

ACUHO-I Core Competencies – Program Topics and Subtopics

Topic Area	Sample Subtopics
Ancillary Partnerships - Public/Private Partnerships	as related to P3s: agreement/lease conditions, student conduct, contract development, operating procedures, policy development
Ancillary Partnerships - Specialized Housing	as related to Greek-affiliated or other specialized housing: memorandums of understanding/agreements, relationships with specialized housing partners
Conference Services - Sales	marketing materials, communication plans, business plan development
Conference Services - Contracting	contract terms & conditions, contract negotiations, resolving breach of contract
Conference Services - Resource Allocation & Management	managing bed allocations, management of staff, coordination with other units, establishing rates, billing & collections, establishing goals & priorities
Conference Services - Service Delivery	services & materials provided to conference guests, communications regarding accommodations, service goals, service cost/benefit analysis
Crisis Management - Prevention	training & education, risk audits, development of interagency & campus relationships, communications plans
Crisis Management - Intervention	training & education, implementation of plans, accessing resources, stakeholder notification, development of intervention protocols
Dining Services - Operations	meal plan policies, communication, software systems, contracts, trends
Evaluation & Planning - Assessment & Program Planning	development & implementation of assessment, developing reports, data-based decisions, ethical assessment
Evaluation & Planning - Research	data-based decisions, articulating results, research design
Facilities Management - Facilities Assessment	assessments of facilities, establishing facility standards & replacement schedules, relationships with partners & contractors
Facilities Management -Master Planning	demand studies, student surveys, strategic budgeting, developing a master plan
Facilities Management - General & Preventative Maintenance	managing work requests, hiring staff, designing a preventative maintenance program, budget planning, maintenance staff training
Facilities Management - Capital Project Management	soliciting bids & services, coordinating project activities
Facilities Management - Inventory Control & Materials Handling	allocation & procurement of resources in accordance with priorities, inventories & system management, budget recommendations
Facilities Management - Sustainability	educational programming, data collection, developing & instituting sustainability goals & processes
Fiscal Resources & Control - Budget Development & Reporting	budget priorities & creation, training staff, forecasting
Fiscal Resources & Control - Accounting & Accounts	account reconciliation, training staff, identifying trends, audits, process development
Fiscal Resources & Control - Purchasing, Contracts & Outsourcing	contract preparation, training staff on purchasing guidelines, procedure development & compliance, procurement services
Human Resources - Recruitment & Selection	advertising positions, candidate communication, position descriptions, negotiating offers with candidates, interview processes, staffing structures
Human Resources - Orientation & Training	onboarding new employees, ongoing training, assess training learning outcomes
Human Resources - Supervision	supervision in the context of department culture, supporting professional development
Human Resources - Performance Appraisal	evaluating self performance, leveraging strengths for success, identifying skill gaps, designing appraisal processes
Human Resources - Collective Bargaining & Grievance	union guidelines & agreements, negotiation of union contracts
Information Technology - Security	data protection training, risk audit, security policy development
Information Technology - Network & Systems Administration	IT training & management plans, secure networks and storage, continuity of operations plans
Information Technology - Computer Support	training on systems, troubleshooting issues, tech plan & budget
Information Technology - Applications Selection	gathering requirements from constituents, managing associated budget, relationships with external providers, procurement & licensing protocols, testing plans, documentation policy
Occupancy - Contracts & Lease Agreements	exemption requests, marketing materials related to leasing, authoring contracts
Occupancy - Applications & Assignment Process	roommate matching, assignments policies & timelines, check in processes, ethical assignments, assessment
Occupancy - Forecasting & Trending	communication with other campus units, market studies & analysis, applying enrollment management practices, data interpretation, bed allocation
Resident Educational Services - Personal Development	creation of environments & programs supporting student development, communicating value of personal & professional development to constituents, marketing value of living on campus, assessing personal

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Resident Educational Services - Community Development	creation of environments in support of development goals, providing involvement activities, promoting social justice values, training staff on enhancing community, assessing effectiveness of community development programs
Resident Educational Services - Academic Initiatives	recruit staff and faculty for living/learning communities, markings living/learning communities, collaborating with faculty, developing & assessing outcomes for learning communities
Resident Educational Services - Advising	marketing & promoting student involvement opportunities to constituents, recruiting student leaders, financial support for student groups, assessing student needs
Student Behavior - Student Conduct	educating constituents on conduct processes, administration of conduct processes, sanctioning, communication of outcomes, student leadership opportunities, training staff, authoring policies and regulations
Student Behavior - Conflict Resolution	mediation & facilitation of conversations between conflicting parties, effective cross-cultural communication, developing conflict resolution protocol, assessing effectiveness programs, staff training