



2011 ACUHO-I BUSINESS MEETING REPORT

JULY 11, 2011 | NEW ORLEANS, LOUISIANA



ACUHO-I ANNUAL BUSINESS MEETING

MONDAY JULY 11, 2011 11 AM - 12:15 PM | CONVENTION RM R02

AGENDA

Call to Order	Jill Eckardt, President
Appointment of Parliamentarian	Jill Eckardt, President
Report on Quorum	Patricia Martinez, Finance and Corporate Records Officer
Approval of 2010 Minutes (<i>included as Appendix A</i>)	Patricia Martinez, Finance and Corporate Records Officer
ACUHO-I President's Report	Jill Eckardt, President
Finance and Corporate Records Office's Report	Patricia Martinez, Finance and Corporate Records Officer
Strategic Planning Report	Alma Sealine, President – Elect
Executive Director's Report	Sallie Traxler, ACUHO-I Executive Director
ACUHO-I Foundation Report	Joan Schmidt, Chair
ACUHO-I Southern Africa Chapter Report	Roelf Visser
Nominations Committee Report	Michael Schultz, Chair
Credentialing Report	Michael Schultz, Chair
Benchmarking Report	John Evans, Chair
Governance Consortium Report	Bill Fox, Chair, Public Policy Advisory Committee
Local Arrangements, Exhibits, and Program Committees Report	Celena Trahan, Local Arrangements Chair Shannon Dunn, Exhibits Chair Michael Griffel, Program Chair
Student Housing Training Institute	Pieter Kloppers & Norb Dunkel
NACURH Chair Report	Laura Imbirowicz, NACURH National Chair
Old Business	Jill Eckardt, President
New Business	Jill Eckardt, President
Announcements	Jill Eckardt, President
Recognition of ACUHO-I Members Retired or Deceased	Jill Eckardt, President
Adjourn	Jill Eckardt, President

PRESIDENT'S REPORT

It is my honor to present the 2010-2011 President's report.

The Association's year can be wrapped up in 3 words: transparent, rejuvenation, and strategic. The Executive Board, Foundation Board, and the Central Office staff have all made efforts to make our Association better, more meaningful and indispensable to each and every member. Our big audacious goal is to be the leading global network and US expert on college and university housing providing access to knowledge and resources.

STRATEGIC: ACUHO-I FINANCIALS

Patty Martinez, Finance and Corporate Records Officer, worked closely with the Central Office staff especially Sheila Meyer, Finance Director, and the Finance committee to develop a budget that met financial goals to have the required amount of reserves, implement the last of a three-year strategy regarding food and beverage spending for ACUHO-I events, and to complete the 990 form on time for the 2010 financial year. Additionally the Executive Board set aside a significant amount of money for strategic initiatives including expanding certificate programs, investing in a new association management system, a community service project at ACE 2011, faculty support regarding the South African Housing Training Institute, and strategic planning for the board.

ACUHO-I CREDENTIALING

The Credentialing Task Force, led by Sandi Scott Duex and Josh Goldman, has completed their original charge. The work created by the task force has been operationalized into the

Credentialing Board, chaired by Mike Schultz, Southern Illinois University Edwardsville. The ACUHO-I Assessment Certificate continues to be a model for higher education associations to emulate and continues to exceed our wildest projections for involvement. The first certified assessment professionals could complete their capstone experience by August 2011. In October the second certificate program begins – Occupancy Management. Already there is much buzz about this new professional development opportunity! The third certificate is already in the research stage-Foundations of Housing & Residence Life.

Our members – our colleagues – are truly remarkable people who make a difference in the lives of our residents each and every day.

BODY OF KNOWLEDGE TASK FORCE

The Body of Knowledge Task Force, ably led by Dr. Pam Scheiber, University of Washington, and Dr. Tony Cawthon, Clemson University have the daunting task of determining what constitutes our professions' body of knowledge. A body of knowledge is a peer-developed compendium of what an individual must know or be able to do to accomplish work in a specific field or role. Identifying such a body of knowledge

allows us to advance the professional practice of university housing. The final report from the task force is expected at the October board meeting.

VIRTUAL ROUNDTABLE SERIES

A brainchild of Dr. Tom Ellett, New York University, coordinated on behalf of ACUHO-I hosted free 1 hour virtual roundtables initially geared towards directors of housing. Topics and the targeted audience was wide ranging; community college and 2 year schools, small schools, those thinking of becoming a director of housing, and even the future of ACUHO-I. This free series will continue next year under the direction of Dr. Ellett.

REJUVENATION & TRANSPARENT: WORK GROUPS (COMMITTEES, NETWORKS, ADVISORIES, BOARDS, AND OTHER GROUPS)

This year, you hopefully saw numerous calls for volunteers; James Grimm National Housing Training Institute faculty, the South African Housing Training Institute faculty, credentialing board members and content experts, committee and network chairs. All these calls for volunteers led to a broader and deeper spectrum of volunteers than ever before! Additionally a number of work groups were reconfigured and reformed for the future: Conference Series led by Chris Dobek, North Carolina State University, Women in Housing Network chaired by Kathy Baker, Seattle University, the new Assessment committee led by Paul Goldblatt at Michigan State, and EBI Users Group guided by John Evans, University of Virginia, to name just a few!

PRESIDENT'S REPORT

ACUHO-I CONFERENCE SERIES

This past October, the Association offered the ACUHO-I Conference Series in Charlotte, North Carolina. This series continues to be a great success. In the second year of operation the Business Operations conference hosted 224 delegates, APPA/ACUHO-I Facilities conference had 230 delegates, and the Living Learning Conference had 261 delegates.

ACUHO-I ANNUAL CONFERENCE & EXPOSITION

Michael Griffel, the Conference Program Committee chair, has done an outstanding job of planning the knowledge content for our annual conference and exposition – quite the feat considering he changed jobs during the last year! Celena Trahan,

Local Arrangements Chair has created a truly remarkable conference! Celena not only changed jobs during this last year, she lost her co-chair within days of leaving Austin last year. Shannon Dunn, the Exhibits Committee Chair, has worked tirelessly to coordinate the exhibit hall bringing us the latest and greatest from our corporate partners. Special thanks to all the hard working and dedicated volunteers of the Program Committee, Local Arrangements Committee, and red shirt volunteers of the Exhibits Committee! We also need to thank those involved in the Community Service Project that preceded the annual conference, those workgroup leaders who modified their schedules to incorporate this new initiative, the hundreds of volunteers who made the day possible, and of course our corpo-

rate sponsors; PGAL Architect, Balfour Beatty Construction, Balfour Beatty Campus Solutions, and Capstone Development.

It has been my privilege and honor to represent each and every one of you as your ACUHO-I President this year. The profession and our Association are in great hands, as I travelled across the US and across the Pacific Ocean, our members, our colleagues are truly remarkable people – making a difference in the lives of our residents each and every day. Thank you for your generosity and support of my presidency over the last 12 months!

SUBMITTED BY:
Jill Eckardt, ACUHO-I President

FINANCE & CORPORATE RECORDS OFFICER REPORT

ACUHO-I has experienced a positive year related to the financial stability of the association.

The economy continues to afflict our member institutions and ACUHO-I has responded to member needs through creative delivery of member services that are a direct product of member dues. One of the most popular cost saving development opportunities has been the webinar series. We continue to assess expenditures and have reviewed Executive Board expenses, conference events, publications and contracts. We held to expenditures aligning with our strategic priorities and best practices of association management. We also froze early registration fees for the annual conference and October conference series as well as sold exhibitor space early for the annual conference and exposition. We closed the 2010 budget ahead of 2009. We are part way through our current fiscal year (January-December) and we

are showing a healthy standing for the association thus far in 2011.

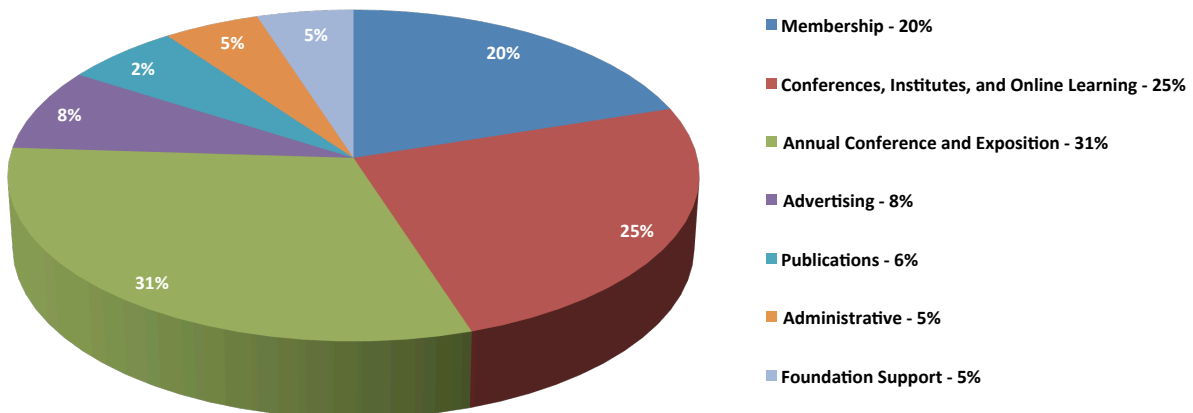
Our reserves are holding stable at \$3 million which surpasses our intended goal. Since investment income is also included within reserves, this figure varies slightly depending on the market. Last year, it was shared that the association needed to redistribute our cash within our checking accounts due to FDIC insured limits being reduced. Prior to the annual conference and exposition last year, we moved monies to easily accessible interest yielding money market accounts as well as placed monies in CDs that were laddered out. As our CDs have begun to mature, we have reinvested our monies. A policy was brought to the board at the annual conference and exposition, to operationalize our practice of transferring cash to investments. The association investments are within our established policy. Our investments advanced 3.1% for the end of the first

quarter of 2011. For the one year period, the portfolio returned 10.3%

The association has two committees responsible for financial oversight. The Finance Committee has met monthly to review the balance and income statements to ensure financial solvency of the Association. They have also reviewed all requests for monies from the Association and approved allocations and expenditures where appropriate. The Audit Committee met to review the 990 statement that will be submitted to the IRS later this month. The membership of the Audit Committee consists of representatives from both the Association and Foundation. Both 990 statements were approved for submission.

Through the diligent work of the association and central office, the audits for both the association and ACUHO-I Foundation are clear and unqualified. The associated management letters have not cited any processes

2010 ACUHO-I REVENUE



FINANCE & CORPORATE RECORDS OFFICER REPORT

or procedures that need attention or revision. This is a monumental achievement. Recognition of the Central Office Finance Staff is warranted. Their committed work has led the association to this point. Special thanks to Sheila Meyer, Angela Sherman and Austin Baker.

One of the strategic initiatives of the Association is to research, purchase and implement an Association Management System. We have approved monies toward this initiative. One of the initial aspects recently reviewed is a Financial Management System. The association will enjoy further enhancements as a result of this system inclusive of reports being generated within the system as opposed to manually as is our current practice. This is an exciting development within the financial fabric of the Association.

Within the technology realm of

the association, the association management system will allow for further information to be readily available to our members such as a searchable membership database that has been requested. Although this is a process, we are on the right track and positioned well for implementation. This initiative would not be possible without the support of our Foundation and contributions of our members.

Our current membership numbers as of June 30 reflect:

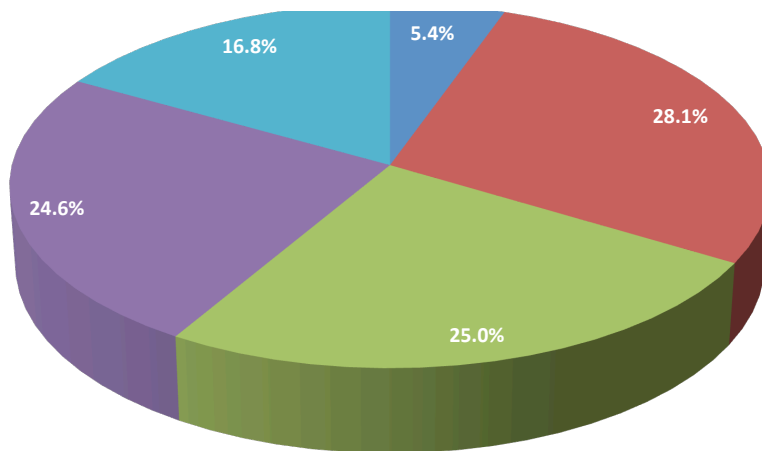
- 954 Total Members (847 US / 107 non-US)
- 945 Paid Members (840 US / 105 non-US)
- 9 Purchase Order members (7 US / 2 non-US)

Over the last three years, we have situated ourselves well regarding the financial aspects of the Association. We have aligned our expenditures with

the strategic plan of the Association, implemented policies and procedures that reflect best practices of financial association management inclusive of IRS 990 policies, further reduced budget allocation and expenditures during difficult economic times, conducted a search for a new Director of Finance and Administration, conducted RFP and selection of a new audit firm and culminated with a clear, unqualified audit and management letters for the Association and Foundation. ACUHO-I is in a position of strength during these economic times and I appreciate the support and tenacity contributed to achieve this goal.

SUBMITTED BY Patricia A. R. Martinez, ACUHO-I Finance and Corporate Records Officer

2010 ACUHO-I EXPENSES



- Executive Leadership & External Relations - 5.4%
- Membership Services & Strategic Initiatives - 28.1%
- Conferences, Institutes, and Online Learning - 25%
- Annual Conference & Exposition - 24.6%
- Administrative/Overhead - 16.8%

STRATEGIC PLANNING REPORT

ACUHO-I continued its work in reviewing and revising the association's strategic plan. The process for 2010-2011 began in October 2010 with members of the Executive Board, Foundation Board and Central Office meeting with Glenn Tecker of Tecker Consultants. From this two-day meeting, the group reviewed and updated our trends and assumptions as well as assessed the progress on the goals that we set in the previous year.

From this review, the following mega issues were approved by the Executive Board for 2010-2011:

- Membership
- Proposed ACPA/NASPA Merger
- Leveraging our resources to cover the gap between assets and aspirations.

As a result of these identified issues, a Membership Task Force was convened to provide a final report to the Executive Board during the February 2011 meeting. (Thank you to Patrick Bradley, Chair, and the committee!) From this presentation, it became clear that the issues and information identified in the final report needed further exploration to test our assumptions and information about our membership needs.

One of the most pressing issues identified was our understanding about member access to the association. Five small work groups of the Executive Board and Central Office were created to address the following themes:

- Corporate membership access to membership;
- Privatized housing professional development interests;
- Resources – who gets them and how are they accessed by current members;
- Benchmark our membership services to our sister organizations, CHEMA; and,
- Determine what each group within ACUHO-I is looking for from the association – undergraduate & graduate, new professional, mid- to senior level, CHO and international.

Reports from these small work groups were shared in the Executive Board conference calls from April to June 2011. A summary of this information was then discussed during our

The Executive Board explores membership, leveraging resources, and other issues in a strategic fashion.

board meeting here in New Orleans to determine our next steps in gathering information and insight from the membership.

CONTINUING TO MOVE THE WORK FORWARD

One of the pieces that makes the ACUHO-I Strategic Plan a beneficial

document is the way in which it is repeatedly reviewed and -- as needed -- revised. As board members and other contributing volunteers revisit the conditions, trends, and assumptions that shape our profession, it allows ACUHO-I to remain nimble and allocate resources where they will prove most valuable.

The following are a sample of the amended conditions, trends, and assumptions that were presented in the past year. A full report will be appended to the official Strategic Plan document later in 2011.

Conditions

- There are increasing regulations – micromanaging, unfunded mandates, greater reporting.
- Federal Funding – Financial Aid
- Increased emphasis on community colleges.
- Increased growth of for-profit and on-line institutions.
- Student social skills are changing due, in part, to use of information technology for communication.
- Have seen the highest point of high school graduates.
- Expectations for face-to-face meetings are lower.
- Less discretionary time for professional members to be involved in association.
- Greater assessment is demanded by the public, governing boards, and legislature.

STRATEGIC PLANNING REPORT

Trends

- There is an increased level of complexity of issues that students bring with them to campus and their expected accommodations.
- Both students and families have increased sensitivity to cost and expectations of perceived value of housing services.
- There is increased commercialization of services (outsourcing, privatization)
- Significant increased focus on career specialization and technical skills.
- Growing need for assessment and accountability of student learning.
- Increased attention to consumerism within higher education by students and parents.
- Increased focus on sustainability in programs, services, construction etc.
- Increased scrutiny on all financial aspects within an institution.
- Legislation relative to supporting a green economy will increase.
- Global competition will be increased and focused in specific countries.
- Increased legislation focused on workforce development.
- Proprietary university attendance is increasing.
- On-campus housing at community colleges is increasing.
- More community colleges are offering four-year degrees.

- Countries are building in accelerated timeframes to meet the educational needs of their students (i.e. Russia, China, India, Arabian Gulf).
- Due to financial reasons, colleges and universities are looking to private developers to provide on-campus housing.

Assumptions

- There will continue to be specialized populations on college campuses (i.e. first-generation, international transfer, special needs, retirees).

ACUHO-I will be the leading global network and United States expert on college and university housing by providing access to knowledge and resources.

NEW GOALS PRESENT WORLD VIEW

One substantial change that came out of the Executive Board's strategic planning was the revision of our "big audacious goal."

Originally our goal stated that "ACUHO-I will be the world's foremost authority on college and university housing by providing access to meaningful knowledge and resources."

It was a good goal, made with the noblest of intentions. But as time

passed and we learned more about the world in which we live, the question was raised if we overstated our reach. To declare ACUHO-I "the world's foremost authority" was a disservice to other excellent housing associations located outside the United States. Perhaps it was insensitive to think we could be all things to all countries and cultures without having plenty to learn from them as well. Finally, the goal was not even feasible with our available resources.

So the executive board debated a more appropriate destination. We wanted to be the organization professionals turn to for answers. We wanted to collect and understand data about member institutions. We wanted to better understand how housing operates in countries like China and South Africa. We wanted to be able to – if asked a question we didn't have an answer for – partner with an organization that did.

So, after much discussion we created a new goal. "ACUHO-I will be the leading global network and United States expert on college and university housing by providing access to knowledge and resources." This statement reflects more accurately our knowledge base and our work to connect with international members. Now we have something to work toward.

**SUBMITTED BY Alma R. Sealine,
ACUHO-I President-Elect**

EXECUTIVE DIRECTOR'S REPORT

I find the submission of my executive director's report to be one of the highlights of my year. I welcome the chance to reflect on the wide-ranging accomplishments that ACUHO-I has experienced. And, as always, none of it would be possible without the dedication and expertise of the association's volunteers and dedicated staff.

NEWS AND DEVELOPMENTS

ACUHO-I continues to expand and tailor its professional development offerings to meet members' changing needs. While last year's Certificate in Housing Assessment program continues to grow, with almost 100 individuals enrolled in at least one online course, this year we added a second program; the Certificate in Occupancy Management. It will provide information for one of the most important aspects of campus housing operations. The Credentialing Task Force and new Board are to be commended for their exceptional work.

ACUHO-I also has expanded other online offerings as well to include webinars and online short courses that provide in-depth examination of specific housing topics.

Of course, ACUHO-I continues to offer valuable face-to-face professional development opportunities as well. The University of Georgia recently completed its first successful year as host of the James C. Grimm National Housing Training Institute. This year's ACUHO-I Annual Conference & Exposition, with more than 1,100 registered attendees, is one of the best attended in the association's history. And the ACUHO-I Conference Series, held each October, continues to offer meaningful

learning and networking opportunities; so much so that last year the ACUHO-I / APPA Housing Facilities Conference sold out of exhibitor space and had a long waiting list.

In the third year of operation, The Placement Exchange student affairs job placement event celebrated a record-breaking year with 10,463 interviews

We are dedicated to providing more resources and services that help create better campus housing professionals.

conducted, 1,200 registered candidates, and 518 open positions.

2010 also marked the first Student Housing Training Institute event, held in conjunction with the ACUHO-I Southern Africa Chapter. It was an incredibly valuable event for the 40 housing professionals in attendance, and a fitting way to help mark the fifth anniversary of the ACUHO-I Southern Africa Chapter.

Finally, ACUHO-I strengthened its resources through strategic partnerships. Among them was the signing of a continued agreement with EBI to provide the ACUHO-I/EBI resident, apartment, and student staff assessments. We also created a new partnership with the NASPA Assessment Consortium to provide members with integrated data related to student experiences and learning outcomes, operational benchmarking, and leader-

ship best practices. Both services will provide housing professionals the information they need.

RECOGNITION OF ACCOMPLISHMENTS

ACUHO-I continues to grow in amazing ways. One of these is our world-wide expansion that is most visible by the 120 conference attendees who travelled to New Orleans from locations outside the United States.

This past year has also been marked by a new affiliation agreement signed between ACUHO-I and the College and University Business Officers association from the United Kingdom as well as a memorandum of understanding between ACUHO-I and the Chinese Association of Real Estate Management in Higher Education.

Our online presence grows as well. Thousands of members now read the *Talking Stick* magazine and the *Journal of College and University Student Housing* online along with the print version. A rising number of our members joined the online network, read the ACUHO-I blog, and joined in the online conversations on Facebook and Twitter. This is in addition to the numbers that regularly turn to the ACUHO-I online library for its growing bank of resources.

In conclusion, I thank the Executive and Foundation board members, volunteers, and our dedicated professional staff, with whom I have the pleasure of working. I look forward to the year ahead.

**SUBMITTED BY Sallie Traxler,
ACUHO-I Executive Director**

ACUHO-I FOUNDATION REPORT

It has been a very good year for the ACUHO-I Foundation in terms of giving, organization, and endowment enhancement. As Chair of the Foundation for 2011, I respectfully submit these accomplishments and our goals.

BUDGET

A balanced budget was approved prior to the start of the 2011 fiscal year. Overall awareness of the budget within the organization has improved. Endowment reports are shared on a quarterly basis with the appropriate champions to keep them engaged with the Foundation, say thanks, and hopefully deliver good news.

The Foundation Board agreed on a higher level of commitment to improve the ratio of support raised vs. operating expenses. The Foundation Board and Leadership Team committed to the theme 'Making it Personal' when soliciting donations and support via phone calls, newsletters, face to face interactions, email and YouTube videos.

SILENT AUCTION

The always highly anticipated Silent Auction during the 2010 ACE was the most successful ever in terms of donations, support and revenue of over \$27,000. Raffles were extremely well received and profitable. A colorful online catalog was developed to entice people in selecting their bidding opportunities before leaving for the conference.

MAJOR DONORS

It was a very successful year in terms of new Major Donor commitments. A record high 14 people decided to support the Foundation by a minimum

pledge of \$1,000 for five years, during ACE. An additional three people have stepped up since ACE.

DEVELOPMENT COMMITTEES

The Development Committees have worked very hard to not only define their roles but to move forward. Development Committee Chairs provided an opportunity for interested people to serve on individual committees and who will then assist in our succession planning.

Without a strong foundation, there is nothing to build on.

The ACE Committee worked to increase awareness of the Foundation to the general ACUHO-I membership as well as vendors/corporate partners, improved stewardship of donors, increased social media presence, and initiated the YouTube challenge.

The Corporate Committee is continuing to enhance the support given to and expectations from our corporate partners by soliciting their feedback regarding how the Foundation could better serve their needs.

Discussions on moving the annual golf tournament under the purview of the Foundation and away from local host duties have begun.

The Annual Giving Committee produced beautiful and meaningful newsletters to spread the good word and the good work of the Foundation while spotlighting people who choose to give.

The 25th Anniversary Commit-

tee is beginning their work to assist in celebrating our silver anniversary during 2013.

FOUNDATION CABINET (REGIONAL REPRESENTATIVES)

The role of the Foundation Cabinet has been clarified regarding the type of donations they are being asked to seek out. Instead of focusing on major donors, they are being asked to focus on first time donors to hopefully begin a strong donation pattern. The Foundation Cabinet members are showing great creativity and innovation regarding ways to raise funds at the regional meetings, no task or challenge seems to be too small or too daunting for this group.

Collaboration has been very strong and when something works well for one person it is shared with the others, including a bit of friendly competition at times. Foundation Cabinet members not only benefit the Foundation but the ACUHO-I organization as a whole by strengthening the relationship between ACUHO-I and the regions, through their direct involvement at conferences but also via regional newsletters, blogs, twitter and Facebook pages.

CENTRAL OFFICE CONNECTION

Received tremendous support from Sallie Traxler and staff members in terms of developing standard operating procedures, historical and financial information, scheduling meeting times and locations, and a myriad of other support efforts. Made progress in working relationships with members of central office assigned, all or in part, to the Foundation.

ACUHO-I FOUNDATION REPORT

EXECUTIVE BOARD CONNECTION

Had a wonderful opportunity to join the Executive Board in October for their/our strategic planning session, to better understand why and how decisions are made, and how our soliciting funds assist in that plan and the future of the association. Fortunate to have Vennie Gore serve on the Foundation Board to assist in guidance as well as procedural changes and expectations.

PARTHENON AWARD

A record eight people will receive the 2011 ACUHO-I Foundation Parthenon Award at ACE in New Orleans. Over \$25,000 was donated in gratitude for all these folks have done for our association. Salute!

BEING THANKFUL

Had the opportunity to support the first ever 2011 Student Housing Training Institute in Stellenbosch University, Cape Town South Africa, which proved to be a life changing experience for the faculty and students.

Several James C. Grimm National Housing Training Institute students sent letters to the association and particularly to Lee Thompson, Sr. for his continued support.

A special thanks to Beth McCuskey, Ryan Majeres, and Charlie Boone as they transition off the board in December 2011. These three people (and Cindy Felice and Mannix Clark) were instrumental in moving the Foundation Board forward as significant changes were made and the board numbers were drastically reduced.

GOALS

- Continue work to restructure financial arrangements with Merrill Lynch
- Continue and improve reducing operating expenses of the Foundation
- Study all giving levels to insure they are meeting the needs of a changing association and the people it serves
- Continue the good work of the Major Donor committee to qualify prospects and assign primary managers to same
- Continue to develop strong partnerships with members, regions and corporate partners
- Utilize the October Board meeting time to plan strategically and develop high reaching goals
- Assign an historian to develop and write the history of the Foundation in concert with our 25th Anniversary
- Develop annual golf tournament to assist the local hosts while providing a fundraiser for the Foundation
- Work to encourage and grow members for chair-elect positions with the Development Committees, Foundation Cabinet and Foundation Board for planned leadership succession planning
- Organize, organize, organize

**SUBMITTED BY Joan M. Schmidt,
ACUHO-I Foundation Chair**

2011 ACUHO-I FOUNDATION DEVELOPMENT COMMITTEES

ACE Committee, Angela Powell, Chair

Lynn Kimball
Ann Marie Klotz
Fred Kayne
Andrew Campbell
Stacy Oliver
Melany Crews

Silent Auction, Sue Beebe, Chair

Brook Daniel
Karen Morian
Michael Calderaro
Janis Haney

Corporate Committee, Connie Carson, Chair

Julie Payne-Kirchmeier
Sandy Hill

25th Anniversary, Gary Bice, Chair

Amy Aponte
Willie Brown
Cindy Felice
Fred Fotis
Alan Nordyke
Kay Rich

Major Gifts, Lori Patterson, Chair

Brad Shaw
Azfar Mian
Diane Cline

Annual Giving Committee, Terri Gray, Chair

D'aun Green

ACUHO-I SOUTHERN AFRICA CHAPTER

INTRODUCTION

Since it was founded in March 2006 at the Nelson Mandela Metropolitan University in Port Elizabeth (NMMU), ACUHO-I SAC has grown to be a leading Student Housing Association in Southern Africa.

With its smart partnership with ACUHO-I and other stakeholders, the new association has transformed Student Housing Practice into a professional and respectable service, with diverse offering of innovative ideas, programs and policy directions and interventions.

BACKGROUND

The idea of establishing an association for Student Housing in South Africa was first conceived in 2005 during the ACUHO-I Annual Conference in Milwaukee, Wisconsin – which was attended by a delegation from the Tshwane University of Technology (TUT).

A chance meeting with the ACUHO-I Executive Director, Sallie Traxler during the ACUHO-I Awards and Gala Dinner resulted in Sallie Traxler and Jack Collins (ACUHO-I 2004 President) to be invited to South Africa in 2006.

The first Student Housing Conference was sponsored by the late Marechel Rabie (the then Director of Student Housing at TUT) at the NMMU towards the hosting of the ACUHO-I delegation and the establishment of ACUHO-I SAC. The first Interim Executive Committee was nominated by the NASDEV President, Doc Nhasengo under the leadership of Prof. Roelf Visser (University of Pretoria (UP) Director of Residence Affairs and Accommodation), Mark Seale (Univer-

sity of the Western Cape (UWC) and Eric Sebokedi (TUT Deputy Director Student Housing).

The Interim Committee was tasked to organize subsequent annual conferences, but most importantly to develop a new constitution in preparation of a democratically elected ACUHO-I SAC Executive Committee.

THE GROWING YEARS

In June 2006 the new ACUHO-I SAC Interim President, Prof. Roelf Visser was mandated to attend the ACUHO-I Annual Conference and Exposition in Atlanta, USA to further strengthen relationships – this led to ACUHO-I SAC adopting the ACUHO-I Constitution as framework constitution and ACUHO-I SAC becoming the first official chapter of ACUHO-I.

The constitutional review and development was ably spear-headed by the Interim General Secretary, Mark Seale and the constitution was finally adopted in May 2008 at the ACUHO-I SAC Student Housing Annual Conference in Cape Town.

In the mean time, Sallie Traxler and Eric Sebokedi played a vital role in the first three years of the new association by creating important exchange opportunities between professionals in the USA and South Africa (SA).

Eric Sebokedi used this opportunity to visit ACPA and NASPA in Washington to lobby for the ACUHO-I/NASPA/ACPA/ACUI Study Tour to SA. This resulted in ACUHO-I SAC hosting an ACUHO-I/NASPA/ACPA Study Tour with 38 Student Affairs/Housing Professionals from the USA in May 2007. In May 2008 eight ACUHO-I Facilitators hosted several seminars in SA and it

ended-up at the conference in Cape Town.

In June 2008 Josh Goldman and Eric Sebokedi attended the 19th ACUHO-I National Training Institute (NHTI) to observe its potential application in SA. This led to the establishment of the SHTI in 2011 in SA.

A SA delegation of mainly Chief Housing Officers undertook a study tour to the USA in June/July 2008 and also attended the ACUHO-I Annual Conference in Orlando, Florida.

THE OFFICIAL JOURNEY

The first democratically elected ACUHO-I SAC Executive Committee was elected at the ACUHO-I Student Housing Annual Conference in May 2009 in Bloemfontein under the Presidency of Prof. Roelf Visser, Vice President and President Elect - Mark Seale, General Secretary – Eric Sebokedi, Research and Development – Pieter Kloppers, Treasurer – Christo van den Heever and five Regional Representatives.

The first Chief Housing Officers Forum and the first ResLife and Leadership Seminar was held in Cape Town in 2009. This was followed by the highly successful policy development Student Housing African Summit at the University of Stellenbosch (US).

The Chairperson of the Ministerial Task Team for the Provision of Student Housing in SA, Prof. Ithron van Rensburg attended the ACUHO-I SAC Chief Housing Officers Forum in September 2010 in White River as a consultative opportunity on Student Housing issues. ACUHO-I SAC was also invited to a special session of the Department of Higher Education Student Housing

Review Task Team held in December in Johannesburg.

The first ACUHO-I SAC Strategic Plan 2025 Workshop was held and facilitated by Dr. Wynoma Michaels in November 2011 at the University of Pretoria (UP) – the outcome will direct ACUHO-I SAC to develop our dream and reach our destination.

THE STRATEGIC WAY FORWARD

The ACUHO-I SAC Strategic Plan 2025 was officially adopted at the Executive Committee meeting held on 23 March 2011 in Port Elizabeth. The Strategic Plan is based on the following summarized core pillars:

Core purpose: To collectively transform Africa through Student Housing communities.

Big audacious goal (BAG): Intentionally creating opportunities with value-driven student and staff development, as well as enhancing institutional synergy through safe student-centred listening, living and learning spaces and facilities, where diversity is celebrated.

Focus areas identified to achieve BAG: Interconnectedness, Unity, Institutional transformation, Learning and development, Student life, Values, Best practices and Advocacy.

Implementation focus areas: Quality, Relevance, Diversity and Sustainability.

ACUHO-I SAC has officially celebrated its fifth year anniversary at a Gala Dinner on 24 March 2011 at the Sacramento Restaurant in Port Elizabeth.

To celebrate this historical milestone, ACUHO-I SAC has lined up the following events during 2011 that are

aimed to raise the professional bar of Student Housing practice in Southern Africa:

- Private Accommodation and Food Services Seminar: 23-25 March 2011 – NMMU, Port Elizabeth.
- Launch of the Student Housing Training Institute: 2 April 2011 – US, Stellenbosch.
- Student Housing Training Institute: 3-8 April 2011 – US, Stellenbosch.
- Launch of the ACUHO-I SAC Head Office: 11 April 2011 – UP, Pretoria
- Launch of the Green Campus Campaign: 12 April 2011 – TUT, Pretoria
- Student Housing/Affairs Seminar: 12 April – TUT, Pretoria
- Student Leadership Study USA Tour: 12 May 2011-10 June 2011 – State of Illinois/Missouri, USA.
- ResLife and Leadership Convention: 2-6 July 2011 – TUT, Pretoria
- ACUHO-I Annual Conference and Exposition: 9-12 July 2011 – New Orleans, USA.
- Placement Seminar: 23 August 2011 – University of Botswana, Gaborone, Botswana.
- Student Housing Annual Conference: 24-27 August 2011 – Grand Palm Resorts, Gaborone, Botswana.
- Chief Housing Officers Forum: 22-25 October 2011 – Victoria Falls, Zimbabwe.
- ACUHO-I Living and Learning Conference: October 2011 – Orlando, Florida, USA.

- UN Climate Change Conference: 28 November 2011 – 10 December 2011 – Durban University of Technology, Durban.

CONCLUSION

The five year journey from March 2006 has been a journey worth travelled for ACUHO-I SAC and the Student Housing fraternity in Southern Africa.

It is a journey that acknowledge the visionary leadership of Sallie Traxler, the various ACUHO-I Presidents and Boards, the ACUHO-I SAC Executive Committee and all other ACUHO-I family members.

The hosting of the first Student Housing Training Institute in Africa at Stellenbosch and the opening of the ACUHO-I SAC African Mission Head Office in Pretoria is the best birthday gift to celebrate our humble beginnings and noble achievements.

**SUBMITTED BY Prof. Roelf Visser
President: ACUHO-I SAC**

ACUHO-I NOMINATIONS COMMITTEE REPORT

The ACUHO-I Nominations Committee did an outstanding job by working with colleagues who expressed an interest in serving on the ACUHO-I Executive Board in the six positions that were open this year.

It is not easy to agree to run for an elected office, but sixteen of our colleagues took the step and agreed to provide their time and energy as an Executive Board candidate. I would like to recognize all 16 of our colleagues who ran for election. Those included: Patty Martinez, Mary Howard-Hamilton, Brenda Moeder, John Buck, John Yaun, Peter Galloway, Sean Grube, Gisella Vega, Deb Schmidt Rogers, Romando Nash, Becky Figura, Jeff Horowitz, David Clurman, Steve Stauffer, Bill Fox and Richard Clark.

Approximately 34% of our eligible member institutions voted in this year's election which then included a run-off election for two of the Executive Board position where 28% of our eligible member institutions voted for the Inclusion and Equity Director and Regional Affiliations Director. Participation in the election process was up 11% from the previous year.

The Nominations Committee is pleased to announce the newly elected ACUHO-I Executive Board members:

- Vice President: Patty Martinez, Northern Illinois University
- Finance and Corporate Records Officer: Peter Galloway, West Chester University
- Knowledge Enhancement Director: Mary Howard-Hamilton, Indiana State University
- Residence Education Director: John Buck, Webster University

- Inclusion and Equity Director: Deb Schmidt Rogers, DePaul University
- Regional Affiliations Director: Becky Figura, Eastern Michigan University

I would like to thank the Nominations Committee for their hard work and dedication this past year. Committee members included Deb Boykin, Glenn Wepler, Chuck Lamb and Tony Cawthon.

The Nominations Committee wishes our Executive Board well as they take office at this conference.

SUBMITTED BY Michael Schultz
2011 Nominations Committee
Chair

ACUHO-I CREDENTIALING COMMITTEE REPORT

The purpose of the ACUHO-I Credentialing Program is to provide housing professionals, or an interested individual, a method of focused training that will provide a comprehensive breadth of knowledge and skills in specific competency areas identified by the association as critical for the housing field. These offerings will also identify a standard for demonstrating competence and achievement of defined learning outcomes.

The ACUHO-I Credentialing Program utilizes the following guiding principles in program planning:

- Develop using valid psychometric and proper adult learning theories
- Utilize curriculum experts in development
- Utilize subject matter experts
- Credentialing standards rigorously reviewed, confirmed, updated
- Provide tangible value
- Accuracy of credentialing records must be absolute
- Adequately address privacy
- Establish participation for where appropriate
- Consider appropriateness of time, work, and cost involved in achieving credential
- Value work experience
- Sound standards/assessment for “passing” or demonstrating competence
- Outcomes based, not input based
- Structured for sustainability
- Maintain value in being an ACUHO-I member/housing professional regardless of credentialed status

Just before last year’s Business meeting, the initial Credentialing program in Housing Assessment went live. Housing professionals had the choice of purchasing the full program that would lead to a obtaining a Certificate in Housing Assessment or sharpening their skills in a particular area by completing individual courses. In the first year of operation the numbers of participants are as follows:

Certificate in Housing Assessment Program

- Certificate in Housing Assessment—Package including the capstone — 87
- Advocating for Assessment & Creating a Comprehensive Plan Course — 13
- Developing & Implementing Assessment Projects & Methodology Course — 3
- Analyzing & Reporting Assessment Data Course — 2

These numbers far surpassed the projected numbers that were included in the approved business model. Feedback from the Housing Assessment Learners shows that:

- 67% report the value of the content exceeded their expectations.
- 75% report the value of the flexibility exceeding their expectations.
- 56% misestimated time required to complete the modules.

With the first Certificate program in operation, the second certificate program is well into the development

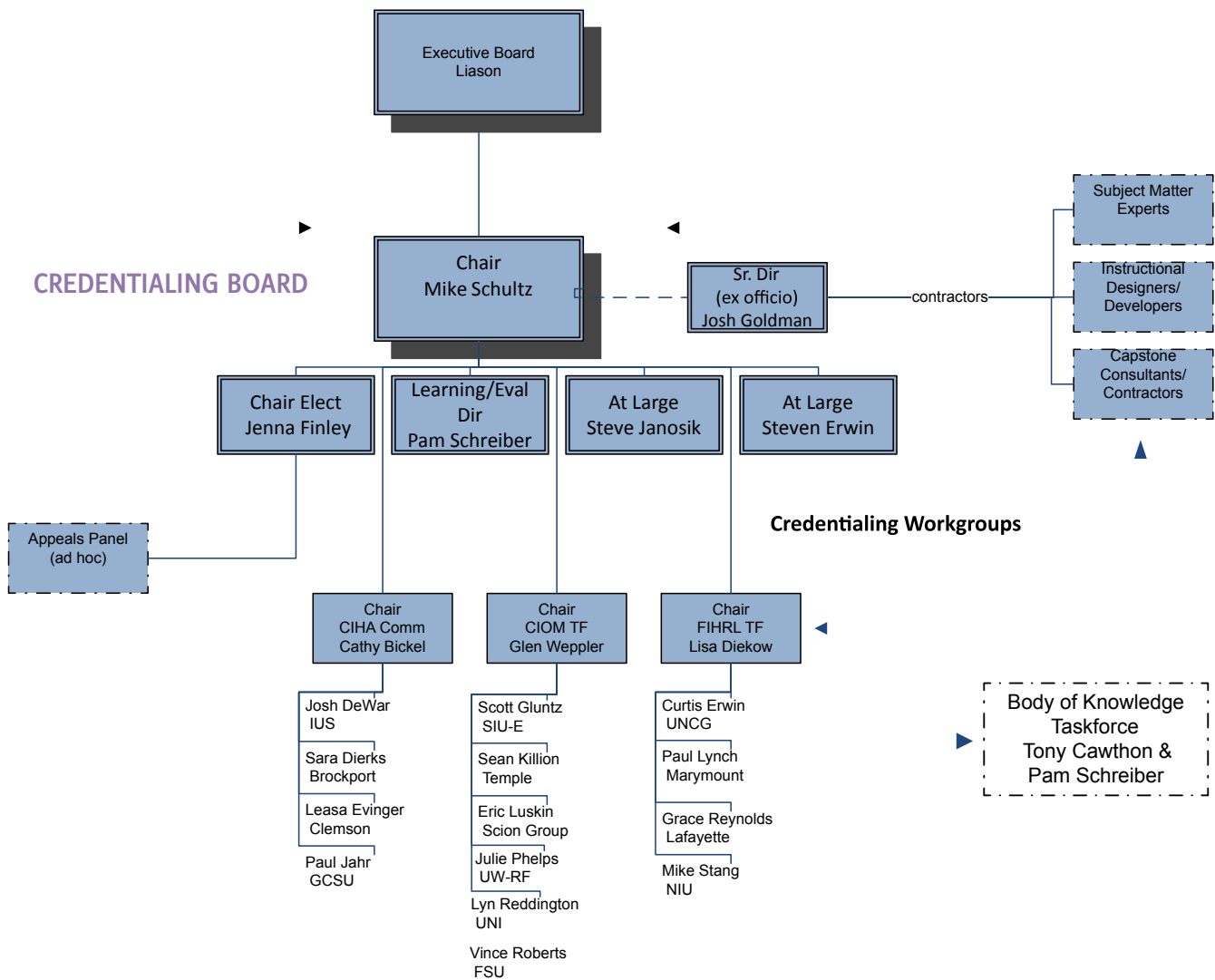
stage. A Taskforce lead by Glen Weppler, has been working on the development of a Certificate in Occupancy Management. Course 1 will assess and define policies and procedures for occupancy management and Course 2 will focus on how to administer Occupancy Management. The marketing materials for the Association’s second certificate program began hitting our desks in April 2011 with registration opening the last week of April. The courses will be ready for our learners in the Fall of 2011.

Certificate in Occupancy Management Program – Early Enrollment

- Certificate in Occupancy Management—Package including the capstone — 13
- Assess & Define Occupancy Management Policy & Procedures Course — 4
- Administer Operations in Occupancy Management Course — 2

The Association’s third Certificate will be Foundations in Housing and Residence Life. But before the taskforce can begin their work there is a workgroup working on the body of knowledge of our profession. This work will inform the development of the third ACUHO-I certificate.

All of this work has been completed under the Credentialing Taskforce. At this conference the taskforce will officially complete their charge and will be sunset. Transition to the Credentialing Board has been in process throughout the year with a transition meeting taking place June 1-3 and official responsibilities beginning at this



meeting. The Credentialing Board is responsible for the oversight and administration of the credentialing activities of the association. The structure of the Credentialing Board and its work group is shown above.

The association will forever be grateful for work of the Credentialing Taskforce. Chaired by Sandi Scott, this taskforce has set the foundation and have developed the model in Higher Education Credentialing Programs. It is with Sandi's leadership and the

countless hours and dedication to the project that Josh Goldman, ACUHO-I Senior Director, have put into this program, that we have a training program that can meet the needs of our International Association. The work of the entire Taskforce which included Cathy Bickel, Glen Wepler, Lisa Diekow, Lyn Redington, Sandi Scott, Josh Goldman, Michael Schultz, Pam Schreiber, Paul Jahr, and Shannon Staten deserve recognition for a job well done. But their work would not have been pos-

sible without the financial support of the Foundation and by the Executive Boards that developed the idea, showed their support for the development and encouraged the Taskforce throughout the process.

**SUBMITTED BY Michael Schultz,
ACUHO-I Credentialing Board
Chair**

ACUHO-I BENCHMARKING COMMITTEE REPORT

The Benchmarking Committee’s goal is to support the use of ACUHO-I/EBI Inc. assessments to implement initiatives resulting in measurable improvement in the student learning experience in on-campus housing. The efforts of the Committee to promote the analysis and utilization of data collected through the ACUHO-I/EBI Inc. survey instruments and data analysis products is reported below.

NEWS AND DEVELOPMENTS

United States and Canadian enrollment for the past two years is shown below.

	2011	2010
US Resident New	66	47
US Resident Existing	210	226
.....		
Total	275	269
US Student Staff New	3	2
US Student Staff Existing	44	32
.....		
Total	47	34
US Apartment New	2	4
US Apartment Existing	39	35
.....		
Total	41	39
Canadian Res. New	1	4
Canadian Res. Existing	7	5
.....		
TOTAL	8	9

RECOGNITION OF ACCOMPLISHMENTS

The first annual EBI Assessment Award was created this year. We are very pleased that 20 nominations were received by the Committee. The award will be presented at the Annual Conference and Exposition.

Committee members and EBI Staff members have continued to focus on soliciting the submission and presentation of program sessions at both the ACUHO-I Conference and Exposition and at the Annual Conferences of the Regional Affiliates.

This year the following number of programs will have been presented:

- ACUHO-I -9
- GLACUHO -4
- MACUHO -2
- SEAHO -2
- SWACUHO -4
- UMR -1

The current committee will cease to exist at the conclusion of the Annual Conference and Exposition in July. A new Benchmarking Workgroup will begin work at that time under the newly created Assessment Committee structure.

.....
**SUBMITTED BY John Evans,
 ACUHO-I Benchmarking
 Committee Chair**

GOVERNANCE CONSORTIUM REPORT

BACKGROUND

The Consortium for Government Relations for Student Affairs consists of five higher education associations: (ACPA) - College Student Educators International; (ACUHO-I)- Association of College and University Housing Officers-International; (ASCA) - Association for Student Conduct Administration; (NASPA) – Student Affairs Administrators in Higher Education; and (NIRSA) - the National Intramural-Recreational Sports Association. This consortium represents college and university professionals from across the country that coordinate student services outside the classroom. Together, members play a key role in educating and working directly with our nation's students and the varied support networks of family members and other university colleagues.

The ACUHO-I Chair of the Public Policy Advisory Committee keeps pace with issues of interest to the college housing profession in the United States and reports to the ACUHO-I Executive Board. The annual contract fee to retain the services of Washington, DC representation is split between the five consortium members. Carol Holladay of Hurt, Norton & Associates serves as our legislative consultant and works directly with Congress, Executive branch officials, and others in support of the goals and objectives of the consortium. Carol attends the ACUHO-I Annual Conference as a guest of the association.

ACUHO-I has been an active contributor within the Consortium in recent years. ACUHO-I's participation in the consortium benefits all of student affairs through sharing of tools and

resources, collaboration and support of each other and by speaking with a unified voice for our constituencies. The profession has a voice at the highest levels of government, and strategically participates in conversation by providing evidence to back our positions on matters that impact the profession.

The housing profession benefits from ACUHO-I's collaborative relationships with acknowledged experts.

The formation of the Public Policy Advisory Committee in 2008, has been instrumental in achieving outcomes such as: providing members and other professionals with direction, resources and a venue when they seek to implement or respond to policy matters; educating members and others on issues of concern to housing in higher education; and building a foundation for ACUHO-I to be seen as a credible source for issue advocacy. Ultimately, through our efforts, the higher education community will utilize ACUHO-I as the indispensable authority on college and university housing and will recognize the role we play in recruitment, retention and student success.

DEVELOPMENTS AND ACCOMPLISHMENTS

The members of the Public Policy Advisory Committee meet via phone conference or through email correspondence throughout the year. The committee holds a meeting at ACE. The committee is listed as an open membership committee during the annual call for volunteers. This past year we created a leadership manual for our committee to further define roles, purpose, goals.

The ACUHO-I Public Policy Re-

source Website provides links to position papers, press releases, committee member contacts, the Federal Register, Department of Education and Congressional Offices. Through a combination of messaging strategies such as blogs, network announcements and website updates our committee communicated about significant policy topics for our members this year. The committee has invited our legislative consultant to again present a program session at ACE this year titled "Legislative Updates: Public Policy Year in Review."

The consortium spent time discussing multiple policy issues this year. The following is a brief summary of that work. We reviewed changes to FERPA, concealed carry of weapons on college campuses, NCAA rules revisions related to youth basketball camps, Campus Fire Safety Act, sexual violence on campuses and the Campus SaVE Act, GI Bill revisions, DREAM Act, and Financial Services reform.

The following statements are examples of advocacy work on behalf of the association this year:

- Act on the Dream Coalition (support of DREAM Act)
- Letter in Opposition to NCAA Division I Proposal No. 2009-10
- Letter of Support for the Campus Fire Safety Education Act
- Letter on the Campus Sexual Violence Elimination Act/Campus SaVE Act
- Joint Statement Against Concealed Weapon Carry
- Response to FERPA proposed regulations

GOVERNANCE CONSORTIUM REPORT

It is important to note that when our association offers comments on such topics listed above, either alone or as members of the consortium of higher education associations, we indeed help shape the conversation about matters that impact our work. We have received positive feedback from staff members in campus, association, state and federal government offices about our statements.

Committee reports have been provided to the Board this past year that outlines progress toward goals. We are proud of our work on the leadership manual and look forward to sustaining membership involvement and interest in our work.

ACUHO-I members can learn more about public policy matters and partici-

pate in these ways:

- Review information posted on the Resources tab on the ACUHO-I website: <http://www.acuho-i.org/Resources/ACUHOIPublicPolicy>
- Serve as a contact for comment or best practices in the field related to policy issues that impact our work.
- Submit model programs, policies and practices to the ACUHO-I Library. Emily Glenn, our corporate librarian and committee liaison accepts those by email: Emily@acuho-i.org
- Express interest in joining the public policy advisory committee (open membership)

- Read “Washington Updates” and committee reports
- Solicit comment from contacts in the field on matters before the committee
- Assist with research as appropriate on position papers
- Serve as content experts when asked

**SUBMITTED BY William Fox,
ACUHO-I Public Policy Advisory
Committee & Consortium Liaison
Chair**

ACUHO-I ANNUAL CONFERENCE REPORT

PROGRAMS AND SPEAKERS

- Keynote Speaker: Dr. Roland Fryer, Robert M. Beren Professor of Economics at Harvard University.
- Featured Speaker and Social Media Expert in Residence: Eric Stoller, Social Media in Higher Education Consultant
- Featured Speaker: Marvin Worthy, President and CEO of Worthy Consulting & Training
- Scholar-in-Residence: Dr. Maureen Wilson, Associate Professor and Chair, Higher Education and Student Affairs, Bowling Green State University

Program proposals submitted:

- 293 total proposals
- 74 forty-five minute interest session proposals
- 219 seventy-five minute interest session proposals
- Interest sessions offered: 178
- 40 - forty-five minute interest sessions
- 138 – seventy five-minute interest sessions
- 9 Corporate Connections interest sessions offered this year (included in above figures)
- Round table sessions offered this year: 18
- Total number of presenters and Round Table Facilitators this year: 302, representing 6 countries

PROGRAM COMMITTEE ITEMS OF NOTE

Implemented a change in ACE Program Interest Session thematic categories

to be in alignment with the ACUHO-I Executive Board structure (Globalization, Inclusion & Equity, Residence Education, Facilities & Physical Environments, Sustainability, Business Practices & Enhancements, Knowledge Enhancement, Workforce Development). Interest Session Proposals were submitted within the new categories and Review Coordinators were organized around these categories. This approach emphasizes and strengthens moving ACUHO-I in its strategic direction. Many thanks to Program Steering Committee members, Tonya Neumeier, David Vaillancourt, Holly Alexander Agati.

Began what is hoped to be a new protocol of having the ACUHO-I Executive Board Knowledge Enhancement Director, attending and actively participating in the Program Committee Mid-Winter meeting for the selection and slotting of sessions. The involvement of the Board Knowledge Enhancement Director, provides an essential link between the ACUHO-I Board and the committee largely involved in facilitating content delivery at the Annual Conference and Exposition. Many thanks to Jill Eckardt, ACUHO-I President, Sallie Traxler, Executive Director for ACUHO-I, and Tony Cawthon, ACUHO-I Executive Board Knowledge Enhancement Director.

Members of the Program Committee and the Global Initiatives Network, partnered together in a very intentional effort for ACUHO-I ACE program interest sessions to be more inclusive of/for and of interest to International members. Members of Global Initiatives Network were on each of the Program Proposal Review Teams to review

and provide feedback on each interest session proposals. Many thanks to the work of Jill Eckardt, ACUHO-I President, Janine Arcus, Chair of the Global Initiatives Network, Rebecca Chan, ACUHO-I Executive Board Globalization Director, and Holly Alexander Agati, Program Steering Committee for Administration.

Experimenting in having two of the eight interest session time slots at ACE being 45-minute program sessions instead of our customary 75 minute sessions. It was simply thought that some topics may be better addressed in 45 minutes than 75 minutes. How this has worked will be evaluated.

Issues being explored for the future include: the selection process of Keynote Speakers, adding a ninth program interest session at the end of exhibit hours, confirming the definition and purpose of Corporate Connections sessions.

EXHIBITS COMMITTEE

A number of people and a great deal of planning helped make the 2011 exhibit hall a success. Among the victories:

- Currently 220 booths in the Exhibit Hall
- Enhanced feedback opportunity for the exhibitors through a focus group at end of Exhibit Hall
- Strong volunteer base with 31 members involved this year
- 20% of committee new this year
- 25% of committee from outside the United States
- Inclusion of Foundation promotion letter in the exhibitor material

ACUHO-I ANNUAL CONFERENCE REPORT

- Continuing with last year's commitment and implementation of significant reduction in paper materials used by committee

LOCAL ARRANGEMENTS COMMITTEE

The good times certainly were rolling throughout the planning process and into the conference for the members of the local arrangements committee. They left their stamp on a number of conference pieces ranging from the opening banquet at Generations Hall, complete with the Hot 8 Brass Band, to the closing dinner with the king cake centerpieces, and everything in-between.

New for this year was the ACUHO-I Community Service Project. Organizers originally met with nine organizations in December and narrowed it down to the three organizations that we worked with on Saturday, July 9: St. Bernard Project, City Park, and ARC of Greater New Orleans.

ACUHO-I President, Jill Eckardt, secured donations from several great sponsors: Capstone, Balfour Beatty Construction, Balfour Beatty Campus Solutions, PGAL, and the ACUHO-I Foundation Board.

Powering all of this has been the excellent work of our volunteers. They assisted with everything from collecting tickets for meals, moderating program sessions, assisting with different aspects for the community service project, staffing registration, assisting with the hospitality booth, organizing the golf outing, coordinating the Fun Run, Walk, and Roll, and so many other pieces, both big and small.

Volunteers will also staff the hospitality booth, equipped with a "one-stop shop" binder, providing guests with everything they need to know and more about the city of New Orleans. We were also able to provide pamphlets about various aspects of New Orleans from the CVB.

This information will be a continuation of the pre-conference blog posts that appeared on the ACUHO-I site welcoming colleagues to come down to New Orleans for the conference and then offering highlights of the food, history, culture, and spirit that would be waiting for them.

SUBMITTED BY Shannon Dunn, Chair, Exhibits and Corporate Relations Chair; Celena Trahan, Local Arrangements Chair; Michael Griffel, Program Chair

STUDENT HOUSING TRAINING INSTITUTE REPORT

The first Student Housing Training Institute (SHTI) was held in Stellenbosch, South Africa from April 3 – 8, 2011. The Institute was hosted by Stellenbosch University at the picturesque Boland College campus. The hosting of the SHTI 2011 is a culmination of three years of research and planning between ACUHO-I Southern Africa Chapter and ACUHO-I. Through the facilitation of the ACUHO-I Executive Director, Sallie Traxler, and the support of the ACUHO-I Executive Board and ACUHO-I Foundation, the hosting of the first SHTI on the African continent became a reality.

The Organizing Committee comprised of Sallie Traxler (ACUHO-I), Pieter Kloppers (Stellenbosch University), Munita Dunn (Stellenbosch University), Josh Goldman (ACUHO-I), Eric Sebokedi (Tshwane University of Technology), and Norb Dunkel (University of Florida) Skyped throughout the fall 2010 and spring 2011 to develop the Institute and make final preparations.

Participant applications were received from 40 housing staff from South Africa and Botswana. Faculty from the United States and South Africa team presented topics which were selected from a research study of South Africa CHOs using a competency model. Faculty included Harry LeGrande, Mary Howard-Hamilton, John Schuh, Azfar Mian, Suzy Campbell, and Norb Dunkel from the United States and Pieter Kloppers, Eric Sebokedi, Laetitia Permall, Benita van Zyl, Charmaine January, Mark Seale, and Glenn von Zeil from South Africa.

The contribution of ACUHO-I in providing the faculty was repaid in the quality and the contribution of the fac-

ulty to the ACUHO-I SAC participants. The faculty were of outstanding quality which were confirmed by the participant evaluation responses. The group of faculty was a blessing and everyone contributed immensely.

The South African participants grew in confidence (and community) as the SHTI progressed. The South African participants were extremely grateful for the training. Listening carefully to the personal, professional development plans of the South African participants was enlightening with their enthusiasm, the realistic and optimistic nature of their plans, and the impact on Student Housing in South Africa that will ensue.

At the celebration dinner the participants showed a spirit of community and of commitment.

At the review on the morning following the Institute interesting developments came to the fore. There are plans being discussed for the first advanced training institute in order to develop South African faculty and advance topics in additional detail.

We would add from the organizing committee's perspective that SHTI indeed exceeded the impact that we could have hoped for as a first and that the next SHTI will definitely be oversubscribed.

SUBMITTED BY Norbert W. Dunkel, SHTI Co-Director, and Pieter Kloppers, SHTI Co-Director

NACURH REPORT

The National Association of College and University Residence Halls, Incorporated, recognizes living on campus as an integral part of the college experience, and therefore strives to be the organization of choice for residence hall leaders by providing comprehensive resources for college and university students seeking to create the ultimate residence hall environment and experience.

— NACURH Vision Statement

2011 NACURH NATIONAL CONFERENCE

Western Illinois University – Live. Learn. Lead. Hosted May 27th – 30th, 2011. Delegates were provided with opportunities to network, learn about leadership, and gain skills for programming. NACURH recognizes the conference team, volunteers, and Western Illinois University’s team for their hard work and dedication to creating a successful and meaningful conference experience.

AWARDS

Student Award for Leadership Training
Recipient: University of Arizona

Program of the Year Recipient:
Rensselaer Polytechnic Institute

Interested in learning about the NACURH Program of the Year? You’re in luck! This program will be presented at ACUHO-I this year. Check out the schedule for more details; we’d love to see you there!

More information about awards recipients and legislation that were decided upon at NACURH 2011 can be found at our website www.nacurh.org

2012 NACURH NATIONAL CONFERENCE HOST SITE

University of Colorado, Boulder – Pass the Leadership Torch: has been chosen to host our annual conference next year! Please join me in congratulating them as they begin to start planning for thousands of delegates and special guests to ascend upon their campus this time next year!

NATIONAL EXECUTIVES

- National Chair: Laura Imbirowicz, University of Toledo
- National Associate for Administration: Alex Straley, Saginaw Valley State University
- National Associate for Finance: Stephen McCay, University of Southern Mississippi
- National Associate for NRHH: Matt Winkeler, University of Tulsa
- National Advisor: Dan Ocampo, University of California, Berkeley
- Conference Resource Consultant: Kendrick Ali, San Jose State University

SPECIAL GUESTS AT NACURH 2011

After over a year of communicating NACURH had the pleasure of hosting two groups of special guests at the annual conference this year. The first being the President of NAAUC (National Association of Australian Colleges, Inc.), which is similar in nature to NACURH Inc. The second being 16 total delegates and advisors from South Africa. These invitations were

extended in order for NACURH Inc. to begin exploring relationships with both of these groups. We’re very excited to watch these relationships continue to grow and learn from each other.

A SPECIAL THANK YOU

Coordinating a large group of individuals to travel to the NACURH 2011 conference from South Africa did not go without much hard work and coordination from individuals not only of NACURH Inc. but also of ACUHO-I. NACURH Inc. would like to formally thank Alma Sealine, Michael Schultz, Mark Hudson, and John Biernbaum, to only name a few of the individuals who helped educate, host and connect the entire group to NACURH Inc.

For more information on NACURH Inc., please contact Laura Imbirowicz, NACURH National Chairperson here at the 2011 ACUHO-I Annual Conference, or by email at: national.chair@nacurh.org. You may also visit the NACURH website at: <http://www.nacurh.org>.

SUBMITTED BY Laura Imbirowicz
NACURH National Chair

APPENDIX A: 2010 ACUHO-I ANNUAL BUSINESS MEETING MINUTES

MONDAY JUNE 28, 2010

AUSTIN TEXAS

11:00 – 12:15 PM

ROOM: BALLROOM E

CALL TO ORDER

Michael Schultz, President called the meeting to order at 11:03 am.

APPOINTMENT OF PARLIAMENTARIAN

President Michael Schultz appointed Paul Jahr from Georgia College and State University to serve as parliamentarian.

REPORT ON QUORUM

Patricia Martinez, Finance and Corporate Records Officer, reported 82 member institutions present at the annual business meeting which constitutes quorum.

APPROVAL OF MINUTES

Patricia Martinez, Finance and Corporate Records Officer presented the minutes of the 2010 annual business meeting for review. It was moved by Richard DeShields, Central Washington University; seconded Beth McCuskey, University of Wyoming to approve the minutes of the 2009 Annual Business Meeting. Motion carries unanimously.

PRESIDENT'S REPORT : MICHAEL SCHULTZ, PRESIDENT

Mike highlighted information from his report. He shared the focus of the year encapsulated setting up structures, completing previously established goals and future planning. Specific highlights included, the Association move to operationalize

the strategic plan, the fact of the financial goal achievement to secure 6 months resources in operational reserves by 2010, the progress of the Credentialing Task Force and the Association's continued growth and presence at the international level. Further recognition was extended for to a successful Placement Exchange and James C. Grimm NHTI 20 year anniversary. The University of Georgia will begin hosting NHTI in 2010. Mike also recognized the partnership of ACUHO-I and NASPA regarding the Student Affairs Consortium. Finally Mike lauded the excellent work for the success of the Conference Series and the Annual Conference and Exposition. Mike thanked the Association for the opportunity to serve in the Presidential capacity.

FINANCE AND CORPORATE RECORDS OFFICER ASSOCIATION FINANCIAL REPORT: PATRICIA MARTINEZ, FINANCE AND CORPORATE RECORDS OFFICER

It was reported that the Association is in a good financial state due to the planning that was conducted throughout the year. We reviewed the annual budget at various points throughout the year, renegotiated contracts, yielding a 10% savings, offered exhibit space for the Annual Conference & Exposition early, froze early registration fees for the annual conference and October conference series, published one Super Journal, and shored up webinars to deliver member services in an alternative method. As shared, we have achieved the previously established goal of having 6 months in operating

reserves by 2010. We enjoyed a clean, unqualified audit for 2009 due to addressing items identified from 2008. Our financial process are stronger than in previous years. We also redistributed cash within our checking account as identified by the audit due to FDIC insured limits being altered at the end of June. All funds were placed in accounts where balances did not exceed insured limits and remaining dollars were laddered out in CDs. The Finance Committee met monthly to monitor the financial solvency of the association. Both the Finance and Audit Committees continue to serve as the financial oversight of the Association. The Audit Committee has reviewed the 990 forms for both the Association and Foundation and forms are submitted to IRS in a timely fashion.

Currently, at the time of the Annual Conference and Exposition, we have: 922 total member institutions, 818 US members, and 104 non-US members.

EXECUTIVE DIRECTOR'S REPORT: SALLIE TRAXLER, ACUHO-I EXECUTIVE DIRECTOR

It was shared that great strides were made this year within the Association. ACUHO-I maintained a 93 percent retention rate, which is a notable accomplishment within association management. We enjoy 243 corporate members who contribute to the Association's success. More than 600 people volunteered for the Association this year. One of the most notable accomplishments was the revamp of the Housing Internship Program which saw 845 interns apply for 438

APPENDIX A: 2010 ACUHO-I ANNUAL BUSINESS MEETING MINUTES

positions. The new online member resource guide was demonstrated; we would like to get information out to the membership as well as how to use it. Sallie shared her visit to a member institution to educate how to use the membership services. Highlights of the year also included the launch of the ACUHO-I Credentialing Program, the tenth anniversary of the University of Maryland hosting the James C. Grimm National Housing Institute Training and Phyllis McClusky Titus completing her term as editor of the Journal of College & University Student Housing, leading updated Journal design to the “super Journal” while maintaining high standards of research.

FOUNDATION REPORT: BETH MCCUSKEY, CHAIR

The Foundation continued to successfully raise funds in support of the strategic initiatives of the Association. As of the end of April giving is up 41.3% over the same time frame of last year. A total of \$208,000 was contributed to the Association initiatives. We have 7 individuals who were inducted into Parthenon, Connie Carson, Jack Collins, Michael Eyster, Alan Hargrave, David McKelfresh, Nancy Murphy-Chadwick, and Michel Ouellette (posthumously). We are pleased to announce two corporate major donor agreements: Hanbury, Evans, Writ, Vlattas and Foliot Furniture. At the beginning of the Annual Conference & Exposition, we had 32 major donors; we are now at 39. We have over 100 items in the silent auction this year. The ACUHO-I Foundation restructured its operations from a large governing board to a smaller governing board with addition-

al volunteer opportunities available through its committee and Cabinet structure. Special acknowledgement is extended to Cindy Felice who will be departing from Foundation Board as Past-Chair in December.

NACURH CHAIR REPORT : ALLIE GOLDSTEIN, NATIONAL CHAIR

The NACURH Chair extended gratitude to ACUHO-I and advisors for their support of NACURH. At this year’s conference at the University of California, San Diego, over 2400 delegates were in attendance. The Student Award for Leadership Training recipient was Missouri University of Science and Technology. The Program of the Year recipient was Rutgers University-New Brunswick. Western Illinois University was selected as the host for NACURH 2011. Valerie Averill was also recognized for the legacy she left within NACURH with her passing this year.

BENCHMARKING REPORT : TOM FOJTIK, CHAIR

In 2010, 266 member institutions participated in the EBI surveys. Due to the economic times, we experienced fewer institutions participated. Last year, 49 schools participated and this year 34 schools in the student staff survey. 266 institutions in 2010 versus 260 institutions in 2009 participated in the resident survey. Institutions within Southern Africa have been contacted with the possibility of using this resource. EBI has also done outreach at the regional level.

STRATEGIC PLANNING REPORT: JILL ECKARDT, PRESIDENT – ELECT

With the new governance structure, the bulk of time of the Executive Board is spent on strategic planning. The Executive Boards identified 13 high priority goals to focus on for the upcoming years. Various work groups have been given charges to address such priorities as: Relational database, Operations of Programs, membership, and US Community Colleges. The focus for the next year is how do we measure success.

NOMINATIONS COMMITTEE REPORT: NORBERT W. DUNKEL, CHAIR

An outstanding job was done by the Nominations Committee this year. 16 individuals ran for elected offices within the Association this year. It is not easy to agree to run for office and many thanks are extended to those individuals. Approximately 23% of eligible institutions participated in the election process that also resulted in two run-off elections. We are pleased to announce the newly elected for members:

- Vice President: Vennie Gore
- Globalization Director: Rebecca Chan
- Business Practices & Enhancement Director: Bonnie Solt Prunty
- Facilities & Physical Environment Director: Shannon Staten

APPENDIX A: 2010 ACUHO-I ANNUAL BUSINESS MEETING MINUTES

CREDENTIALING REPORT: SANDI SCOTT DUEX

This year marked the launch of one of the largest initiatives in the association's history: the ACUHO-I Certificate in Housing Assessment. As of June 1, there are 52 enrollments for the complete program; additionally, there are 13 learners enrolled in the course. This is the first initiative from the ACUHO-I Credentialing Program. There are two additional topical areas being considered, "Foundations in Housing and Residence Life" and "Occupancy Management." Special recognition was given to the subject matter experts: Dr. Bob Mosier, Dr. Gavin Henning, Dr. Nancy Lange, Dr. Joan Hirt and Mrs. Kay Chitwood, who guided the process. Special thanks is extended to the Foundation for their generosity.

NASPA STUDENT VOICE: KEVIN KRUGER, NASPA

The successful partnership between ACUHO-I and NASPA was recognized for The Placement Exchange.

An assessment and knowledge consortium was established to review critical issues facing our profession. We must demonstrate the value of what we do and we are pushed to address areas of assessment while looking at assessment in holistic manner. The goal for future is to look at departments across multiple areas; across the student affairs spectrum. Currently, partnerships exist with NIRSA, NACE, ASCA, NODA which encompass 125,000 students and 400 campuses. ACUHO-I joined for year 3 of the assessment cycle.

GOVERNANCE CONSORTIUM REPORT: BILL FOX, CHAIR, PUBLIC POLICY ADVISORY COMMITTEE

Consortium for Governmental Relations for Student Affairs consists of five higher education associations: ACPA, ACUHO-I, ASCA, NASPA and NIRSA. ACUHO-I has been an active contributor giving the profession a voice at the highest levels of government. This year, Congress passed health care reform. We spent the majority of our time concentrating on this issue this year.

Highlights of the year included: On-line Models library, November webinar "Understanding The Higher Education Security Act", yellow ribbon program, Talking Stick issue focused on campus safety, and a program session at the annual conference. Advocacy items of note include: statement against concealed weapon carry; letter to Department of Education regarding fire safety, missing person, and statement of support for grants pending in committee re: campus fire safety

LOCAL ARRANGEMENTS, EXHIBITS, AND PROGRAM COMMITTEES

JOINT REPORT: D'AUN GREEN, LOCAL ARRANGEMENTS COMMITTEE, CHAIR, SHANNON DUNN, EXHIBITS COMMITTEE, CHAIR, LYNN DUBOIS, PROGRAM COMMITTEE, CHAIR

D'aun Green represented all three committees with the business meeting report. Thanks for coming to Austin. The work of fabulous committee members was recognized. A special thanks to the Central Office was extended.

Annual Conference & Exposition 2010:

- 1114 registrants
- 868 full registrations
- 80 individual day registrations
- Exhibits encompassed 220 booths representing 166 companies

Featured speaker was Bertice Berry & Dr. Mary Howard Hamilton served as Consultant In Residence.

OLD BUSINESS: MICHAEL SCHULTZ, PRESIDENT

None

NEW BUSINESS: MICHAEL SCHULTZ, PRESIDENT

CONSTITUTION REVIEW: ALMA SEALINE, VICE PRESIDENT

Alma reviewed the updated constitutional changes.

Motion to approve revisions: Moved by Norb Dunkel, University of Florida; Seconded by Cindy Spencer, University of North Dakota
Unanimously approved

ANNOUNCEMENTS:

APPENDIX A: 2010 ACUHO-I ANNUAL BUSINESS MEETING MINUTES

RECOGNITION OF ACUHO-I MEMBER RETIREMENT OR DECEASED: MICHAEL SCHULTZ, PRESIDENT

In recognition of retirees or death throughout the year, colleagues were acknowledged.

To honor retirees:

- Jane Beech – James Madison University
- Joseph Chaparro, Florida Atlantic University
- Harriet Hoffman, Florida Atlantic University
- Ruthann Kurinsky, University of Wisconsin LaCrosse
- Nancy Murphy-Chadwick, Texas Women’s University
- Ron Sasse, Texas A & M University
- John Sauter, Sauter Woodworking

In Memoriam:

- Valerie Averill, University of South Florida
- Patricia Barr, Illinois State University
- Roodal Kangoo, Florida Atlantic University
- Gary McCoy, Florida Atlantic University
- Robert Peterson, Western Michigan University
- Dr. Terry Piper, California State University, Northridge
- Mr. Marechel Rabie, Tshwane University of Technology
- Cletis H. Shouse, Indiana State University
- Peter Synder, RPI
- Eugene S. Ward, Southern Methodist University

Moved by Deb Boykin, College of William and Mary; Seconded by Jill Eckardt, Florida Atlantic University

It was unanimously approved to recognize all retirements and deaths that occurred throughout the year.

ADJOURN: MICHAEL SCHULTZ, PRESIDENT

Move to adjourn business meeting in the memory of those professionals that died this past year and our colleagues who have or will retire from our profession. .

Moved by Sandi Scott Deux, University of Wisconsin Whitewater; Seconded by Alan Hargrave, Ball State University

Motion unanimously carried.

IN RECOGNITION

THE ASSOCIATION OF COLLEGE & UNIVERSITY HOUSING OFFICERS HONORS AND RECOGNIZES THE CONTRIBUTIONS OF THOSE COLLEAGUES WHO RETIRED OR PASSED AWAY WITHIN THE PAST YEAR.

RETIRED

Denise Tanner
University of Florida
Director of Housing for Financial Services

Edward Jones
Sacramento State
Director of Housing

Garry Johnson
Western Illinois University
Vice President for Student Services

Karen Hoefs
Ball State University
Assistant Director of Housing

Chuck Rhodes
Sonoma State University
Assistant Vice President for Student Affairs & Enrollment Management

Rhonda Viney
University of Wisconsin - Platteville
Director of Residence Life

Paul Rifkin
University of Wisconsin - La Crosse
Assistant Director of Residence Life

Alice Scott
Texas Tech University
Senior Business Assistant

Dicta Schoenfelder
The University of Iowa
Manager, Contracts and Assignments

Dr. Doug Zatechka
University of Nebraska-Lincoln
Housing Director

IN MEMORIAM

Audrey L. Rentz
Bowling Green State University
Student Affairs

Mark I. Shaklee
Eastern Illinois University
Associate Director of Housing and Dining for Facilities

Warren Hale
Loyola University of Chicago /
University of Buffalo
Administrative Director of Residential Housing, Apartments and Student Complexes

Melissa Bealafeld
George Mason University
Area Coordinator

