

July 2008

Dear Colleagues and ACUHO-I Leaders:

Well another Annual Conference and Exposition is over, marking the end of another year and the beginning of a new year. Our 60th conference certainly did celebrate the dream and envision the possibility of our Association's past, present and future. In many ways it was a significant year for the record books with many milestones achieved.

For Suzy Campbell it is the end of two years as Foundation Chair and for the Association's first non-USA president it is a sad farewell from David Holmes. Both Suzy and David were blessed to be a part of wonderful teams and had the pleasure to work with such committed people who serve our Association in so many outstanding and productive ways.

As an association we find ourselves on the threshold of exciting times as the way we think, plan and operate will be formulated under the new governance structure. The Talking Points makes reference to some exciting initiatives for moving us forward as one of the pre-eminent groups in higher education worldwide. We are delighted that the Association will be led by Norbert W. Dunkel (University of Florida) and Cindy Felice (University of Maryland College Park) takes over as Chair of the Foundation. Norb has challenged the members to be 'engaged in the profession' and along with the new board has many significant projects in store to make us a real corporate knowledge broker.

Attached for your review is a copy of the major talking points which we covered at our respective Executive Board and Foundation Board meetings and events at Orlando. The minutes in their entirety will be posted on the web soon, but as a board we wanted to keep you posted on the happenings of the Association. We encourage you to be excited and be supportive of these initiatives, and keep us true to our mission of achieving these milestones and provide the best support to our members.

Finally our sincere thanks to Kathy Daley (Exhibits), Bonnie Solt-Prunty (Program) and Sue Beebe & Diane Port-Roberts (Host) and the Central Office staff for their superb efforts in ensuring our 60th ACE was an outstanding success. Thank you!

Wherever you are I hope you find comfort and hope when life gets you down and also find time to celebrate the joys and successes of life. Best wishes for the coming months as you continue to serve our future, the students in our residences.

Warm regards and blessings.



David A. Holmes
Past President

Norbert W. Dunkel
ACUHO-I President

Suzy Campbell
Past Foundation Chair

Attachment – Talking Points



Talking Points
ACUHO-I Executive Board Meeting
June 2008

- **ACUHO-I's 60th annual conference a magical success!**
More than 1,200 delegates from 13 member countries celebrated the dream and envisioned the possibility at the 60th ACUHO-I Annual Conference and Exposition in Orlando, Florida, June 21-24. It was one of our largest conferences and second largest exhibits hall. An outstanding contribution by all concerned to make this an overwhelming success.

The conference offered approximately 150 interest sessions, including two general sessions conducted by the Disney Institute. All conference presentations are being uploaded to the ACUHO-I online library and the process should be complete in the next two weeks.
- **ACUHO-I Business Meeting**
The annual business meeting was well attended by xx voting delegates. All delegates received a professional document with all presented reports – a credit to the Central Office and all report presenters in compiling this work. For the first time reports were presented on the Placement Exchange and Legislative Consortium activities. These will be regular agenda items. A motion was also passed to acknowledge the outstanding contribution of Judy Dallas for over six years meritorious service in the Central Office who is resigning to go into private transportation business.
- **Development of Southern Africa Chapter**
In May a team of eight dedicated young and exceptional professionals visited 16 institutions in South Africa in undertaking a training delegation to assist the learning and development of Southern African colleagues and assisted with presentations at their 2nd conference. One of the significant highlights was the signing of the Chapter affiliation agreement (ACUHO-I's inaugural Chapter) and a presentation of replica of the Talking Stick to consummate the Chapter agreement. Viewpoints and experiences from the South Africa visitation were shared along to give the Executive Board context for our progress with the development of the Southern Africa chapter and future advancement. The board was favorable to move forward with the establishment of a taskforce to investigate our next steps.
- **Priorities of Internationalization Strategies**
Work is progressing on the approved recommendations in respect of prioritizing specific tasks and initiatives. To advance the work the Board approved to engage an internationalization consultant to work with the Globalization Director, Central Office and the ACUHO-I leadership. A progress report on this development is expected in October.

- **Strategic Initiatives**

Two significant strategic undertakings will take place within the next 4 months that will significantly move forward our Association's direction in support of our knowledge-based governance protocol.

The Learning and Knowledge Summit – In September, 2008, we will bring together a group of key ACUHO-I members. We have developed some of the industry's best professional development opportunities such as the annual and fall conferences, the National Housing Training Institute, The CHO Training Institute, the ACUHO-I Colleges, and work progresses on the Mid-Level Manager Institute as well as credentialing. The creation and delivery of knowledge and education must consistently be grounded in theory, research, and practice. The process we are beginning will allow ACUHO-I to discover how it can best serve the evolving learning needs of both its members and the housing profession. This summit will provide participants an opportunity to review the knowledge being passed on to our members as well as our delivery methods.

The Strategic Planning Retreat – Our ACUHO-I Strategic Plan has provided a long list of world-class initiatives. It is now time to formally advance our strategic plan. In late September, 2008, we will be bringing 30 key stakeholders together to work with Glen Tecker, an expert association consultant, in order to develop and advance a new ACUHO-I Strategic Plan.

- **Operations Calendar**

Significant progress has been made in aligning the operations around key dates and activities of the Central Office, Executive Board and the Foundation. At this point, the operations calendar has been handed over to the next board for their continued work. It will have the capability of being viewed from various places and updated from a central site. This will enhance the coordination of our joint operations and assist with more meaningful planning across all business processes and activities.

- **Investments Policy & Finances**

The Finance Committee has been exceptionally diligent in providing excellent fiscal responsibility and leadership. Whilst awaiting the final audit report the draft accounts indicate a profitable 2007 that will allow the Association to meet its target on setting aside \$125,000 into long-term reserves and having at least a further \$255,000 in surplus to provide for future strategic initiatives. A significant part of the Finance team's work has been the review, update and alignment of our investment policy and practices. Credit is acknowledged to Rosaland Tye (Finance Director) who has worked with our investment consultants (Smith-Barney) to update and advance our investment policy.

- **ACUHO-I Legal Terms of Use and Policies**

Norb Dunkel has worked closely with our attorney to review and update our legal policies. This will allow us to provide better information regarding our electronic media as well as reasonable efforts that users make in regards to our branding. In

working with our attorney, we have added the warranty, liability and our branding information. The new terms and policies speak to claims being filed and our anti-trust policy attached to this document. Ideally, when you sign up for membership on-line with ACUHO-I, there will be electronic checks that a member will agree to prior to membership renewal.

- **Information Technology**

A comprehensive and professionally detailed report was presented by the IT Task Force led by Azfar Mian and Hitesh Girdhani. The team reviewed our current position and capabilities into our current capabilities in a far-reaching assessment of our staffing, hardware and software needs. It moving forward the many recommendations careful attention as to priorities and implementation will be coordinated by the Business Practices and Enhancements Director with the IT staff and consultant. Immediate attention as been focused on the encryption and back-up strategies and a detailed matrix for the implementation scheduling and budgetary requests will be put into operation.

- **Research and Education Updates**

The Commissioned Research Task Force submitted a preliminary report with the plan to have a final submission ready for the October board meeting. The group is focusing on member needs, the re-introduction of research grants and best practice methods.

The Credentialing Task Force, led by Sandi Scott Deux and Josh Goldman, has been busy in conducting focus groups at OPE and The Placement Exchange representing a wide range of experience within the profession. There were five topics that came out of the focus groups as well as a model that the group designed based on those topics. Currently, there is a survey that is out to the membership. Based on the survey feedback the group will identify one target area (either assessment or contract management or foundations in housing/residence life) for credentialing, but first will concentrate on establishing a business practice plan for the module program.

- **Central Office update**

We welcomed Barbados as a new member country with a recent membership taking our member countries to a total of seventeen. Whilst many associations are experiencing membership shortfalls we are doing well with a 94% retention rate in our membership and 83% retention of sustaining affiliates with a number of new companies coming on board. With the reorganization of the Central Office our customer service has improved and our hours of operation extended to 8am to 6pm daily. We have hired our new Education Manager, Allison Jones and a search is being conducted for a new Executive Assistant to replace Judy Dallas. In support of advancing our services to the membership recent IT advancements have included the establishment of the Social Networking website and a digitized version of *The Talking Stick*.

- **Significant Events & Awards**

Apart from celebrating our 60th conference and exposition, a number of other significant milestones were recognized. Our Foundation celebrated, complete with birthday cake, 20 years of giving. Other notable highlights were the Benchmarking Services Committee 10 years, GLBT Network 20 years and the Fun Run, Walk & Roll 30 years. The Association is appreciative of the thousands of hours of volunteer contributions to these groups who have advanced the profession, members' education and social networking. Congratulations and thank you, all.

The lifeblood of our Association is the valuable contributions of members, as volunteers, to make their services available to better all members. Awards were presented to the following people for wonderful achievements.

ACUHO-I Award	Dr Grant Sherwood
Outstanding Corporate Friend	Jim Curtin
James C. Grimm Leadership & Service Award	Gary Kimble
Judy Spain Award	Aaron Lucier
S. Earl Thompson Award	Dr Tony Cawthon
Herstory Award	Deb LeBiondo
Robert P. Cooke Talking Stick Article of the Year	Eric Jessup-Anger
The Journal Theme Editor	Karen Kurotsucho-Inkelas
James A. Hurd Award	Eddie Bankston
Research & Publications Award	Dr J. Diane Porter-Roberts
Global Initiatives Award	Adolph J. Haislar
Presidential Service Award – Institution	Miami University (Ohio)
Presidential Services Award – Individual	Katie Boone
	Steve Waller
	Ann J. Nielson

Our heartfelt congratulations are extended to these deserving award winners.