

Last Updated: June 14, 2024

TITLES	PRESENTERS
PRE-CONFERENCE SESSIONS - SATURDAY, JUNE 22 MORNING: 9 A.M. - NOON AFTERNOON: 1 - 4 P.M.	
001 - PRECON 1 (AM) - SHO FORUM - Large Colleges/Universities	Christa B. Pazera, Anthony White
002 - PRECON 2 (AM) - Mid-Level Forum	Joshua McPhatter
003 - PRECON 3 (AM) - Next Level Mentorship and Professional Development	Alexis Monteiro, Amber Stultz, Theresa McKire
004 - PRECON 4 (AM) - Transformative Curiosity in Campus Housing	Bryan Botts, Hilary L. Lichterman, Jackie E. Klinger, Lauren Murphy, Tiffany S. Conde
005 - PRECON 5 (AM) - Live-In Professionals Roundtable	Alexis Monteiro
006 - EXTENDED PRECON 6 (June 21 & 22) - Behavioral Health & Wellbeing Institute	TBD
007 - HBCU Roundtable (All Day - By Invitation)	Jennifer A. Wilder, Leonard Jones
008 - PRECON 8 (PM) - SHO Forum - Small Colleges/Universities	Quiana M. Stone
009 - PRECON 9 (PM) - Enhancing Student Wellbeing & Success Through Campus Housing Planning & Design	Rebecca Caldwell, Jessica L. Pagen Aello, Matthew W. Lee, Jane C. Rathbone
010 -	
011 - PRECON 11 (PM) - A Res Ed Professional's Guide to Residence Hall Design	Josh Gana, David Damon, Jessica Figenholtz, James A. Baumann
012 - PRECON 12 (PM) - Global Symposium	Kevin Conn, James Greenwood, Barbra M. Pansiri, Elizabeth Koni
013 - PRECON 13 (PM) - Certification Preparation Bootcamp	Lynda Wiley
EDUCATIONAL SESSION 1 - SUNDAY, JUNE 23 9 - 9:50 A.M.	
101 - SHO Pathway Session: Be Ready Before You're on the Agenda - Presenting to Your Institutional Board	Jeff Novak, Michael Griffel, Pam J. Schreiber
102 - Ripping the Band-Aid Off: Developing a Staff That Can Ask for Help	Ainsley Hallenbeck, Kaitlyn Van Dyk
103 - Using Elevated Moments to Facilitate a Culture of Care and Service	Apefa Cooper, James C. Stoner
104 - Adapting to Evolving Student Dynamics in Residences	Daniel Travieso, Jomo McCormack
105 - Wait, but we've always done it this way!: Finding better ways to manage change & transition in your team	Elizabeth Cox
106 - How British Columbia is Easing Affordable Housing with New Student Housing	Jason Sedar
107 - Advancing the First-Year Experience: Three Bold Campus Approaches	Caitlin Seim, John Burse, Kimberly C. Steich, Mark Rameker, ShaRhonda Maclin
108 - AI-Powered Res Life: ChatGPT and the Future of Our Work	John Jaso, Zoie Hancock
109 - Unused space? An opportunity for healing	Dionna Thompson, Heidi Pullen, Nicholas Jones

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110 - Understanding Change Management: A Deeper Dive for Mid-Level Managers	Michelle Sujka, Paul J. Hubinsky
111 - From Metrics to Magic: Let's Get Good at Turning Data into Stories	Hilary L. Lichterman, Jackie E. Klinger, Michael Palacios, Sherry Woosley, Tina Tormey
112 - Augmenting Professional Experience With Non-Higher Education Degrees and Certifications	Quiana M. Stone, Robert Budach, Wimer Alberto
113 - What is Student Success: The role of Housing & Residence Life Programs in promoting Student Success	Harrianna D. Thompson
114 - Creating a Sense of Belonging through Intentionally Inclusive Physical Spaces	Holly Rodden, Ray Stewart
115 - How IT and Housing Work Together for Student Success	Mark Henderson, David Hinson, Sarah Waters
116 - "Gen Zs don't read my emails :(" - How to cut through the noise & reach them	Sungwon Song, Blake Roller
117 - Student Affairs Educator Certification: Supporting Housing and Residential Life Professionals	Amanda Wright
EDUCATIONAL SESSION 2 - SUNDAY, JUNE 23 10 - 10:50 A.M.	
201 - SHO Pathway Session: Fostering Faculty-Student Engagement in Residential Spaces	Jody Jessup-Anger, Mimi Benjamin
202 - Breaking the Silo: Fostering a Connected Campus for Graduate Students	Bethany Lee, Destinee Thom, Takisha Pierre
203 - Uh oh! Where are we going to house everyone?!	Bryan Shelangoski, Jeff Korpi, Lisa Mendenhall
204 - Putting on My Mask First: The Crucial Role of Self-Care in Upholding the Equity and Inclusion Competency	Crystal D. Lay
205 - State of Black Women in Leadership Pt. 1 - Sister Circle	D'Najah Thomas, LaFarin Meriwether, Stephanie K. Carter
206 - Unleash the Potential Within Your Team: Embracing a Culture of Learning	Drew Johnson, Mel Molsberry
207 - Living in the Shadow of Conflict: Building Communities of Belonging in the midst of war, political conflict, and values misalignment	J. Cody Nielsen
208 - Nurturing Neurodiversity: Strategies for Intentional Supervision	Jade Laplante, Jason Mahon
209 - The Application of Social Emotional Learning to the College Residential Experience	Katie Kelly, Samantha Yang
210 - Assessment Hacks: Unlocking Practical Tips for Housing Professionals	Matthew Venaas, Steven Syoen, Renee Richard-Gonce
211 - Are the Housing Staff Alright? Research Findings on the Experiences of Housing Staff during the COVID-19 Pandemic	Megan Chibanga
212 - Navigating Competing Interests for Long Overdue Residence Hall Revitalizations	Kathryn Cogan, Robin Tannenbaum, Deidra Davis
213 - Achieving Sustainability Goals Across Project Delivery Methods	Maggie B. Evans, Michele Westrick, Paul Graves, Scott Bindel, Tracy Steward
214 - Now is the Time to Tell our Story: Communicating the Value of Campus Housing	Amanda R. Knerr, Ardell J. Sanders, Paul Brown, Steve T. Herndon
215 - Outsourcing Your School's Connectivity	Noel Fegumps, Alex H. Polensek

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216 - Leading from the Inside Out, UNPACKING RA Selection	Dennis Gable, Darnell Pierce, Leor Lapid
EDUCATIONAL SESSION 3 - SUNDAY, JUNE 23 1:30 - 2:20 P.M.	
301 - SHO Pathway Session: Future of the Profession: Higher Education Business Models - Examples & Showcase	LaFarin Meriwether, Michael Griffel, Willie Brown, Lucas Novotny, Derek Jackson, Seth Weinshel, Josh Gana
302 - The next level: transitioning into a new leadership role, challenges faced, and lessons learned	Brian Rock, Erik Elordi, Karen Walters, Tanya Massey
303 - They Expect us to do What?! Issue Resolution and the Customer Experience Imperative	Chris Stone-Sewalish, Ray Gasser
304 - Using Assessment as a Path Toward Continuous Improvement	Claudette Drake, John Lowney
305 - Knowing, Connecting and Empowering. A new model for residence life.	Craig Allen
306 - Small-Scale Assessment	Erik Sorensen
307 - All Play, No Work: The importance of play in the workplace	Jason Mahon, Marykatherine Woodson
308 - Tiny House Living: The EcoVillage LLC at Loy Farm, A Case Study	Kirsten Carrier
309 -	
310 - A New Resident Assistant Compensation Model: A Path to Fairness and Sustainability	Paul J. Hubinsky
311 - Assessing the Built Environment for Alignment with DEI Values	Rob Lubin, Shannon Dowling
312 - Friends Don't Let Friends Use Templates (For Data Visualizations)	Bryan Botts, Jackie E. Klinger, Sherry Woosley, Tim Albert
313 - Left at the Door: Religious, Secular, and Spiritual Identities in Housing	J. Cody Nielsen, Steven V. Sajkich
314 - Self-Esteem for Housing Staff Success and Retention	Sydney McClary
315 - Globally Looking, Locally Acting: Looking at Trends Into the Future of Student Accommodation	Jacob J. Waitere
316 - Lessons learned by Student Housing professionals during Residence Building projects; what we wished we knew	Dana Beaton, Zoe Woods, Tracey Mason-Innes
EDUCATIONAL SESSION 4 - SUNDAY, JUNE 23 2:30 - 3:20 P.M.	
401 - SHO Pathway Session: Balancing Spaces, Bridging Gaps: The Synergy of Renovation and Student Parity in Residential Communities	Jessica Pagan Aello, Jneanne K. Hacker, Matthew W. Lee, Stephanie K. Carter, Zach Blackmon, Christopher Owens
402 - The Intersection of Student Housing Challenges & Technology	Ann Morgenstern, Samuel N. Jones
403 - "Beyond Borders: Navigating the Threat to International Education Dreams Amidst Canada's Housing Crisis"	Cristina Aranda, Daniel Travieso, Stephanie Woods
404 - How It Started, How It's Going: Measuring Results in Residential Life	David Damon, Erika Eitland, Naomi Carton
405 - To Doc or Not: A Senior Leaders in Housing Panel	Aja Holmes, Deanna Hughes

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406 - A Fresh Perspective—Exploring a New Model for First-Year Housing	Deiderie C. Allard, Kyle Wagner, Merrilee Hertlein
407 - Public-Private Partnerships: Avoiding Pitfalls and Lessons Learned	Hailey E. Curry
408 - The Mid-Level Mindset	Holly Proctor, Kate Gannon-Cullinan
409 - Meaningful Collaboration - Residence Life staff's role in student case management	Kayla Mosko
410 - The RA Pathways Project (US & UK) - Next Steps & Future Explorations	Chris Heasley, Katie Boone, Kevin Conn
411 - Welcoming Refugees into Campus Housing	Laura Wagner, Leon McClinton, Melissa France, Walid Mosarsaa
412 - Transformative Journey in Residence: Shifting from an Adversarial to Relational Approach	Jake MacIsaac, Melissa MacKay
413 - A Space to Thrive: Campus Housing as a Foundation for Student Success	Jennifer Stone, Kevin Smith, Linda Kasper, Phil Badaszewski, Rick Gibson
414 - What's Love Got to Do With it? How to support 2SLGBTQIA+ Students affected by Domestic and Intimate Partner Violence on Campus.	Raymond Lewis-Samuel, Trayvonne Jones
415 -	
416 -	
417 -	
EDUCATIONAL SESSION 5 - SUNDAY, JUNE 23 3:30 - 4:20 P.M.	
501 - SHO Pathway Session: Housing P3's -- A look at the "State of the Industry" in 2024	Brad Noyes, Mckenzie Hord
502 - So You Want to be an SHO?	Amanda R. Knerr, Ardell J. Sanders, Paul Brown, Steve T. Herndon
503 - Lucky Winner: Using a Lottery System to Hire Student Staff	Amanda Vaughn
504 - Say What? Effective Communication and Customer Service in Housing	Cristal P. Visser,
505 - Growing Developmental Capacity: Supervision for a Changing Workforce	Erik Sorensen, Sasha Masoomi
506 - Intentional Housing: Designing 'Home' for Indigenous Students	Jason Sedar
507 - Creating, Maintaining, and Sustaining Living-Learning Communities	Jody Jessup-Anger, Karen Inkelas, Mimi Benjamin
508 - Tech Forward: Cutting Out the Bureaucracy By improving Facilities Satisfaction	John Lowney, Nazir R. Sims
509 - Understanding How Entry-Level Residence Life Staff Manage Crisis	Joshua A. Maxwell
510 - Resident Assistant Leave of Absence: Creating and Enhancing Processes for Support, Accountability, and Success	Deb Schmidt-Rogers, Magdalena Gracia
511 - Getting Buy-In: Sharing your Story to Support Program and Department Goals	Mallory Sidarous

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512 - Making 20 new contacts in an hour: Connecting with women leaders	Renee Richard-Gonce, Shannon D. Staten
513 - Dream Actualized: Being Black in Housing Leadership	Curtis Jackson Jr., Keeyana Talley, Dwayne Hines, LaFarin Meriwether, Theresa McKire, Tyesha Wesley
514 - Balancing the Scales: Fairness in Campus Housing Work Environments	Tyron Thomas
515 - ACUHO-I Town Hall Meeting	Gay Perez, Mary DeNiro
EDUCATIONAL SESSION 6 - MONDAY, JUNE 24 9 - 9:50 A.M.	
601 - SHO Pathway Session: A Transformative Renovation: UW-Madison's Innovative Approach to Residence Hall Renewal	Adam Rittel, Brendon Dybdahl, Jeff Novak, Nat Stein
602 - Inventory Optimization: Rethinking Space, Student Needs, and Staffing	Andrea Becker, Jen Frank
603 - Date-Informed Enhancements in Student Housing	Cynthia Cervantes, David Alpizar, Kara Bauer
604 - State of Black Women in Leadership Pt. 2 - "Seen and Unseen: Experiences of Black Women in Leadership in Housing and Residence Life"	Brenda Ice, Chandra Myrick, D'Najah Thomas, Jennifer A. Wilder, LaFarin Meriwether, Melanie Mitchell, Stephanie K. Carter, Vicka Bell-Robinson
605 - Supporting Student Staff Through Secondary Traumatic Stress	Erik Sorensen, Sasha Masoomi
606 - Using the latest communication tools to turbo-charge your Res Life program	James Greenwood, Simon Horniblow
607 - Psychological Safety: Helping Students Be Themselves and Flourish	Armando Coronado, Jamie Matthews
608 - Give & Take: The Game of Feedback	Katie Keenan, Keesa Shrader
609 - Finding the Right Fit: Making Space for EveryBODY	Carson McCann, MJ Miller
610 - Spring into Summer: A Cross-Divisional Approach to off-cycle operations and Student Support	Debbie Pugliese, Neil Butler
611 - Creating a residential curriculum: What we've learned and where we are going	Eric J. Jaburek, Julie Sanzone, Qiana P. Smith, Rebecca Kapusta
612 - Furnishing the Future: Elevating the Student Voice in Facility Design	Angel Sanchez, Sandy Dawoud
613 - Supporting and Developing Entry-Level Staff from Non-Traditional Higher Education Background	Alexander Harrington, Steven V. Sajkich
614 - Redefining Leadership: The Power of Trauma-Informed Care	Jackie E. Klinger, Ashley Owens, Tiffany S. Conde, Timothy Albert
615 - Benchworks User Group	Matthew Venaas, Sherry Woosley
616 - Journal Contributors Wanted	Phil Badaszewski, James C. Stoner
EDUCATIONAL SESSION 7 - MONDAY, JUNE 24 1:30 - 2:20 P.M.	
701 - SHO Pathway Session: Bridging the Gap for the Future of the Profession: How to Join Your Team's Developmental Journey	Curtis Jackson, Jillian L. Sturdivant, Michael Cherry
702 - Building Equity: From Pre-Construction to Post-Occupancy	Corey Andrus, Kevin Allebach, Terri Howard

TITLES	PRESENTERS
703 - Assessment and the Residential Experience: Equity, Curriculum, and LLCs	Daniel Becton
704 - From Disney to DMV: Managing expectations and customer service	Chris Stone-Sewalish, Elliot Hail-Langner, Madeleine Voisin, Mannix L. Clark, Virginia C. Ibrahim-Olin
705 - Navigating Housing (Disability) Accommodations through Partnership (Individual Campus and System-wide Approach)	Andrew Ives, Jenni Brundage
706 - Fostering the Residential Life to Facilities Management Pipeline	Josh Gana
707 - In Their Own Words: Entry-Level Staff Share What Informs Their Crisis Work	Joshua A. Maxwell
708 - Emotionally Intelligent & Reflective Leadership: A Framework	Kevin Conn
709 - Investing in the Future: Building an Educationally Focused Internship Experience	Lauren Murphy, Yolande Graham
710 - Building Blocks of an Effective Leadership Program	Grace Tessitore, Rick Cazzato Jr.
711 - Building Your Marketing Toolkit: Enhancing Your Marketing Strategy to Communicate the Value Proposition of Your On-Campus Housing Experience	Mallory Sidarous, Sean P. Killion
712 - Creating a Residence Life Case Manager Position	Sydney McClary
713 - Fostering Inclusion in Your Selection Processes	Thomas D. TresslerGelok
714 - Protecting Institutional Budgets through Tech-Enabled Renters Insurance Partnerships	Casey L. Wall, Wimer Alberto
715 - BIPOC and LGBTQ+ Students' Mental Health in Campus Housing: Introducing Active Minds' A.S.K. Initiative for Peer Support	Markie Pasternak
716 - Feedback Session: Future of the Professions' Building Inclusive Communities Deliverable	Trent Pinto, Marykatherine Woodson
EDUCATIONAL SESSION 8 - MONDAY, JUNE 24 2:30 - 3:20 P.M.	
801 - SHO Pathway Session: The Generational Divide: Recruiting & Managing Housing Professionals Post COVID	J. Kala Bullett, Kayla Hamilton
802 - Healthy Workplaces: How to Foster a Culture where Everyone Can Thrive!	Brittany McDaniel, Jason Lynch
803 - How Inclusive is your Department? Coordinating an Inclusivity Audit.	Dean Kennedy, Rena Cheskis-Gold
804 - A Collaborative Approach to the Housing Assignment Process	Janie E. Sacco, II
805 - Navigating the Ever-Changing World of Accessibility Resources	Desmond C. Rowe, Jermaine Foye, Jonathan Smith
806 - Mid-Level Mastery: Navigating Career Crossroads and Strategies for Successful Transitions	Kenzel Hill, Michael Palacios
807 - Enacting the Future of the Profession Initiative With Leading Practitioners	Mekenzie Hord, TJ Logan, Kyle Flowers
808 - Workflows and Projects - Tools for Success	Kyle Flowers
809 - Carbon-Neutral Campus Living: Design Excellence	Jared Tice, Jason Volz, Lee F. Ball Jr., Melanie Hawley, Thomas Carlson-Reddig

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810 - Are you ready for it? Evaluating your career path to meet your current priorities	Amanda Mueller, Michelle Sujka, Paul J. Hubinsky
811 - We Came In Like A Wreaking Ball! Dismantling professionalism from white supremacy culture.	Jamal Earls, Raymond Lewis-Samuel
812 - Dissertation Dissemination - How to Share the Knowledge You Discovered During Your Doctoral Program	James C. Stoner, Rob Engblom
813 - Reimagining the Bridge Between Customer Service & Education	Ryan D. Young
814 - A New Crisis Protocol- Intertwining Mental Health into HRL's Crisis Response	Salihah Talifaro
815 - RAISE the Bar: Clemson's shift to a skill building approach to student staff training	Megan K. Schwendinger, Yolande Graham
EDUCATIONAL SESSION 9 - TUESDAY, JUNE 25 9 - 9:50 A.M.	
901 - Faculty Engagement in the Residential Setting: A Conversation	Amanda Mueller
902 -	
903 - Improving Gender Inclusive Housing: A Roundtable Conversation	Jeff Funk
904 - AI is Taking Over the Residence Life World! Generating New Best Practices with Generative AI	Josh Scacco, Kirsten Carrier
905 - Let's Talk About Time: Creating Strategies that Enhance Workforce Sustainability	Lauren Murphy, Steve T. Herndon
906 -	
907 - Career Connections: Graduate & New Professional (0-5 years)	Matt Lutz
908 - Career Connections: Mid-Level 1	Dylan Wilkes
909 - Career Connection: Mid-Level 2	Imani Wimberly
910 - Career Connection: Directors	Quiana M. Stone
911 - Career Connection: Executive Leadership	Kate Baier
912 - Career Connection: Business Operations	Madeleine Voisin
913 - Career Connection: Housing Facilities	Adam Rittel
914 - Career Connection: Small College & University	Jaclyn E. Klinger
915 - Career Connection: Universities from Outside the U.S.	Tracey Mason-Innes