan Sym (SUNY-Geneseo, College Student Development)

Appalachian welcomes several new staff members for the upcoming academic year.

Appreciate the Experience

Submitted by Tom Hamilton, UNC-Wilmington

As we approach the end of another successful year, the common obstacle that we all face at our institutions is the need to adapt to change. As our residents leave our conference visitors arrive. Our bosses leave for graduate school themselves or to pursue new opportunities. I wasn't sure how I was going to feel about this at first. How does a graduate student go about making any lasting connections when he or she is only around for an even shorter time than most professional staff members?

As I write this, my thoughts inevitably go out our colleagues at Virginia Tech. It is the tragedy that should remind us all that the time we have anywhere is short, but if we look too far ahead we miss out on where we are currently. A good friend of mine is always telling me that we have to appreciate where we are today because everything comes to an end. As a graduate student, to think about the short time that we have at our institutions can be sad, but I think it should instead remind us to take advantage of every opportunity that we have in our situation.

So, today I challenge all of the graduate students in North Carolina to make the extra effort. Join another committee. Volunteer to plan another program. Spend time with the people you work with socially. It is up to us to make sure that we take advantage of every opportunity that we have presented to us. You never know how long you will have to wait for these same opportunities to present themselves again.

For those of you leaving North Carolina, remember how small of a world student affairs actually is. Remember that the experience you had here is a huge part of the person you are today. What we should all have learned by now is that it is the relationships and the connections that make this position great. No matter where you go, remember where you came from, and don't loose touch with those who got you there.

**“It is up
to us to make sure
that we take
advantage of every
opportunity
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presented to us.”**

Book Review: The Color of Water

Submitted by Terry Fassanella, UNC Charlotte

Choosing a common reading for your staff and/or class can be a difficult task, especially when you are struggling with what issues you want your target audience to be exposed to. The awareness and promotion of diversity education goes well beyond issues of just race in today's culture. Quality diversity education must also include concepts of religious, socioeconomic and identity diversity as well as aspects of privilege and stereotypes. The combination of these concepts, gives readers (no matter what their race) a reality check about how deep the concept of diversity really can be. Author, James McBride helps conceptualize these forms of diversity in The Color of Water: A Black Man's Tribute His White Mother by encapsulating the reader into the time periods of his family's history. The chapters of the book alternate between his [James] words, and his mother who talks about her upbringing, accomplishments and sorrows. Readers will learn about a mother and son who struggled to find their identity and will finish the book with a new sense of pride, acceptance for individuality and a valuing of other cultures.

Skill-Building 101: Facilities

Submitted by Barry Olson, North Carolina State University

As we move into a new year, I have but one question for you: what are you doing to increase your facilities competency? A competency is simply an area of focus that is necessary for success in a particular field. Your facilities competency is one of the most important areas you can focus on as a housing professional, yet how many of us avoid this at all costs? Can you make it to retirement without it? The answer is a resounding: doubtful.

Why are facilities issues important? There are a number of factors to consider. First, your buildings are aging. The clock starts once you take possession of a building. Like a new car, you get extremely concerned over the little things: stains in the carpet, tears in the upholstery, and then you get your first ding, or scratch, or scar. Once the newness wears off, you are left with a building that will always need attention.

The second thing to consider is that, like many campuses across the nation, we never have enough money to complete all the projects we would like. Sometimes issues flare up, such as the need for a new elevator, or new plumbing, or asbestos! You cannot control these issues, but you can assess the current condition of your inventory and have a good idea as to what your campus needs, and how quickly replacements need to happen. If you can get ahead of the game, your housing operation will benefit. You'll be able to actually PLAN for trouble – what a concept!

A final consideration is directly related to you. Do you want to be a director? An associate director? Upward movement means more than programming. Residence Life issues are important no doubt, but in order to understand the entire operation, you need to understand how facilities issues affect your students and your bottom line. Directors understand these issues, and can speak eloquently about them at facilities operations meetings, and with construction professionals.

So, what can you do? First, there is help out there. Many of our campuses have great resources, both within our departments and across campus. There are people who can and will help, but you have to be a bit vulnerable. Simply asking questions can help you get your foot in the door, and can give you an edge over others within the field. Second, there are professional organizations that can help. APPA (formerly the Association for Physical Plant Administrators) offers GREAT training programs and opportunities. ACUHO-I also has ties with APPA, and offers facilities training to professionals at all levels. Go to www.appa.org for conference information. Finally, spend time assessing your facilities. This process is slow and arduous, but necessary.

A good professional spends time understanding what makes things tick. Is this you? Don't let your lack of experience keep you from learning. You have the perfect laboratory right under your feet. All you have to do is ask questions and try. Trust me, if I could do it, so can you!

“Residence life issues are important no doubt, but in order to understand the entire operation, you need to understand how facilities affect your students and your bottom line.”

Share your successes and challenges with colleagues from around the state. Submit an article for the Signpost.

Casey Tullos, Editor