

Session 1: Monday 10/29, 10:45am – 11:45am

Quit Your Bltching: Championing Change

Jaymee Lewis-Flenaugh, Resident Director, Miami University

Sarah Meaney, Director of Housing and Residence Life, Elmhurst College

Quit Your Bltching Have you spent time with your coworkers complaining about how a departmental process works (or doesn't), but have never actually acted on fixing the issue? In a field where leadership tends to hold on to the past out of tradition and ease, it can become a workplace norm to avoid change. In this interactive workshop, we will explore change management from the solution-oriented lens of Kim Scott's Get Shit Done Wheel in Radical Candor. On the microlevel, we will explore changes proposed and implemented to Miami University's RA Interview Weekend. However, the majority of this session will focus on the big picture process of moving from complaint to change by creating well thought out proposals and obtaining the buy-in from leadership.

Suggested Audience: Mid-Level Professionals, 60 Minutes

Competencies: Human Resources - Recruitment and Selection, Resident Educational Services - Personal Development

Benchmarking, Building, Buy-in: The Three B's of Strategic Planning

Vicka Bell-Robinson, Director of Residence Life, Miami University-Oxford

Designing a strategic plan for your organization can be an overwhelming endeavor. With all of the urgent and emergent issues that occur on a daily, sometimes hourly basis, finding time to sit and think about the future of your department can be a challenge. Regardless of how busy we become, we must make sure that we are working and leading with intention. This session is designed to give senior leaders in housing and residence life tools and concepts to use when charting a strategic planning process. The presenter will discuss the importance of benchmarking other institutions, gathering buy-in from internal and external partners, and ultimately building a focused, but flexible strategic plan. Participants will have the opportunity to reflect on their institutional and departmental mission, vision, and goals, in order to determine the best path forward for their home campuses.

Suggested Audience: Senior Housing Officers, 60 Minutes

Competencies: Evaluation and Planning - Assessment and Program Planning, Human Resources – Supervision

Fit

Trish Anton, Associate Director of Housing for Residential Life, University of Illinois at Urbana Champaign

When looking for a new job you may be focusing on titles, salary, location, professional development funds, etc. but this session will provide you with a framework to assess an organizational cultural to see how and if it will be a good all-around fit for you in your career journey. Participants will be asked to engage in self-reflection, values clarification, and personal sharing in this interactive session.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Human Resources - Recruitment and Selection

Who Says You Can't Have It All? De-bunking the working mom myth

Michelle Sujka, Assistant Director of Operations for Resident Education & Development, University of Cincinnati

Mollie Rockafellow, Director of Residence Education and Student Life, University of St. Francis

MaryAnne Wilk, Area Director, Eastern Michigan University

Who says you can't have it all? In her dissertation on working moms, Michelle Mozzar states, "women are expected to be both super mom and super leader." Join us as three working moms who have progressed in their professional field share tips and advice on how to be a successful professional, as well as be a contributing mom and partner at home. Specifically focused towards moms and aspiring moms, but all working parents are welcome.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Resident Educational Services - Personal Development

Trauma Informed Approach for Student Conduct

Monique Harmon, Director of Housing and Residence Life/Title IX Deputy, Shawnee State University

Linda Koenig, Director of Counseling and Psychological Services, Shawnee State University

This session will provide insight into the emotional and behavioural expressions of traumatic stress and help attendees build the skills and strategies they need to minimize the risks of re-traumatization and enhance positive outcomes. *Please note, this is a 2-part extended sessions. After lunch, the program will resume at 1:00 in the Finch room.

Suggested Audience: Mid-Level Professionals, 120 Minutes

Competencies: Student Behavior - Student Conduct, Resident Educational Services - Personal Development

Understanding Facilities: Bricks & Mortar 101

Kristin Brewer, Assistant Director, Baldwin Wallace University

Robin Gagnow, Director, Baldwin Wallace University

Most entry-level professionals start their first residence life role with limited working knowledge of facilities. Without warning or any preparation, it is expected that they quickly become experts of their building. This session is a crash course on the "bricks & mortar," including common jargon and facility issues, as well as ways to build the critical relationship between your custodial staff and facility managers. Examples and background information will be provided to better prepare you for the next steps on your professional path.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Facilities Management - Facilities Assessment, Facilities Management -General and Preventative Maintenance

From Me To You: Mental Health Awareness in Residential Life

Payton Albrecht, Graduate Hall Director, Northern Illinois University

Roxanne Sorci, Residential Community Standards Graduate Assistant, Northern Illinois University

Today, many students are coming to campus with pre-existing mental health conditions. Nearly three-quarters of mental disorder symptoms manifest by the mid 20's (Kessler, 2007). However, more universities are having difficulty understanding the rise in numbers of mental health needs, creating lack of compassion from peers and professionals alike. This raises the question, how can a community be created that encourages peer relationships to develop into blossoming friendships where proactive measures are taken so mental health is recognized and properly interceded? Within this presentation we will touch on the reality of students at risk for developing mental health conditions on campus and what peers and supporters can do to help. In examining various student development theories and current research on how significant peer interactions are in noticing the presentation of mental health concerns, we will discuss what advocacy looks as a student leader and its importance.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Resident Educational Services - Community Development, Crisis Management – Prevention

Dialogue for Change: A Sustained Intergroup Dialogue Experience for Full-Time and Graduate Staff

Lloyd Graham, Assistant Director for Residential Life, Indiana University Bloomington

Barry Magee, Associate Director for Residential Life, Indiana University Bloomington

This session is meant to outline a 4 and 6 week intergroup dialogue experience that occurred for full-time and graduate staff in Res Life at Indiana University during fall 2016 and fall 2017. Presenters will share their model/philosophy, lessons plans, facilitation guides, and assessment related to each experience. Participants will have the opportunity to ask questions about the program as well as ways to adapt the program to their campus. This session would be most beneficial to individuals looking to engage in more in-depth, relationship and identity based social justice work for staff that is sustained and builds over a period of time. The eventual goal is for this approach to trickle down all the way to the students we serve.

Suggested Audience: Mid-Level Professionals, 60 Minutes

Competencies: Resident Educational Services - Community Development, Resident Educational Services - Personal Development

Self-Compassion as a Supervisory Tool: An Interactive Exploration

Karl Turnlund, Residence Director, Lake Forest College

Kate Doty, Assistant Director of Housing and Residence Life, Marian University

During this interactive session, participants will learn about self-compassion and how to use it as a supervision tool. Presenters will explain what self-compassion is and what it looks like in practice, provide opportunities for participants to engage in self-compassion exercises, and provide space for participants to connect self-compassion with their own supervision styles. Participants will then have the opportunity to explore this technique with a guided case study aimed at giving participants both hands-on experience and additional tools they can take with them to revitalize and refocus their supervision capacity.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Human Resources - Supervision, Human Resources - Performance Appraisal

“What is Taking So Long?” Professional Staff Recruitment Insights

Marci Walton, Associate Director of Residence Life, Xavier University

Ray Tennison, Associate Director of Residence Life, Loyola University Chicago

We have all been candidates for positions and wondered to ourselves, “What is taking so long?” We have likely participated in interviews or acted as candidate hosts, but entry-level professionals rarely have the opportunity to lead professional staff recruitment processes. This session will be led by two mid-level professionals who made the leap to leading professional staff recruitment, and will outline a process that is fraught with unexpected delays, human resources red tape, budgetary considerations, and countless decisions on how to recruit and retain high quality candidates. This requires a particular skill set that is rarely taught, but often assumed. The presenters will breakdown the timelines, considerations, and promising practices to prepare you to lead a search before you are on the other side of the interview table.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Human Resources - Recruitment and Selection

Session 2: Monday 10/29, 1:00pm – 2:00pm

What's in a story?: Integrating Narrative Therapy techniques with Student Conduct

Nicholas Jones, Residence Hall Director, University of Illinois at Urbana-Champaign

Ever find yourself struggling to create meaningful connections with students during conduct hearings? Are you looking to add more techniques to your student conduct “tool box”? This presentation will focus on expanding upon the typical student conduct “script” through exploring the narratives that students create through their lived experiences. Utilizing the work of Michael White and David Epston, narrative therapy offers alternative ways for helping professionals to interact with students about the problematic behavior and collaborating with them to create potential solutions.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Student Behavior - Student Conduct

Surviving the Blades: Taking the Pain out of Working with Parents & Families

Adam Wood, Residence Hall Director, Bowling Green State University

Timothy Shaal, Senior Associate Director, Bowling Green State University

Helicopter parents got you down? For graduate or entry level professionals, the thought of working with parents can seem daunting. Many young professionals may experience feelings of fear, uncertainty, or even anxiety when addressing concerns or problems brought forward by parents or family members. Students may not realize that their parents or family have engaged in conversations with housing professionals at the institution. This program will look at the considerations young professional may take into account when working with parents or family members. In this session, we will review the history of parent-institution relationships, challenges of working with parents and families, best practices, and tips for young professionals.

Suggested Audience: Grad, 60 Minutes

Competencies: Resident Educational Services - Personal Development

Is leadership quantifiable? A study of leadership programs at Eastern Illinois University.

Megan Corder, Assistant Director for Leadership Development and Marketing, Eastern Illinois University

Jody Stone, Senior Associate Director for Residence Life and Conference Services, Eastern Illinois University

Sure, we say that student leaders learn from their involvement. But how do we know this? How can we take anecdotal evidence of growth and achievement and back it up with the numbers? Well, that’s what Eastern Illinois University set out to do with the Leadership Assessment Survey through Skyfactor. With this data, EIU sought to better understand the how, why, when, where, and what of student leadership. Now armed with the data, they are ready to show just how impactful their leadership programs are and how other institutions can do the same.

Suggested Audience: Mid-Level Professionals, 60 Minutes

Competencies: Evaluation and Planning - Assessment and Program Planning, Resident Educational Services - Personal Development

Past President Roundtable

Michelle Sujka, Assistant Director of Operations for Resident Education & Development, University of Cincinnati

Join Past Presidents as they discuss important topics in our field. Learn from their Association and professional experiences on their home campuses.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Resident Educational Services - Personal Development

Sustainability 101: Green Is More Than Just a Color!

Robin Gagnow, Director of Residence Life/Student Conduct, Baldwin Wallace University

James Workman, Graduate Hall Director, Baldwin Wallace University

Over the past few years, colleges like Baldwin Wallace University have increased their visible sustainability efforts on a small school budget, despite increasingly shrinking funds and capital budget restrictions. This round table will look at how small school housing programs can make a big difference when it comes to reducing, reusing, and recycling in the residence halls. This session will include programs from a variety of small schools that have been successful and rewarding to the students and the residence life staff. Come and brainstorm with other colleagues and discover new and better ways to be a “green” department!

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Facilities Management - Sustainability, Resident Educational Services - Community Development

Desire Mapping: Goal Setting with Purpose

Jalyn Jones, Complex Director, Western Illinois University

Amy Bielicki, Assistant Complex Director, Western Illinois University

Read more. Vent less. Achieve quarterly objectives. Quit smoking. Lose weight. This session outlines the desire mapping process from “The Desire Map Experience: A Guide to Creating Goals with Soul.” In this session, participants will reflect on their goals, personal and professional, achieved and un-achieved. Participants will find they are not chasing goals but chasing the feeling they gain from achieving them. As a society, we go after things we want to have or superficial goals we want to accomplish and hope we'll be fulfilled when we get there. It's backwards and burning us out. Through guided meditation worksheets, this session will give participants clarity on how they actually want to feel then turn those feelings into goals. This session is about liberation, pleasure, and self-determination. It is about doing less proving and more living. Join us where feelings meet goals to make them truly happen.

Suggested Audience: General Audience, 60 Minutes

Competencies: Resident Educational Services - Personal Development

GLACUHO Budget and Finance

Justin Schuch, Treasurer, Western Illinois University

Tiffany Gonzales, President, University of Illinois Chicago

This session will focus on GLACUHO's budget and finances. The GLACUHO Treasurer, Tri-Presidents, and members of the Financial Advisory Board will share information on GLACUHO's financial operations. Updates in the operating budget throughout the past fiscal, overview of spending, and plans for the coming year will be shared as well as larger scale details of GLACUHO's finances in the future. This GLACUHO Budget and Finance Session will detail some of the bigger picture items of the association's finances. GLACUHO members interested in learning more details about the day-to-day spending and overviews of GLACUHO's finances can see budget updates, fiscal year spending overviews, and budget descriptions at www.glacuo.org/Budget_and_Finance.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Fiscal Resources and Control - Budget Development and Reporting, Fiscal Resources and Control - Accounting and Accounts

Passing the Torch: Developing a Partnership Between First-Years and Alumni

Sean Brown, Residence Life Coordinator, Michigan Technological University

Erin Thompson, Assistant Director, Alumni Programming, Michigan Technological University

First-year students are eager to engage with and learn what it means to be a student on their campus. What better time in a student's experience at college than in such a foundational year to begin laying the groundwork for maintaining engagement throughout college and after? By partnering with alumni, first-year students can create professional networks, learn about campus traditions, and gain valuable mentorship. Alumni will gain a personal connection to their alma malta and develop a network of potential recruits for their field. Please join us to learn about what Michigan Technological University has done to develop this partnership and discover what you can use on your campus to develop relationships between your alumni and students.

Suggested Audience: Mid-Level Professionals, 60 Minutes

Competencies: Resident Educational Services - Personal Development

Switching Gears: Preparing for Supervision of Entry-Level Professionals

Shandee Ewert, Assistant Director for Staff Development & Training, Loyola University Chicago

Marci Walton, Assistant Director, Xavier University

You've mastered student staff supervision, and now you're hoping to switch gears and supervise professional staff. Should be as simple as hopping back on a bike, right? As entry-level professionals move into their next role, supervision of full-time staff members is often one of the biggest learning curves. Designed for current entry-level professionals or those new to supervising them, we'll discuss how the supervision needs of entry-level professions differ from those of students, strategies for meeting these needs, and steps you can take now to prepare for switching supervision gears and getting on the path to success!

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Human Resources – Supervision

Session 3: Monday 10/29, 2:15pm – 3:15pm

Surviving to Thriving: Proactive Practices Using Trauma Informed Care

Sean Brown, Residence Life Coordinator, Michigan Technological University

Nicole DeLiberis, Residential Communities Coordinator, Millikin University

In the field of higher education, professionals can often use practices that lean heavily on social work and counseling techniques. As we dig deeper into serving and investing in students, conversations can uncover past overwhelming experiences of trauma, small or large. In this program, we will work with you to help you understand the concept of trauma informed care. This will involve conversation about current professional practices that may use trauma informed care. This program includes case studies, small and large group discussion, and Q&A.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Crisis Management – Intervention

Effectively Communicating Organizational Culture

John Haky, Assistant Director, Morehead State University

While many of our campuses, housing offices, and residential communities have common cultural traits, effectively communicating that culture can be a challenge if the elements of that culture are not explicitly visible. An integral part of many individual's satisfaction with their job, both in responsibilities and environment, is an organizational culture that shares the individual's values and has ingrained that culture throughout the organization/community. This session starts with the assumption that a department/organization/community has developed a shared culture, and will explore means of communicating that organization/community culture, specifically focusing on three areas – values, language, and artifacts. Through interactive discussion and analysis of specific examples, participants will have the opportunity to learn how to enhance or create effective ways to share their department, organization, or community culture with both internal and external people and groups.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Resident Educational Services - Community Development, Resident Educational Services - Personal Development

Personal Financial Planning for Live-In Staff

Trish Anton, Associate Director of Housing for Residential Life, University of Illinois at Urbana Champaign

This workshop is designed to help live-in staff understand how to manage your personal finances, maximize your benefits & start thinking about your financial future. Whether you are interested in saving for a first house, a new car, your kids' (or possible future kids') college tuition, or retirement planning this session is a must.

Suggested Audience: Entry Level Professionals, 60 Minutes

Asian International Students on U.S. College Campuses: Mattering or Marginalization?

Pasha Sergeev, Residence Hall Director, The Ohio State University

In the age of internationalization of higher education, the number of international students enrolled in the U.S. colleges is higher than ever. Adjusting to more than just to college but also to a foreign culture, Asian international students often struggle to develop strong connections on campus which negatively impact their sense of mattering to the community surrounding them. During this session, the attendees will be provided with key findings from relevant research that shed light

on primary factors and key community members that influence international student college experience. Moreover, the presenter will offer practical suggestions geared toward promoting residential environment that is inclusive and fostering sense of mattering amongst Asian international students.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Resident Educational Services - Community Development, Resident Educational Services - Personal Development

How to Find Your People: Developing and Maintaining Your Professional Network

Jenn Phillips, Housing Coordinator, Youngstown State

Kellee Steffen, Resident Director, Ohio University

Josh Lemieux, Housing Operations Coordinator, Purdue University Northwest

Jonathan James, Resident Director, Miami University

Join a group of 5 Professional Development Institute (PDI) alums who met in 2017 as they share their experiences from PDI, how their networks supported them through job searches and personal journeys, and forged a deeper connection within GLACUHO. The friendships that were created during PDI established a lasting professional network and provided skills which will be shared with you during this session.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Resident Educational Services - Personal Development,

Women of Color Leading from the Middle

Rodrina Moore, Assistant Director for Residence Life, IUPUI

Kimberly Otchere, Assistant Director, University of Illinois- Urbana Champaign

workplace. As such, we must cultivate communities that respond to the rapid shifts in society, which impact our work-spaces. Staff should be able to consciously construct their identities, while successfully navigating their growth, professional roles and the work. As African American women we will share our perspectives about how we approach our work as student group advisors and supervisors of professional staff. As middle level managers we are responsible for cultivating an inclusive organizational culture, while also navigating dominant norms and challenging workplace politics. How do you manage while being a woman of color and maintaining a level of respect, professionalism, self loyalty? How might you be an ally in your organization when supporting individuals of diverse identities? In this session you will reflect on and explore the ways in which identity informs your transformational leadership.

Suggested Audience: Mid-Level Professionals, 60 Minutes

Competencies: Human Resources - Supervision, Resident Educational Services – Advising

Thriving, Not Just Surviving, When Your Friend Becomes Your Supervisor

Julia Ailes, Assistant Director, Indiana University Bloomington

Jocelyn Maul, Assistant Director, Indiana University Bloomington

What happens when two people move from friends and colleagues to supervisor and supervisee within their current organization? Using their own journey as a guide, the presenters will focus the session on navigating relationships when friends and colleagues move up and around within an organization. Supervision theory and change management will be used as frameworks to provide a space where aspiring professionals can reflect on how their own relationships may evolve over time.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Human Resources - Supervision, Human Resources - Recruitment and Selection

Senior Housing Office Roundtable

Professional Foundations Committee, Professional Foundations Committee

This is a special extended session is intended for Senior Level Housing Officers to exchange strategies, resources, and to discuss issues that are applicable to their everyday responsibilities. This forum is designed for participants to share ideas and build a stronger network among officers within the region.

Suggested Audience: Senior Housing Officers, 90 Minutes

Competencies: Human Resources - Recruitment and Selection

Shifting Professional Staff Recruitment to Attract Generation Z

Brian Johnston, Complex Coordinator, Illinois State University

Generation Z is defined as those born between 1995 and 2010, according to Seemiller and Grace (2016). This generation, like those before them, have been shaped by major events, technological advances and cultural shifts that make their perspectives and behaviors different from previous generations. Our field commonly recruits brand new professionals for vacant live-in positions. We are now seeing Generation Z become the majority of candidates for these mid-level roles, indicating that our workplaces will start to shift. One factor that significantly improves the recruiting experience is focusing on the “candidate experience” (Lewandowski, 2018). Using this logic, shifting our recruitment practices to be in line with what Generation Z is most comfortable with will improve our chances in recruiting high quality candidates to our entry-level roles. This session will discuss the characteristics of Generation Z and provide strategies on how to adapt recruitment practices to attract Gen Z candidates.

Suggested Audience: Mid-Level Professionals, 60 Minutes

Competencies: Human Resources - Recruitment and Selection

Shifting Professional Staff Recruitment to Attract Generation Z

Alex Matiash, Area Coordinator, Illinois State University

Brian Johnston, Complex Coordinator, Illinois State University

Generation Z is defined as those born between 1995 and 2010, according to Seemiller and Grace (2016). This generation, like those before them, have been shaped by major events, technological advances and cultural shifts that make their perspectives and behaviors different from previous generations. Our field commonly recruits brand new professionals for vacant live-in positions. We are now seeing Generation Z become the majority of candidates for these mid-level roles, indicating that our workplaces will start to shift. One factor that significantly improves the recruiting experience is focusing on the “candidate experience” (Lewandowski, 2018). Using this logic, shifting our recruitment practices to be in line with what Generation Z is most comfortable with will improve our chances in recruiting high quality candidates to our entry-level roles. This session will discuss the characteristics of Generation Z and provide strategies on how to adapt recruitment practices to attract Gen Z candidates.

Suggested Audience: Mid-Level Professionals, 60 Minutes

Competencies: Human Resources - Recruitment and Selection

Dive Into a More Diverse RA Candidate Hiring Pool

Kyle Hovest, Hall Director, The Ohio State University

Sarah Meaney, Director of Housing and Residence Life, Elmhurst College

Over the years, it has become a standard RA recruitment mantra to hire staff that accurately reflects the students. This espoused value, though essential to creating inclusive communities, can sometimes be difficult to enact. This session seeks to explain the foundations of affirmative action and how our hiring practices align (or don't) with this policy. We will also discuss recruitment methods for diversifying your RA candidate pool, and finally open up a discussion with participants to hear their successes and failures in this area.

Suggested Audience: Mid-Level Professionals, 60 Minutes

Competencies: Human Resources - Recruitment and Selection

Session 4: Tuesday 10/30, 9:00am – 10:00am

The First Rule in Leadership

Vicka Bell-Robinson, Director of Residence Life, Miami University-Oxford

The first rule in leadership is: it's all your fault. Accepting the privilege of being a leader means accepting responsibility for the decisions that are made by folks whom you supervise. Whether you're supervising a Resident Assistant team in residence hall, an entire residential, operation or somewhere in between, the decisions and actions made by those you supervise are a reflection of you and your leadership. Providing an appropriate amount of structure and autonomy is an important component of supervision, management, and leadership. Participants in this session will become familiar with concepts and tools designed to strengthen their effectiveness as supervisors.

Suggested Audience: Mid-Level Professionals, 60 Minutes

Competencies: Human Resources - Supervision, Resident Educational Services - Personal Development

The Dark Knight Rises: Sexuality, Masculinity and the Black Community

Jason Timpson, Resident Director, Ohio University

This presentation will focus on historical perspectives of (cis) Black masculinity, and sexuality in relationship to the Black community. Participants will examine how past and present stereotypes that have constructed the current view of Black men in America. This session is designed to help participants unravel the truth of racism, and learn ways to survive and thrive in challenged environments. Additionally, we will discuss how to have "tough" or frustrating conversations about race, masculinity, sexuality, and Blackness; we will end by creating an action guide for our allies/advocates and for Black men (and men of Color). Come learn how to appropriately respond to white dominance, the influence of pop culture, media perceptions, stereotypes, institutional, and social racism. Note that this session is open to folks/folx of all identities.

Suggested Audience: Mid-Level Professionals, 60 Minutes

Competencies: Human Resources - Supervision, Human Resources - Performance Appraisal

Get Involved with GLACUHO! A Breakdown of Opportunities.

Musselman Eric, President, GLACUHO

Zac Birch, Exhibitor Liaison, GLACUHO

MaryAnne Wilk, Secretary, GLACUHO

Ashley Knapp, Michigan Delegate, GLACUHO

Are you interested in getting involved in GLACUHO, but not sure where to start? Then this program is for you! With opportunities like serving on committees, moderating programs, writing for TRENDS, and engaging online- we are certain we have something for everyone. This program will cover the various types of opportunities, their time commitments, how to get involved, and why. Learn more about the ways you can make GLACUHO your professional home!

Suggested Audience: Entry Level Professionals, 60 Minutes

Connections Matter; Retention Focused Programming Model and Data Utilization in Residence Halls

Justin Schuch, Assistant Director, Western Illinois University

John Biernbaum, Associate Vice President, Western Illinois University

Jailyn Stevenson, Complex Director, Western Illinois University

With retention and student success a central focus for campuses across the country, this session will explore Western Illinois University's revamp to staff programming and retention efforts utilizing data driven decision making. By pinpointing the importance of connections to campus, University Housing and Dining Services flipped traditional sociogram/connection models and applied data from both inside and outside of the department. This focus allows staff to identify students who may be struggling earlier in the semester and focus programmatic and follow up efforts. This session will highlight the process for development and implementation of WIU's Connections Mapping and assist participants in identifying how to use data to focus programming efforts and staff time. Presenters will share the impact on WIU's campus and how to develop similar strategic processes on attendee's campuses to best impact retention and student success.

Suggested Audience: Mid-Level Professionals, 60 Minutes

Competencies: Evaluation and Planning - Assessment and Program Planning, Resident Educational Services - Personal Development

Approaching Curriculum: An Intentional Transition

Sara Dickey, Associate Director for Residence Life, IUPUI

Sydney Lease, Assistant Director for Residence Life, IUPUI

Culture shift can be difficult, especially for student staff. As IUPUI set a goal to bring residential curriculum to campus by Fall 2017, we wanted to intentionally infuse some concepts from a curricular model into our traditional programming model for the 2016-2017 academic year. This session will provide an overview of our former programming model, assessment practices, and how we began to engage our staff in thinking differently about programming. This session will be helpful for those looking to implement a curriculum, provide new assessment techniques and/or think about new ideas for programming.

Suggested Audience: Mid-Level Professionals, 60 Minutes

Competencies: Resident Educational Services - Academic Initiatives

Facilitating Traveling Education: How to Plan Worthwhile Immersion Trips Focused on Student Learning

Lloyd Graham, Assistant Director for Residential Life, Indiana University Bloomington

Sarah Stamey, Program Associate for Asian Culture Center, Indiana University Bloomington

Vandana Pawa, Graduate Supervisor for Diversity Education, Indiana University Bloomington

Simone Francis, Graduate Supervisor for Diversity Education, Indiana University Bloomington

This session is meant to outline two immersion trip experiences offered by the Community Education Program with Res Life at Indiana University. The first experience is the annual MLK Civil Rights Immersion Trip focused on a specific theme related to social justice each year. The second trip is a collaboration with the Asian Culture Center and took place for the first time in April 2018. Aspects of the session include background, financing, learning outcomes, dialogue facilitation, recruitment, selection, collaboration, planning, and assessment. Presenters will share materials for various components of the program that can be adapted to various campuses. Participants will have the opportunity to ask questions about the experiences as well as ways to adapt the program to their campus. This session would be most beneficial to individuals looking to start or expand upon educational trips focused on social justice and engaging about and across difference.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Resident Educational Services - Community Development, Resident Educational Services - Personal Development

Roundtable Discussion: Supervision and Management in Housing

Dr. Shruti Desai, Assistant Vice President for Student Affairs, McKendree University

Join this year's Contemporary Issue Expert and Key Note Speaker, Shruti Desai, in a casual discussion setting. Dr. Desai will engage participants in further discussion of Supervision and Management in Housing, including answering questions and facilitating more specific discussion topics among the group.

Suggested Audience: General Audience, 60 Minutes

Competencies: Human Resources - Supervision

The Elephant in the Room: Facing and Fighting Fatphobia as a Residence Life Professional

Kyle Hovest, Hall Director, The Ohio State University

The size of a desk available in a classroom you're in for training or for teaching a course. The glances received from other students while working out in the campus recreation center. The stereotypes placed on larger professionals that you're nervous your staff or colleagues hold about you. These are all concerns that students or staff of larger size, including myself, have to consider when navigating the college experience. Through personal narrative and research, this program will look at how fatphobia exists on college campuses and residence halls, how one professional faced and fought this societal issue, and how Student Affairs professionals can utilize easy strategies to provide support and comfort to students of size. Come join this self-coined "Larger than Life" Hall Director on an eye-opening, disheartening, and in the end, motivated journey about an often-deemed "taboo" topic such as body size.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Resident Educational Services - Personal Development

Professionalism and Ethics in Student Affairs - A Primer for New Professionals

Mike Stang, Assistant Vice President, Northern Illinois University

Program will provide a short summary of Competency Areas in Student Affairs and the documents that describe ethical considerations for SA practitioners. This will be followed by a ranking exercise that will be used to generate discussion around ethical dilemmas that newer professionals will face in their careers. A final look at Principals of Good Practice will conclude the program.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Human Resources - Orientation and Training, Resident Educational Services - Personal Development

Salto Systems

Preston Grutzmacher, Salto Systems

Keyed locks on a campus are an ancient technology. They're expensive to replace, require skilled locksmiths to do service work and can easily be copied. With Salto locks we increase security and reduce dependency on expensive trades without wiring. I'll be discussing Salto's state of the art data-on-card technology and how it can cost effectively replace a universities dependence on keys. American universities along with global institutions are selecting Salto Electronic locks to replace their dorm room keyed locks which eliminates the need for physical service on ever dorm every year. The presentation will include a power point, brief YouTube video and live demonstration.

Suggested Audience: Senior Housing Officers, 25 Minutes

StarRez

Michelle Dedin, StarRez

Join us to discover how you can improve the efficiency of your entire housing operation with the StarRez student and staff tools. StarRez goes beyond the basic online application and room preferences including: reporting/analytics, communication tools, themed communities, resident interactions, program management, group room selection, parent/guarantor signatures, room conditions, work orders, roommate agreements, and so much more. Let us show you how our newest solutions can help streamline your housing operation.

Suggested Audience: Senior Housing Officers, 25 Minutes

Session 5: Tuesday 10/30, 10:15am – 11:15am

Humble Pie: How Humility Can Hurt Us

Sarah Meaney, Director of Housing and Residence Life, Elmhurst College

Humility: a modest or low view of one's own importance; low self-regard and sense of unworthiness. Humility is an important characteristic in the fabric of the human race and helps us come together as a collective. However, in the modern workplace humility can stall your career and hide your skills from others who need your help. This presentation explores the balance between confidence and humility and how being overly humble can hurt the individual as well as the organization.

Suggested Audience: Entry Level Professionals, 20 Minutes

Competencies: Human Resources - Performance Appraisal, Human Resources – Supervision

To PhD, or Not to PhD, that is the question.

Wade Brown, Research and Assessment Specialist, Indiana University Bloomington

Julia Ailes, Assistant Director, Indiana University Bloomington

Dave Mallon, Residence Life Coordinator, Indiana University Bloomington

Latosha Williams, Associate Director, Indiana University Bloomington

While deciding to continue your education is usually not as dramatic as Shakespeare's Hamlet, it is an important consideration. In a panel session, five student affairs professionals in various stages of the doctoral process give their insights into the journey, and invite the audience to share their questions, thoughts, and concerns in pursuing a doctoral degree. Is the degree worth it? You'll have to show up to find out.

Suggested Audience: Mid-Level Professionals, 60 Minutes

Advising Deconstructed: A Roundtable Discussion

Megan Corder, Assistant Director of Leadership Development and Marketing, Eastern Illinois University

Mark Hudson, Director of Housing and Dining Services, Eastern Illinois University

Advising is a unique and rewarding part of our work. However, it doesn't come with a manual. The best advisors learn from experience, insight, and guidance. This program brings together advisors with varying levels of experience and asks you to join them in a discussion. From motivating students, planning for conferences, facilitating budget discussions, and understanding how to prepare for meetings, all advisor topics of conversation are on the table.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Resident Educational Services - Advising

Let's Get Real: Opportunities and Challenges with Supervision

Ray Gasser, Executive Director, Residence Education and Housing Services, Michigan State University

Karen Corley, Senior Associate Director, Michigan State University

What differentiates a great boss from a mediocre boss is their ability to effectively supervise professionals that are diverse. This session will frame generational differences in supervision along with unique perspective on leading team members. Participants will garner skills to improve their supervision skills within a matrix organization as well as how to work with diverse team members. This interactive session will provide an opportunity for growth in an area that often is assumed to be a strength of leaders.

Suggested Audience: Mid-Level Professionals, 120 Minutes

Competencies: Human Resources - Supervision, Human Resources - Performance Appraisal

Hell's Kitchen: A Crash Course for Housing Professionals on Campus Dining Operations

Dan Pedersen, Director of Housing and Residential Services, Northern Illinois University

John Biernbaum, Associate Vice President, Student Services, Western Illinois University

Jody Stone, Senior Associate Director of Housing and Dining, Eastern Illinois University

Following the ACUHO-I Knowledge domains, it's important and often overlooked for an aspiring housing professional to become familiar with the complexity of a dining operation and the impact on a housing program. The presenters will provide three unique SHO perspectives on different residential dining operations, and highlight key concepts, terminology, and best practice ideas in residential dining. Advice and Information will also be offered on where to develop more competencies in this important area of student life operations.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Dining Services - Operations, Fiscal Resources and Control - Budget Development and Reporting

Developing Learning Outcomes for Residential Students: A Multifaceted Approach

David Russell, Community Director, Wayne State University

Sydney McClary, Assistant Director for Residence Life and Academic Initiatives, Indiana University Purdue University - Indianapolis

No matter the structure, size, or characteristics of our residential programs, we all hope that living on campus positively impacts the learning of our students. How do we create environments where learning happens? By intentionally setting learning outcomes! This presentation will review the basics of developing intentional learning outcomes for either a programmatic model or curricular model, explore applications for learning outcomes in additional areas such as RA training, Hall Council advising, and student staff selection, assessing basic student learning, and a revision process for institutions that already have outcomes in place. This presentation will expand upon the GLACUHO Student Learning Committee webinar on student learning outcomes as presented by Dr. Sarah Schoper from Western Illinois University.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Resident Educational Services - Academic Initiatives,

Professional Development 101

Karl Turnlund, Residence Director, Lake Forest College

Have you ever wondered what skills, experiences, or traits you need to advance in Student Affairs? Last winter, the presenter interviewed over a dozen housing and residence life professionals with a single guiding question: what is professional development and how do you do it? In the first portion of this extended session program, the presenter will explore the insights, feedback, and words of wisdom gained from those conversations offering you a framework and workshop opportunity to conceptualize your own Professional Development. In the second portion of this extended session, five of the mid- and senior-level housing professionals that the presenter interviewed will join him for small group breakout sessions so that you can benefit from asking your own questions about Professional Development. This supportive session is a great starting point for mapping out your Professional Development journey!

Suggested Audience: Grad, 120 Minutes

Competencies: Human Resources - Orientation and Training

Finding Your Passion Again: How to Stay Motivated as Seasoned Professional

Robin Gagnow, Director of Residence Life, Baldwin Wallace University

Kristin Brewer, Assistant Director, Baldwin Wallace University

Today's Student Affairs professionals are under a lot of external stress factors and internal pressures that they place upon themselves. How do you find your passion again? We hope this program session provides a road map (Atlas) to motivate/energize/excite you in your daily role as seasoned campus leader. We will discuss various ideas and motivational methods to continue to increase your overall effectiveness. This session is designed for seasoned professionals at varying levels and at different types of institutions.

Suggested Audience: Senior Housing Officers, 60 Minutes

Competencies: Resident Educational Services - Personal Development

Shaping the Future - Strategic Planning for Leadership Initiatives

Leah Wheeler, Program Coordinator for Involvement & Leadership, The Ohio State University

Donta Ingram, Hall Director, The Ohio State University

We understand that looking at shaping the future can seem daunting, but we're hoping to help break down what it takes to create a strategic plan for leadership initiatives. This is something anyone can do at any level! You can make one for your building, complex, committee, or your department. Strategic plans should serve as a road map to help guide our work to accomplish more and building upon already successful events. We plan to provide an example of a strategic plan for leadership initiatives that we have created at Ohio State and talk about our planning process, aspects to consider when developing a strategic plan, and the purpose it serves. Our goal is to have you leave this session with a variety of ideas and resources to take back to your home institution.

Suggested Audience: Mid-Level Professionals, 60 Minutes

Competencies: Resident Educational Services - Personal Development, Resident Educational Services - Advising

Cross Cultural Supervision

Tiffany Gonzales, Assistant Director, University of Illinois at Chicago

Mollie Rockafellow, Director of Residence Education, University of St. Francis

When the supervisor and supervisee each come from diverse cultural and ethnic backgrounds, they bring with them culturally conditioned beliefs about each other's cultural group (Jordan, Brinson, & Peterson, 2002). These beliefs and attitudes can be positive, negative, and neutral. When these beliefs lead to misperception and negativity in the supervisory relationship, they can shut down communication and growth within the supervision process. Join two mid-level boss ladies in this interactive session as we discuss cross-cultural supervision, implicit bias, and white privilege, while sharing personal stories, provide opportunity for reflection, and discuss tangible ways of advocating for practices and policies that support students and staff of underrepresented populations from housing professionals across the region.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Human Resources - Supervision, Resident Educational Services - Personal Development

Where is the real fire?

Karissa Light, Residence Hall Manager, Southwestern Michigan College

Alicia Wicks, Residence Hall Manager, Southwestern Michigan College

Angiola Gabriel, Residence Hall Manager, Southwestern Michigan College

You've done everything right and followed every protocol, now what? Most the times when we think and train for emergencies and crisis situations we focus on the immediate. Get out, get safe. But once that happens, where do you go from there? Following a fire on campus, student staff presented the question of after everyone was out and safe, what do we do now? Discussing the importance of training and preparation with student staff for emergencies that last hours not minutes.

Suggested Audience: Entry Level Professionals, 20 Minutes

Competencies: Crisis Management - Intervention, Crisis Management - Prevention

Perfectionism: A Tale of Recovery

Stacy Oliver-Sikorski, Senior Associate Director of Residence Life, Lake Forest College

A self-described high-achieving, perfectionist who was used to working at lightning speed was forced to evaluate her priorities after incurring a mild traumatic brain injury at work. Everything changed during that building walk-through in August 2017. This ResTalk explores the concept of radical self-care and the notion of truly letting things go at work to focus on all facets of well-being.

Suggested Audience: Entry Level Professionals, 20 Minutes

Session 6: Tuesday 10/30, 11:30am – 12:30pm

World's Best Boss

Crystal Kitten, World's Best Boss, Indiana Wesleyan University

Research has shown that your relationship with your supervisor in your first one or two jobs can make or break your dedication to your field. This program will focus on what makes a supervisor a great one. We will focus on imperative topics such as hiring, orientation, socialization, professional development, work environment, and more. Ultimately, being a good supervisor can boil down to simply being a good person. If we aren't investing in our own personal and professional growth, we won't have much to give to our staff. What you pour into a pitcher determines what gets poured into a cup. In this program, we will not only provide tangible tools to be a great supervisor, but also share research, give advice, and help participants reflect on their own attitudes and behaviors, as they seek to be the World's Best Boss.

Suggested Audience: Mid-Level Professionals, 20 Minutes

Competencies: Human Resources – Supervision

Connecting to Culture and Identity: A Research Study on Supporting Undergraduate Latino Men

Kyle Hovest, Hall Director, The Ohio State University

Stephania Rodriguez, Area Hall Director, North Central College

In 2015, we, the presenters, were able to utilize our graduate program assessment project to research the experience of undergraduate Latino men at a large, predominantly-White, 4-year public research institution. In this presentation, participants will be able to engage with our preliminary research in a residential context, engage in discussion about how the Latinx student experience has changed since our research, and most importantly, learn strategies to best support and advocate for this population of students who are often a minority on our campuses and in our residence halls in the Great Lakes region

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Resident Educational Services - Personal Development, Resident Educational Services - Community Development

Your Hall as Your Classroom: Introduction to the Curricular Approach

Christopher Murphy, Resident Director, University of Illinois

The curricular approach to residential education has been gaining traction in many institutions across the region. This session will provide an introduction to the philosophy behind a residential curriculum and explain why so many institutions believe this outcome oriented educational approach is the direction of the future for housing and residence life departments. This session will go over terms, definitions, examples, and walk through what the change management process in exploring and developing a residential curriculum looks like.

Suggested Audience: Mid-Level Professionals, 60 Minutes

Competencies: Resident Educational Services - Academic Initiatives

Starting the Journey to DR.

Zac Birch, Residential Learning & Neighborhood Coordinator, Purdue University

Kyleen Ammerman, Assistant Director, Miami University

Starting a terminal degree program can be overwhelming. Should you go part time or full time? Will your department and supervisor support you? What should you study? This session will give advice and anecdotes on how to begin to navigate the

journey to Doctor from two professionals who have completed their first year of doctoral studies. Discussions will include strategies on how to select a program, communicate with supervisors and supervisees, and balancing school, work, and social life priorities. This presentation will challenge participant to think critically about their future goals, consider if a terminal degree is in their future, and create strategies to inform their decision making about further education.

Suggested Audience: Mid-Level Professionals, 60 Minutes

Ready to Write for TRENDS? We can help!

Megan Corder, GLACUHO Communications and Marketing Committee Chair, Eastern Illinois University

Rebecca Borowiak, Resident Director, Northern Illinois University

Cassie Govert, Assistant Resident Life Coordinator, Butler University

Kyleen Ammerman, Assistant Director of Residential Life, Miami Univeristy

GLACUHO's quarterly magazine, TRENDS, offers many members the opportunity to share their knowledge, professional work, research, insights, and experiences to the GLACUHO membership. But how to start writing a TRENDS article can be intimidating or unclear. The GLACUHO Communications and Marketing Committee has come together to provide an educational program that will help prepare you to write for TRNEDS. This presentation will cover best practices, example articles, the editing process, and the theme of each upcoming edition. We look forward to hearing your ideas about writing for TRENDS and hope to see you there!

Suggested Audience: Entry Level Professionals, 60 Minutes

Global Politics: The Complexity of Hiring International Professionals

Lloyd Graham, Assistant Director for Residential life, Indiana University Bloomington

Andi Cailles, Director of Residential Life, Indiana University Bloomington

Kai-Wei (Victoria) Cheng, Residence Life Coordinator, Indiana University Bloomington

Erin Clark, Senior International Scholar Advisor, Indiana University Bloomington

There seems to be an absence of conversation around the complexity involved in an international student transitioning into an international employee within housing departments at colleges and universities. This session is meant to outline the process to employ an international candidate in an entry level housing role as well as raise awareness related to the international employment process for full-time staff. Presenters will share their experience filing for an H1B Work Visa as well as institutional and cultural structures influencing the process. Participants will have the opportunity to share their experience with employing international staff and ask questions. This session would be most beneficial to individuals interested in becoming better advocates for the international staff experience which will inevitably have a positive impact on the students we serve.

Suggested Audience: Senior Housing Officers, 60 Minutes

Competencies: Human Resources - Recruitment and Selection, Resident Educational Services - Community Development

A Leader's Language

Tiffany Gonzales, Assistant Director, University of Illinois at Chicago

Justin Schuch, Assistant Director, Western Illinois University

“The difference between mere management and leadership is communication” - Sir Winston Churchill Sir Churchill had a keen understanding of the need for leaders to master communication on all levels. Bringing together multiple resources focusing on the language of leadership, this session will overview common pitfalls in communication of leaders and explore tangible ways for leaders to develop their communication style. Participants will explore their own language, impacts on their leadership, and leave with insight on best practices for communicating as a masterful leader. Perfect for graduate and entry-level staff, this

interactive session is designed to also give attendees ideas to implement trainings on their own campus focused on leadership communication.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Resident Educational Services - Personal Development, Human Resources - Supervision

“Excuse me, how old are you?” Supervising with Imposter Syndrome: Beating the New Professional Blues

Kyle Johnson, Residence Director, University of Indianapolis

“When did you graduate?” “Are you a student?” “I need to speak with the real person in charge.” “You can’t be the supervisor.” As a young and new professional in Housing & Residence Life it can be common for us to hear these questions and phrases on a regular basis. We are often faced with being perceived as having little to no authority within our department or the residence hall we supervise due to students, parents, and other University staff and faculty members seeing us as “too young” for the job. The session will discuss this issue, along with generational differences, and how both combined can lead to imposter syndrome in new professionals. But don’t worry, we will strategize ways to kick those blues aside!

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Human Resources - Supervision, Resident Educational Services - Personal Development

The Power of Inclusion - Sharing a Meal Inclusive of All

Tamera Dunn, Assistant Director for Residential Education, Purdue University Fort Wayne

Through personal experiences as well as testimonials from others, this presentation serves as a discussion about the unintentionally dismissive or intentional decision making which can lead to others feeling unwelcome or unable to be nourished during a time of gathering. This presentation ideally will lead to a greater understanding of how we can better plan to include others within traditional events who may have dietary restrictions for health or personal reasons at our home campuses, during conferences, and during travel.

Suggested Audience: Senior Housing Officers, 20 Minutes

Competencies: Resident Educational Services - Community Development, Crisis Management - Prevention

I Am Superwoman

Michelle Sujka, Assistant Director of Operations for Resident Education & Development, University of Cincinnati

I make a daily decision to show up, as a professional, as a mother, as a wife, as a contributing member of my community. I was not gifted with super-human abilities, but instead, make a daily decision on how I show up. Join me as I share how I make difficult decisions on which identity shows up and when, and I how I combat the "Superwoman" identity.

Suggested Audience: Entry Level Professionals, 20 Minutes

Session 7: Tuesday 10/30, 2:00pm – 3:00pm

Lessons Learned from Implementing a Curriculum Model

Shelley Arroyo, Assistant Director, Indiana University Bloomington

This session will allow participants the opportunity to hear how implementation of a residential curriculum approach has gone. The presentation will share ups and downs and specifically lessons learned from this implementation. We will share how many of the 10 essential elements we have been able to successfully get through and identify where we are headed next. There will be time for discussion about our curriculum model and lessons learned as well as time for participants to discuss their implementation or the possibility of implementation in the future if no current curriculum model is on their campus. Whether a participant is thinking about implementing, or has already, this session will provide space to discuss and how to bring ideas back to your campus.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Evaluation and Planning - Assessment and Program Planning

Advising New Student Organizations

John Haky, Assistant Director, Morehead State University

Congratulations – your housing office has endorsed starting (or re-starting) a residence hall association system on your campus, and you will be its Advisor. Now what? When advising a brand-new department-sponsored organization, the Advisor's role as an educator comes to the forefront as they guide students through the organization's development, specifically in creating an organization that is consistent with the department's goals, mission, and values, while meeting the needs and interest of the institution's students. Through examples and discussion, this session will explore topics like different types of student organizations, what organization structure will work for a campus, affiliating with campus, state, regional, and national organizations, and recruiting students for the new organization. Finally, participants will be made aware of key resources available to current and potential Advisors for both starting and continuing their development as a student organization Advisor.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Resident Educational Services - Advising, Resident Educational Services - Community Development

Supervising and Supporting Student Staff through Title IX Investigations

Lauren Teso-Warner, Associate Director of Residential Life, Northern Illinois University

Dan Pedersen, Senior Director of Housing and Residential Services, Northern Illinois University

Our student staff are some of the most knowledgeable students on reporting practices and protocol of Title IX incidents, so it's not surprising that they also might self-report incidents where they are the victim. This session is meant to discuss how to support our student staff through Title IX incidents and balance out times when the alleged perpetrator is also on staff or living within the community.

Suggested Audience: Mid-Level Professionals, 60 Minutes

Competencies: Human Resources – Supervision

Bedbugs and Shingles, Oh My! – Navigating Pests and Medical Outbreaks in Campus Housing

Anna Mosier, Hall Director, Xavier University

Mayur Gangala, Area Coordinator, University of Southern Indiana

Handling medical outbreaks and pest control in a timely and decisive manner is of the utmost importance, especially when it comes to our students. Being able to identify early signs of both can help quarantine the issue and resolve the problem in an expedited manner. A senior housing officer and entry-level professional from a mid-sized university will discuss their protocols and procedures in handling medical outbreaks and pest issues based off their previous experiences.

Suggested Audience: Mid-Level Professionals, 60 Minutes

Competencies: Facilities Management -General and Preventative Maintenance

More Than Move In – Breaking the Mold for a Move in Volunteer Program

Leah Wheeler, Program Coordinator for Involvement & Leadership, The Ohio State University

Reagan Ambler, Hall Director, The Ohio State University

Kristen Beck, Assistant Hall Director, The Ohio State University

We plan to provide an example of a move-in volunteer program that incorporates leadership development for students. We then will explain the logistics involved and where to start when creating or revamping a program of your own. We are excited to share about the opportunities we have created for all levels of leaders within our Ohio State Welcome Leader (OWL) Program. Our goal is to have you leave this session with a variety of ideas and resources to take back to your home institution.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Evaluation and Planning - Assessment and Program Planning, Resident Educational Services - Personal Development

Don't Let Me Be Misunderstood: Campus Activism, and Community Healing

Jason Timpson, Resident Director, Ohio University

During this session we will examine what privilege and oppression can look like on college campuses and what to do when it is spotted. We will begin with a brief marginalization activity that can help participants see basic inequities within the room, and how those might show up on our campuses. We will then discuss diversity and inclusion on campuses, and examine if the two work together or function separately. Additionally, we will talk about the infusion of current events into our daily lives and look at creative ways to help guide conversations/programs and generate actions participants can take. We will spend time unpacking the role of student protests as a means towards to collective healing, and collective liberation. Lastly, we will explore how campuses, departments, or individuals can support students as they activate their voices.

Suggested Audience: Mid-Level Professionals, 60 Minutes

Competencies: Resident Educational Services - Community Development, Resident Educational Services - Personal Development

Can you hear me now?! How to effectively communicate within your organization

Chris Smith, Residence Hall Director, Northern Illinois University

Nicole Deliberis, Residential Communities Coordinator, Milikin University

Have you ever wondered if your message is getting across to your students or even fellow colleagues? Do you sometimes say one thing and do another? This session's goal is to help you evaluate your communication style and more importantly, how others might perceive this. Come prepared to be engaged, have intentional discussions, and learn how to successfully communicate your message to those around you. This session will leave you with a better understanding of how your personality and background can shape your communication style and what you can do differently if you often have issues communicating with others. Active participation is required.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Human Resources - Supervision, Student Behavior - Conflict Resolution

Introducing Student Affairs Avatars and Virtual Professional Practice Lab to Staff Training

Michael Schultz, Director of Housing, Southern Illinois University Edwardsville

Christine St. Louis, Community Director, Southern Illinois University Edwardsville

Cory Harlan, Assistant Community Director, Southern Illinois University Edwardsville

Is your staff looking for new ways to train both professional and student staff. Immersive virtual learning environments have the potential to serve as an intensive, experiential learning experience for staff without the potential harmful effects on staff performance. Learn how immersive virtual environments can provide enhanced opportunities for staff to practice conduct hearings, mediate roommate conflicts, de-escalate angry students and provide good customer service. Meet the future Student Affairs Avatars as they come to life before your eyes.

Suggested Audience: Mid-Level Professionals, 60 Minutes

Competencies: Human Resources - Orientation and Training, Resident Educational Services - Personal Development

Know Your Worth: Job Negotiations for Beginners

Marci Walton, Associate Director of Residence Life, Xavier University

The first time you think about job negotiations shouldn't be when your colleague informs you how much more they are being paid than you. This session will provide participants with equal parts reflection, actionable items, and practice having tough conversations. Participants should be ready to tap into their personal gumption and realize not only what they are worth, but how to articulate this worth to their future employers. The presenter will share her own experiences with job negotiations successes and failures, so be ready to be authentic and brave in this space. You will have tough conversations for the rest of your career, so don't let your job offer be one you shy away from when the phone rings!

Suggested Audience: Grad, 120 Minutes

Competencies: Resident Educational Services - Personal Development

Session 8: Tuesday 10/30, 3:15pm – 4:15pm

The Greatest Showman: How to boost morale for yourself and colleagues

Rebecca Borowiak, Residence Hall Director, Northern Illinois University

Chris Smith, Residence Hall Director, Northern Illinois University

As Jenny Lind in *The Greatest Showman* stated, "When you're careless with other people, you bring ruin upon yourself." With a high burnout rate, personal and staff morale, recognition and motivation, are central themes encoded in human existence and essential for recruitment and retention. In the fast paced world that is Housing and Residence Life, recognition, motivation, and boosting morale, often gets overlooked; or, is boiled down to one end of the year recognition banquet and marked as 'complete'. Under the right leadership; validation, appreciation, and recognition can become a motivating, and retaining factor, leading to high-performance and growth. Whether recognition is a strength of yours, or an area of improvement, this session will provide simple, but effective strategies to increase staff motivation and assist with improving departmental retention for Professional and Student staff within Residence Life - so take seat, and enjoy the show.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Human Resources - Performance Appraisal

Holistic Health & Wellness

Mike Mifflin, Complex Director, Eastern Illinois University

Health and wellness is often split into two categories; mental and physical. But did you know there are at least six vectors in total, some of which we don't even think about? Come discuss and learn how to live a holistic health & wellness student affairs and housing life while learning about the vectors, wellness trends, and how you can start a health and wellness committee with campus partners.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Resident Educational Services - Personal Development, Resident Educational Services - Community Development

Managing Up: What No One Ever Told You About Being Supervised

Julia Ailes, Assistant Director, Indiana University Bloomington

Jamie Burton, Residence Life Coordinator, Indiana University Bloomington

Whether you're an entry level staff member or are a more seasoned professional, we can all learn a little bit about managing our relationships with the people who manage us. In this session, we'll talk about the importance of communication, develop the skills necessary for managing up the chain of command, and discuss strategies to help us lead more productive and satisfying professional lives.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Human Resources – Supervision

Cracking the Code: Engaging in Honest Conversations about Race on College Campuses

Jason Timpson, Resident Director, Ohio University

Unsure how to effectively address diversity or social justice issues at your institution, in your department or in everyday life? Learn to comfortably respond to social justice topics, language fouls and presenting meaningful social justice related programs to staff and students in this interactive session. This session is designed to help participants unravel the mysteries of institutional power, privilege, and oppression, and learn ways to discuss them in productive ways. Additionally, we will talk

about the infusion of pop culture into our daily lives and look at creative ways to help guide conversations/programs and generate actions participants can take.

Suggested Audience: Mid-Level Professionals, 60 Minutes

Competencies: Resident Educational Services - Community Development, Resident Educational Services - Personal Development

Residence Hall Front Desks and Inclusiveness: More Than Just Mail

Pasha Sergeev, Residence Hall Director, The Ohio State University

Sloane Trusso, Residence Hall Director, The Ohio State University

As access to education increases, so does the diversity of residential student's needs. To meet these needs, residence life practitioners have reimagined hiring and training processes for student leaders in the halls, however; a substantial population may have been overlooked. Front desk staff are in constant contact with residents: providing customer service, welcoming them to the community and problem solving when issues arise. They can have a significant impact on student's experiences, yet many organizations overlook implementation of inclusive practices with this group. This proposal explores the applications of the Multicultural Organizational Development Model within the context of front desk operations. Based on practice and research we will provide tools to assess organizational competence and a continuum to map future action steps. This presentation will shed new light on a rarely acknowledged aspect of the residential experience and challenge practitioners to critically assess inclusive practices at their front desks.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Resident Educational Services - Community Development, Resident Educational Services - Personal Development

Brush Your Shoulder Off: Overcoming Workplace Hardship

Karl Turnlund, Residence Director, Lake Forest College

Kate Doty, Assistant Director of Housing and Residence Life, Marian University

Ashley Harzog Cleland, Residential Communities Coordinator for Living Learning Communities, Millikin University

Did you know that approximately 7 of every 10 anonymous posts in the Millennials in Student Affairs Facebook Group have to do with "toxic work environments?" The presenters of this session have come together with a common goal: we need to start addressing how we handle workplace hardship and connect over these difficult experiences. During this interactive presentation, participants will hear about the exploratory project the presenters completed about adverse experiences in the student affairs workplace. Presenters will encourage audience members to engage with the findings and one another in facilitated small group conversation. Researched strategies on managing workplace hardship and a coping framework will be shared to equip participants with tools for managing challenging work environments and healing from their impact. The presenters invite you, no matter your generation or experiences, to come and engage with this restorative session.

Suggested Audience: Entry Level Professionals, 60 Minutes

Competencies: Human Resources - Supervision, Human Resources - Performance Appraisal