



Life-Line

“WE ARE THE HEARTBEAT OF OUR STUDENTS’ LIVING EXPERIENCE”

AUGUST 2010

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Greetings from the Chair!

Kathleen Gardner Commission for Housing a Residence Life Chair

I hope this issue of the *Life-Line* finds you well. I am writing to you from ACPA’s Summer Leadership Meeting in Las Vegas, Nevada (held July 22-25) and have many exciting updates to share. What an extraordinary time for our Association and profession!

Consolidation

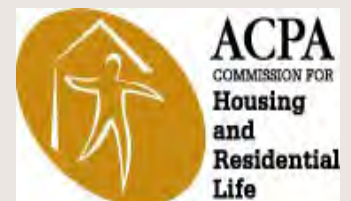
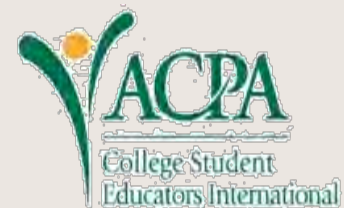
On Thursday, July 22, the **ACPA Governing Board** and NASPA Board of Directors met together in an historic first joint meeting to receive and discuss *A Study For A Consolidated Association*, the draft document forwarded by the Consolidation Steering Team for consideration by the boards. Although participants in this meeting could not share details regarding what consolidation could look like, they did share the sentiment that both Associations are moving through the process as full partners. Vice President Levine noted that all participants seemed open, engaged, and mutually respectful. I encourage you to read the full July update here: http://www2.myacpa.org/au/governance/Joint_Information_Session_July2010.php. Please keep in mind that consolidation is not about “mashing together” our two associations, rather consolidation is about envisioning one comprehensive student affairs association; one that is both synergistic and compelling. It is imperative that we engage in this process by monitoring updates released by our Association leaders, asking questions, and speaking about consolidation on our home campus. We must see this process through; not necessarily consolidation, but bringing the issue to all members of the profession to vote on. No matter what happens with the consolidation process, we must continue doing the good work of the Association and working to meet the needs of our Housing and Residential Life colleagues.

Convention 2011

The Annual Convention will be held in Baltimore, Maryland March 26-30, 2011. Convention Chair Dr. Patty Perillo shared some exciting updates during a brief presentation to the ACPA Assembly during the Summer Leadership Meeting. This year, all educational programs will be one hour in length (previously most sessions were one hour and 15 minutes). In addition, Governing Board Meetings will be structured differently to free up our leaders to meet with Association members during Convention. Our Commission will continue to have the opportunity to sponsor programs and a roundtable; as such, I encourage you to submit program proposals for sponsorship. The deadline for submissions is September 10, 2010. A PowerPoint presentation is available on the Convention website to help you with this process. Let’s spread the good word about Convention: invite a colleague, share information about the Convention on your home campus, and/or invite a new professional to co-present with you. The Annual Convention promises to be intentional, affordable, and inspirational. Let’s B’MORE in Baltimore...Early bird registration goes live October 4,2010.

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Latino Students: Reshaping a Population Within a Southern College

Submitted by: Laura L. Arroyo, Coastal Carolina University

Recent changes of law in states such as Arizona have increasingly brought political attention to the racial tensions facing the Latino population today; yet surprisingly little has been discussed from a higher education perspective. With the many challenges which affect our college students, it is relatively easy to work reactively and miss larger trends within our own population. This can certainly be seen in regards to Latino cultural trends and population growth.

At a small public higher education institution within South Carolina, I currently work within a relatively simplistic college view of cultural diversity and multiculturalism. Multiculturalism is often discussed within a “black-white” perspective, and little other than that becomes a focus on campus. Understandably, a “black-white” perspective certainly does make sense when the far reaching majority of the student population would identify as either African American or Caucasian. Few students at the institution identify as Latino, and since there are so few, there is little recognition of their student needs. However, let me provide you yet another thought to ponder...the richness of Latino culture surrounding the college just does not seem proportional to the lack of representatives enrolled here. We are literally surrounded by Latino neighborhoods, Latino owned markets, Latino owned restaurants, etc. Latino culture within the area is rich and diverse, and yet goes very much unrecognized and unrepresented within the four walls of the university. I believe that this is the case for many other southern institutions as well.

According to the United States Census Bureau, the Latino population in the United States grew from 22.4 million in 1990 to 41.3 million in 2004. Including broader estimates of Puerto Rican islanders (4 million) and undocumented immigrants (5 million) puts the U.S. Latino population at over 50 million. With Latino culture now representing the largest minority group in the United States; and with a constant push to increase enrollment at an alarming pace to account for decreased revenue, higher education is truly missing the boat if they do not target admission to this largely under-represented population.

So how do you begin to make change when your institution isn't yet seeing the bigger picture around them? I am a firm believer that to make change within an institution in regards to a cultural shift, you must also have representatives of that particular culture within your own institutions' faculty, staff and student body, who not only recognize the need around them, but who are also passionate enough to work to create better equality. It is a simple problem, yet so complex that it is easy to miss the first step. You must recruit the right people, with the right vision, to provide the right direction to your institution. Further, as the Latino population continues to expand within the United States, I expect that colleges will begin scrambling to accommodate for this growing trend. What better way to begin this now but for us to look within our own community and within our own backyard?

Through building better foundations of trust with outside local constituents and expanding recruitment efforts within the local Latino populations, valuable money and resources can be given to those around us, and further, universities can expand growth within a currently evolving population. I suggest looking not only at your own universities' makeup, but to also look at your outside community, and work towards making the two more reflective and congruent with one another. The Latino population is expected to continue to grow rapidly within the next two decades, and it is vital that we all begin to work within this population trend for the betterment of the diversity amongst our students, staff and overall university.



Can't get enough information about the Commission for Housing and Residential Life?

Besides our website on ACPA's homepage, we would love for you to be a part of our Facebook (<http://www.facebook.com/?ref=logo#!/pages/ACPA-Commission-for-Housing-and-Residential-Life/105215839511774>) or Linked in (http://www.linkedin.com/groups?home=&gid=2897770&trk=anet_ug_hm) pages.

Check out our discussion boards, photos of the Convention, and information about the Commission. Feel free to post up interesting articles, fun events or information about your campus, and discuss important Housing and Residential Life questions and concerns on our page. We're here to help you connect with the Commission and with each other! If you have suggestions for other ideas to help you connect, please do not hesitate to contact me or to post your ideas on the pages!

-Kelli Raker, Marketing Coordinator

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www.facebook.com/ACPA.CHRL



Remembering the Little Things

Submitted by: Morgan Murray UNC Chapel Hill

The one place I always judge a book by its cover is in a bookstore. As a non-avid reader born to parents who love to read, I have always spent a fair amount of time in bookstores and libraries. Never developing a particular genre of writing or section of the bookstore to favor, my attention has always been grabbed by the catchiest titles or most visually-intriguing covers.

On a beach vacation this summer (one of only 2 places I generally read for pleasure these days post-grad school, the other being airplanes), I happened to be in a bookstore with my mom. While she veered off to the romance and science fiction sections, I checked out a little of everything, and stumbled upon a “Makes You Think” table in the middle of the aisles. Immediately my focus went to the simplest but most strikingly colorful cover on the table. And the winning book was... *The Book of Awesome* by Neil Pasricha. A simple concept really; Pasricha compiles a series of short commentary on some of life’s most enjoyable little pleasures and moments that all end in word: Awesome! Those little things most of us can appreciate, like “the cool side of the pillow” on an otherwise sleepless night, to “the final seconds of untying a really big knot”, or “picking up a ‘q’ and a ‘u’ at the same time in Scrabble.” After reading a few more, I was sold on this little book with the fun cover, and I enjoyed reading it the rest of my trip.

As I continued to read the book, I started to apply it to my career in housing and think of ways to apply the concept with my staff this year. With all of the ups and downs I saw this year professionally and personally, it was important for me to get myself back to a place where I remembered and appreciated the little things. After all, it was these little, awesome things and moments that initially drew me to a career in housing, and it has probably been the little things that have kept me here this long. (Continued on page 5)

Remembering, continued . . .

While I'm not able to compile 1,000 of our awesome things here just yet, I do want to give you a few of my little awesome things (in no particular order) to remember this year when you're feeling down, or uncertain, or and need a reminder of why you got into the field:

- **A day with no meetings.** If you are like me, it always seems as though there are days when you go from one meeting to the next. While I enjoy the discourse these settings bring and the opportunity to plan and collaborate with my colleagues, I cherish those days when I can be in my residence hall community interacting informally with my staff and my students. Take advantage of these times to build community and get to know your students and your campus. Awesome!
- **Getting mistaken for a student on a day you needed it.** Now usually I try to wear my nametag or dress professionally to limit the "What year are you?" comments, but some days when I am in an elevator and a student mistakes me for one of their own, it feels good! Awesome!
- **Handwritten thank you notes.** Such a simple way to receive appreciation, but getting that sincere note of recognition on a card, or even a post-it from a student or fellow staff member always brings a smile to my face. Awesome!
- **Reading a quote at the end of an email signature that is especially meaningful for you that day.** With all the emails I generally receive, I usually look for the facts or things I need to respond to, but there are always those few emails where I notice the quote in their signature, and stop to take a moment to think about the power or inspiration in those words. From the "People don't care how much you know until they know how much you care"-John C, Maxwell to the "I have missed more than 9000 shots in my career. I have lost almost 300 games. On 26 occasions I have been entrusted to take the game winning shot ... and missed. And I have failed over and over and over again in my life. And that is why ... I succeed."-Michael Jordan. Even the "Think about the environment before you print this message" tag can some days be a reminder for me to think about my professional ecological footprint. While I don't have one, I appreciate the inspirational messages of those that do. Awesome!
- **Being majorly under budget for a program.** In the economic time we are in, getting to the register of a store and realizing that what you thought you were spending is a whole lot more than you actually need to. Awesome!
- **Calming an upset parent/guardian easily.** We have all gotten or will likely all get an angry call from a parental unit or guardian at some point in our careers, and isn't it great when after letting them vent there is a quick and easy solution to their problem that makes them forget all about being upset and makes us look like heroes. Awesome!

I hope that there are others that resonate with you as you read these, because there are many, many more. As we start another academic year, I hope that you take the time to enjoy some of these simple pleasures of being a housing professional! I also hope that you can use the little awesome things to inspire the students you work with and the staff you supervise. I hope that everyone has an awesome year!

Pasricha, Neil (2010). The Book of Awesome: Snow Days, Bakery Air, Finding Money in Your Pocket, and Other Simple, Brilliant Things. Penguin Publishing.

If people would like to submit their little awesome things, they can send those to morganinmurray@gmail.com

**Congratulations to all the
Commission for Housing &
Residence Life Award Winners
at ACPA 2010!!**



A shout-out to
Licina "Lulu" Barrueco Kaliher
She won the \$50 Starbucks giftcard
by visiting the
OCM booth in the exhibit hall!!!

**Thanks for a fun evening in Boston and
for your continued support of
On Campus Marketing!!**

See you next year in Baltimore!!



Helicopter Parents: A Direct Approach to Change

Submitted by: Laura L. Arroyo, Coastal Carolina University

Over the recent years in higher education, increased focus has been placed on explaining students and their parents away into words such as “millennial,” or “helicopter parent.” These words certainly do help to explain what we are seeing, but I must say that upon hearing these words, I have increasingly begun to cringe. Between pictures in my head of a helicopter “swooping” down over residence halls, or our students walking around campus just “oozing” privilege, I can’t help but to find myself wondering...are we helping to create exactly what we don’t want?

Let me provide an example. Earlier this week, I received a phone call which sent my head spinning. The phone call was from a father who was expressing anger on his son’s behalf due to not receiving an answer for his housing bill for next year. Father was clearly angry, and he was demanding that his son be assisted immediately. So what was different about this one phone call you might ask?

Thinking back, the difference was not what the parent said, but more so how I chose to respond. Instead of listening, waiting and allowing for the father to work himself into a tirade of anger, I respectfully interrupted him. I interrupted Dad at the first inkling that the anger monster was starting to rear its ugly head. Then I kindly redirected him to the task at hand. I informed Dad that if he wanted this issue to be rectified, than his son would need to do the talking *directly* to me. (Do not pass go, do not collect two-hundred dollars). When Dad attempted again to interrupt, I kindly stopped Dad again, and repeated the same answer. This time Dad paused, I also assured him that his son would definitely be helped if he would simply schedule an appointment with me.

Three things can be learned from this dialogue. First, I believe in attempting to help, we often actually hinder ourselves. It is not that *all* parents or their students are rude, or angry, or privileged; it’s just that *we* allow them to be. We all get so busy in our own belief of how to provide good customer service; we forget that everyone deserves to be treated with respect, including ourselves. Secondly, it is absolutely ok and often vital to be direct. Directness keeps everyone on task, and it helps to keep emotion under control. Third, the challenge is to stop answering directly to the parent, and start answering directly to the student. Redirecting an angry parent to put their son or daughter back in the driver’s seat of his/her own education is not rude; it’s vital to the student’s own growth and development.

How did the phone call end? Well, once I had asserted a bit of authority in a respectful and direct way, the entire tone of the conversation changed. The father began to speak to me with respect and deference. He opened up to me about his own concerns with money and how this had been the true cause of his anger. Further, the father reported that he would personally be sending his son into my office later in the week to follow up with me. He even thanked me at the end of the call for my assistance and patience. Not always will these three rules end up with a positive result. Overall, the key is always striving to be respectful, and no matter what, remembering that the anger of another should not become personal to you; but should always remain personal to them.

Are you a member?

Are you a member of your state division of ACPA? Becoming a member is a great way to network locally and in a tough economy is a cheap way to stay connected to trends and get professional development close to home!



"Bringing Intentionality to Student Learning in Residential Communities"
The 4th Annual Residential Curriculum Institute
October 28 - 30, 2010
Macalester College
St. Paul, Minnesota USA

Sponsored by ACPA and its Commissions for Housing and Residential Life and Assessment and Evaluation
With support from Allen & O'Hara Education Services, Inc.

Overview of the Institute

The 4th Annual Residential Curriculum Institute will challenge you to rethink the practices and grounding philosophies of your residential program. You will have the opportunity to view an alternative to traditional programming models; discover the connections between the residential communities on your campus and your institution's educational mission; practice developing assessable learning outcomes; and examine the impact this shift in thinking and practice has on you, your department, and students. Sessions offered have been designed both for schools new to the residential curriculum approach and for those with more advanced experience. Whether this is your first RCI or your fourth, you'll leave inspired with new insights, new collegial connections, and new energy. Come and learn with us!

We have gathered a group of excellent, insightful speakers to share their wisdom and expertise in practical applications. Institutions with residential curricula will also illustrate what has and has not worked on their campuses.

Residential communities constitute one of the most unconsidered and untapped educational venues on college and university campuses. The inherent physical design of these environments and the shared experience of a concentrated undergraduate population affords each student the access to an unprecedented learning experience; one that will likely never occur again. As student affairs professionals overseeing the direction of residence hall education, we have a responsibility to move beyond simply providing opportunities for learning towards an approach that is intentionally designed for our specific student populations.

Plenary Speakers: Dr. Patricia King, Dr. Shaun Harper & Dr. Larry Roper

"To know and not to do is not to know."

Greetings from the chair continued.....

Anniversary

Our Commission will celebrate our 50th anniversary at the 2011 Convention in Baltimore. Watch *Life-Line* and the listserv for future updates about our celebratory plans. I hope you will “Come Home” for this very special celebration.

Budget

The Governing Board allocated \$15,000 for the Commissions; the same amount as FY10. Each Commission will receive \$500. We will be setting aside a significant amount of this money to help finance our 50th anniversary celebration. However, we still have about \$16,000 in our reserve account. Most of this money comes from the revenue from the Residential Curriculum Institute and the generosity of On Campus Marketing who paid for our reception at last year’s Convention. I look forward to many conversations about how we can utilize these funds to best meet the needs of our constituency group.

Commission Projects

In addition to the “traditional” Commission projects such as the Residential Curriculum Institute and this newsletter, I look forward to introducing some new projects in the upcoming months. We are hoping to collaborate with other Commissions and Standing Committees on a white paper about transgendered student housing and about veterans on campus. If you are interested in contributing to either of these publications, I would love to hear from you. In addition, we will be adding a Faculty Liaison to our Commission and perhaps adding a book club meeting at Convention.

Please do not hesitate to contact me with questions or feedback at kagardn@siue.edu or (618) 650-4251. Best wishes for a successful Opening and fall semester!





Life-Line

“WE ARE THE HEARTBEAT OF OUR STUDENTS’ LIVING EXPERIENCE”



For information about this edition of *Life-Line* or for information about future submissions, please contact:

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Some of the content of *Life-Line* was pulled from the ACPA and HRL Commission Web site at www.myacpa.org.

To subscribe to the Commission for Housing and Residential Life listserv, please use the following directions:

- Visit <https://members.myacpa.org/Scripts/4Disapi.dll/4DCGI/person/Listserv.html>.
- Log in with your ACPA username and password
- Find the line for “Commission for Housing and Residential Life,” verify your email address and select an option from the drop-down menu (subscribe single or subscribe digest).
- Select “Submit Changes.”

Commission for Housing and Residential Life Overview

HISTORY

For three decades, the HRL Commission has made numerous and outstanding contributions to ACPA, to the residence life profession and to millions of students who have lived, studied and matured in American residential colleges and universities.

For the past several years, the HRL Commission has been especially productive in five important professional areas: information dissemination, membership involvement, recognition of achievement, liaison relationships and leadership.

PURPOSE

Residence halls are one of the primary settings for student learning at colleges and universities. The Commission for Housing and Residential Life is one of the largest of

ACPA’s commissions and actively involves its members in meeting seven major objectives:

1. To provide leadership with ACPA and the profession in general for student learning in college residence halls.
2. To identify issues of special concern and advise colleagues regarding these concerns through the support of research efforts, survey information, reports, position papers and task force investigations.
3. To communicate innovative ideas, special issues, problem resolution and research information with a broad base of individuals throughout the country who are involved in residence education.
4. To maintain a working relationship with other professional organizations, student associations and other commissions, divisions and agencies within ACPA that maintain similar or overlapping objectives.
5. To cultivate professional development experiences through sponsoring and implementing convention programs and regional workshops.
6. To assist in developing a set of professional standards for staff working in residence halls.
7. To develop a plan and a process for evaluating the work and leadership of the commission.

Get Involved!

There are three primary ways in which you can get involved!

1. Check the Housing and Residential Life Commission box on your ACPA membership application. By doing this, you’ll become a member and receive *Life-Line*, the commission newsletter. This publication will keep you updated on the activities of the commission. If you didn’t do this on your original membership application, you can log into the ACPA site to update your membership information and join the commission.
2. Serve as a member of the directorate body. Visit the commission Web site for more information.
3. Volunteer to assist with the commission’s many services and resources, including: awards (review submissions), sponsored convention programs (evaluate program proposals), newsletter (submit an article for *Life-Line*), convention showcase (assist in the planning of the showcase for the annual convention), and business meetings (attend the annual business meeting and have your voice heard).