

# WAVES

The newsletter of the Western Association of College and University Housing Officers



Fall 2005/Volume 11, Number 4

## New Year, New Editor

Greetings WACUHO!

As the new editor for this publication, I am pleased to present you with the Fall 2005 edition of the WAVES. This newsletter is provided by the organization to help members stay abreast of WACUHO programs, events, and business. It also addresses topics and issues that pertain to all of us who work in this sometimes crazy world of college and university housing. Article suggestions and submissions are **always** welcome, so if you're feeling creative or looking for a way to get more involved in the organization, send me an email!

I hope you find this edition of the WAVES useful as you settle into the new academic year and begin planning your participation in 05-06 WACUHO events.

Best Wishes,

*Hallie*

### [Contacting the Editor](#)

### [Submission Deadlines](#)

The WAVES is generally published two weeks after the submission deadlines.

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**Email:** editor@wacuho.org

**Postal:** Hallie Lewis

5276 Broadway

Oakland, CA 94618

**Phone:** (510) 420-2001

**Fax:** (510) 420-2002

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### **WACUHO Affirmative Action Statement**

WACUHO recognizes the benefits which are derived from the inclusion of diversity in the Association. Significant contributions are made by members from all areas of higher education and at every level of responsibility. The quality perspective and experience shared by our members, inclusive of ethnicity, age, gender, religious preference, sexual orientation or differing abilities, adds a dynamic which enriches the character of the Association. WACUHO encourages all to actively participate in its programs, events and activities.

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# President's Message

Hello WACUHO!

I am writing this message on the first day of class here at UC Riverside. My office window faces a major walkway, which is filled with students heading to class. Our Carillon Bell Tower is in the background. It is this that reminds me of a new cycle in the never-ending work we do.

I am also looking at one of my most prized office decorations: stained-glass, made by our out-going President, Happy Cimenski-Almogela. It reminds me of WACUHO, as it's multicolored glass captures light and energy and transforms them into something truly wonderful.

OK, do I sound credible? I lamented over writing my first President's Message, hoping at the very least to not sound stupid and at most to actually bestow insight. Humor is more my speed, so I will stick to my strengths.

The Annual Conference and Executive Committees met at the beginning of June at our conference site, the Hyatt Regency, Burlingame. We have never had a conference site with so much program space! It is the perfect setting for our 50<sup>th</sup> Annual Conference. We were treated extremely well by our host institution, Menlo College, and were honored with a tour and fabulous dinner at their campus. The theme is "Around the Region in 50 Years: Sharing our Past, Shaping our Future" and I cannot think of anything that says it better. We have an exceptional team of Annual Conference Chairs and I know this conference will be a culmination of honoring our past, celebrating our traditions, and exploring new directions. Hey, it sounds like WACUHO to me!

The summer has been busy on the RAP front, as Northern, Central, and Southern RAPs are planned for November 5<sup>th</sup>, 12<sup>th</sup>, and 19<sup>th</sup> respectively. Our host institutions are California State University – Chico, University of California – Santa Barbara, and the Cal Poly Pomona Foundation. Yes, my November weekends look busy, but I look forward to feeding off the energy and excitement that the RAPS bring. The RAP committees have been hard at work and I can guarantee wonderful conferences for our student leaders.

And let's not forget to mention Island RAP, which will occur at the end of February, hosted by Brigham Young University, Hawaii. As you may remember, Island RAP was cancelled last year due to some campus circumstances beyond the committee's control. That makes this Island RAP even more special!



Another Winter program, our Western Training Institute, is scheduled for January 13<sup>th</sup> – 16<sup>th</sup>. We have an enthusiastic committee committed to continuing the successes of last year's WTI. I attended my first WTI over 20 years ago, when I was a young, brash Resident Director. This event was a turning point in my career, and words cannot describe how deeply I was affected by the program and the people. It was here that I solidified my career goals and my commitment to a wonderful organization, WACUHO (CACUHO then). I encourage those who have not attended a WTI to do so. I also encourage CHOs to support the program by encouraging their staff members to attend. (Especially if you have a brash RD who needs direction . . . or from whom you need a break)!

I think that covers things on the program front, so on to a little executive news. As stated earlier, we met in June for our executive transition meeting. The outgoing and incoming executive committees met together on the first day, and after we "transitioned", the incoming committee met alone on the second day. I am happy to report that we have an energetic and committed group of new executives. Our meeting topics (and future agenda items) included:

- Technology: direction, plan, implementation
- Website and on-line registration
- 50<sup>th</sup> Celebration
- WACUHO Survey: something needed to shape our future (hey, that's in the conference theme ...how clever of us)
- ACUHO-I Affiliation
- Careers In Student Affairs: more WACUHO involvement
- Student Involvement/Scholarships
- Budget/Investments

The next Executive Committee meeting is October 24<sup>th</sup> & 25<sup>th</sup> at the University of California – Santa Cruz.

Well, the Bell Tower is chiming, and it is tolling for me . . . late to another meeting! Please feel free to contact me for anything. One of our executive goals included being responsive and accessible, so please let me know if there are any issues or items out there that you want us, WACUHO, to discuss.

*Andy*

Andy Plumley

WACUHO President

**It's RAP Time!**

## **Northern RAP is Making You Over!**

On Saturday, November 5, 2005, Northern RAP will give you and your student leaders an EXTREME MAKEOVER! Hosted by California State University - Chico, Northern RAP will work with approximately 500 student leaders and their professional advisors to enhance their housing leadership experience. The conference has some new and exciting "looks" this year. As always, we will provide an abundance of workshops, spirit activities, and raffle prizes for our participants.



Registration for the conference is \$25.00 per participant (postmarked before October 21, 2005) and \$30.00 per participant (postmarked between October 22nd and October 28th). All information on registration, the spirit competition, and the call for programs is located on the Northern RAP website ([www.wacuho.org/northernrap/2005/](http://www.wacuho.org/northernrap/2005/)).

We look forward to seeing you at Northern RAP!

— David Rourke, Northern RAP Chair

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**Need additional RAP information or details?**

**Be sure to check out the individual RAP websites at:**

**[www.wacuho.org](http://www.wacuho.org)**

Take your seat, soak in the ambience, and wait as the lights dim and the curtain rises.

WACUHO Presents:

## Central RAP: Live on Stage!



Theater is one of the oldest art forms in the world. It is one of the original methods people used to communicate their stories through countless generations. As audience members, we are enthralled with and drawn into the stories unfolding before our eyes. As performers, we engage with our audience to tell a story and draw them into our world. The beauty of live theater is the relationship between the storyteller and the audience. As members of a residence life team, we have all used some form of theater in order to relate to and work with our residents and students (such as Behind Closed Doors scenarios in RA training and the drama of a ropes course in teambuilding exercises). We are the storytellers and our residents are the audience.

On Saturday, November 12, 2005 at UC Santa Barbara, the curtain will rise on the 10<sup>th</sup> Annual Central RAP Conference. Experience and enjoy the excitement of what it means to work in residence life . . . and then take a bow. You deserve it!

— Ryan Burtanog, Central RAP Chair

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## A Quest for Leadership: SRAP Marks the Spot!

Shhh! Do you hear that? It's the sound of student leaders throughout the southern region beginning their quest! What are they looking for you ask? Why, leadership skills of course! Follow the map (go to [www.wacuho.org](http://www.wacuho.org) and click on "Southern RAP") until you get to "A Quest for Leadership: SRAP Marks the Spot!"



This year's conference will be held on November 19, 2005 at Cal Poly Pomona, co-hosted by Cal Poly Pomona University Housing Services and Foundation Housing Services at the Village.

The committee of 12 individuals are hard at work planning a wonderful conference including: a key note address by Delaphine Hudson, Assistant Dean of Students and Director of Residential Life from Whittier College; an "adventurous" spirit award competition; awesome institutional prizes; and of course leadership skills galore! If your student leaders have what it takes to start the quest, we challenge them to submit

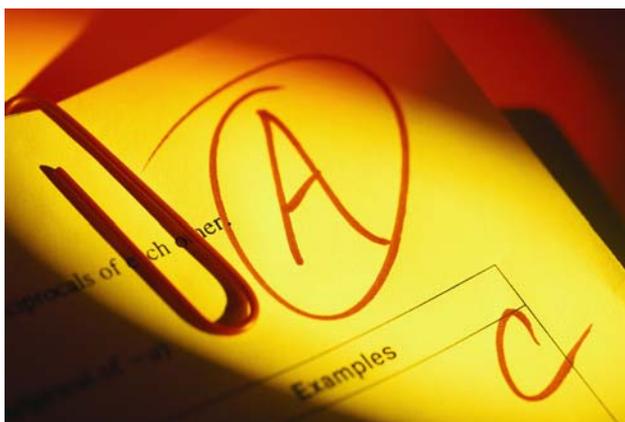
programs, help with the philanthropy, and come with spirit and good will towards their peers. The quest awaits!

— Emily Sandoval, Southern RAP Chair

## The Academic Performance Agreement: A Proactive Tool for Assisting Student Staff Members with Academic Requirements

Student staff members are a driving force in our work and the commitment to their job is undeniable. They often go above and beyond the call of duty by serving on the front line as a direct link to our residents. There is no question that being a resident advisor, programming assistant, or the like takes time, dedication, and an overall sense of self. Let's face it, our student staff members work hard! As practitioners in student affairs, we are often criticized for taking advantage of this energy and neglecting the most important role they play as an employee: a student.

In each of the six years that I have worked in housing, I have found myself having "the conversation" with students about maintaining healthy academic standards. Inevitably, I have dismissed students from their positions for failure to meet basic academic requirements. While these expectations vary at different institutions, the overall concept is the same. The students who work for us maintain certain grade point averages and credit requirements to retain their positions. There are various ways to contend with the issue of unmet expectations. Some include: job probation, warning letters, dismissal, or some form of sanction.



At the University of California, Riverside we have used the concept of an "Academic Contract" in which students who do not fulfill academic expectations meet with their Resident Director and the Residence Life Coordinator for Academics and Programming. The supervisor outlines a plan of action, and works with the staff member on ways to enhance their academic performance. They share resources, ideas for en-

*Each year I have 'the conversation' with students about maintaining healthy academic standards.*

hanced study habits, and ask frank questions about their personal goals. The conversation concludes by asking students to sign an agreement which states that they comprehend the academic requirements for the position, and that they understand what must be accomplished to maintain their position. In addition, the staff member is placed on job probation.

While this process has opened the doors for conversations, it is often late in the position when we find out about their academic performance. In an effort to be more proactive, we have adjusted the *Academic Con-*

*tract* and are asking all Resident Directors to have individual conversations with their staff members at the beginning of each quarter. The revised *Academic Performance Agreement* is a guiding tool that encourages supervisors to have candid discussions with their students. Staff members are asked questions that pertain to their major, their academic goals, and what their further educational endeavors may be. Each student signs the agreement, which confirms that they understand the academic requirements for the position, and realize the potential for dismissal if those expectations are not met. The form is in triplicate so they have a copy, the supervisor has a copy, and the Coordinator for Academics and Programming has a copy. Further, Resident Directors are asked to continually follow-up with their staff regarding academic performance and are encouraged to provide additional resources. Resources may include time management surveys, contacts to campus services, and pointed questions about career plans. The overarching goal with the *Academic Performance Agreement* is for our department to be more intentional with our staff members in their academic performance. While the short-term goal is to keep the student off academic probation, the long-term outcome is that the student will realize the importance of positive academic pursuance and adjust their habits accordingly.

While the concept of in-depth, intentional conversations with students sounds simple, it has a tendency to fall to the bottom of the list. Generally, it is a “check mark” on the myriad of topics that occur in a staff one-on-one meeting with the supervisor. In most cases, the academic expectations are also outlined in the job description, buried somewhere in between “being a positive role model” and “other duties as assigned.” By bringing the topic to the top of the list, we are hoping that the students will grasp the seriousness of the issue. At first glance, it seems like additional work that our Resident Directors will be doing. However, after considering the number of staff members we have lost due to unsatisfactory academic performance, we realize the need to be as proactive as possible with them.

*Staff members sign the agreement, which confirms that they understand the academic requirements for the position, and realize the potential for dismissal if those expectations are not met.*

As this is our first year at attempting this process, we have yet to determine whether this concept will be fruitful. It is our goal that students will come away from the meeting with a better understanding of the academic requirements, and that they will be intentional with their academic career. In addition, academically successful staff members can be visible role models to their residents, who may also follow suit.

James C. Smith, Academic Relations and Residential Life Chair

University of California, Riverside

*For more information, or a copy of UCR's Academic Performance Agreement, contact James via email at [james.smith@ucr.edu](mailto:james.smith@ucr.edu) or 951.827.6075.*

## The ACUHO-I Foundation

The ACUHO-I Foundation secures resources that financially enable ACUHO-I to make a difference on our campuses worldwide.

The ACUHO-I Foundation raises funds to enable research, education projects, programs and initiatives that contribute to professional development of staff, scholarships and grants.

Each of you has the opportunity to support the future of our profession. Your generous support enabled ACUHO-I to award over \$143,400.00 for scholarships to the national conference, NHTI, the CHO Institute, Housing Intern travel stipends, and research that directly benefits our region.



Please visit the Foundation web site, <http://www.acuho-i.org/foundation/foundnew.html>, or give me a call to learn how you can make a donation that will help benefit you and your fellow WACUHO members.

Thank you to everyone who has already made a donation this year. We appreciate your support of the ACUHO-I Foundation!

Jeanette Bradeen, WACUHO Trustee  
[Jeanette.bradeen@ucr.edu](mailto:Jeanette.bradeen@ucr.edu), (951) 827-6503

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## Exhibit Hall Etiquette

Greetings from the Corporate Relations Committee! We know that it can sometimes be intimidating approaching exhibitors at annual and regional conferences. That's why the Corporate Relations Committee has asked exhibitors to give readers some tips on Exhibit Hall etiquette which can be useful to foster dialogue between housing professionals and companies.



*From David Meale at StarRez Inc.: As a new or seasoned housing professional, you may be thinking that “all they want to do is sell me something” – that “exhibitors are insincere, and may try to strike fake or idle conversation for the sake of trying to sell something”. In some cases and many industries this*

*is true. However, I have found that for the most part (and there are always exceptions), this industry attracts companies and people (sales, marketing, and otherwise) who genuinely care about the well being of University staff and students.*

**Where the vendors are coming from:** Generally, exhibitors have a few questions they ask to qualify a fit for their products at your institution. It is standard

practice for vendors to learn about the institution by asking questions.

**It's okay to say "hi"** to folks in the exhibitor booths. If you're interested in checking out their information, but not interested in answering a bunch of questions – which the exhibitors are trained to ask - it's also okay to say that you're only looking and not in shopping mode. If they keep persisting, then you'll likely not want to do business with them. If they respect your position and provide an open opportunity for you to ask questions, then you'll likely decide that if the time comes to buy products like theirs, you'll remember the positive experience.



Please feel free to view your vendors as peers, reach out, and don't be afraid to say no.

*From Greg Moe at University Loft Company:* Housing professionals should never feel intimidated by exhibitors. They attend conferences to help all housing professionals and educate them for the future when they may be making purchasing decisions. Indeed, many new professionals interact with facilities and custodial staff. The more they know about products and services, the more effective they will be in their roles. Conference attendees should view the exhibit hall as a fun learning experience. Exhibitors are there to be helpful and share their expertise



*From Neeraj Sharma at Web Laundry:* It is helpful and more personable when experienced housing professionals introduce new professionals personally to exhibitors. Most vendors have been contributing to WACUHO for years and do not really have a hard sell approach in their

booths. Exhibitors can help bridge the gap between residence life and facilities or custodial services. Vendors are able to explain how their products impact residence life even though facilities or custodial services will be purchasing their products.

There has always been an excellent relationship between the exhibitors and WACUHO. Most companies have been sending the same sales people to conferences for years, and they look forward to meeting new housing professionals who may make decisions regarding their products in the future.

*Feel free to view your vendors as peers, reach out, and don't be afraid to say no.*

If you have a good exhibitor/housing professional story that you would like to share for future editions of the WACUHO Waves, please let me know at [pcumia@sfsu.edu](mailto:pcumia@sfsu.edu).

—Philippe Cumia, Corporate Relations Committee Chair

# Committee Reports

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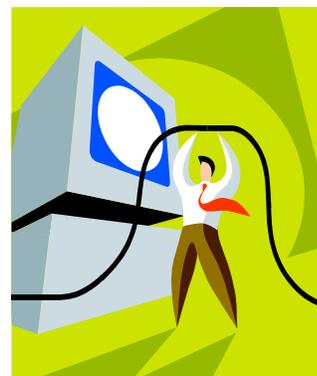
## Technology and Information Systems

School has begun for all of us now, and that means changes to our WACUHO membership! Very soon, WACUHO institutions will be receiving an email from me about updating their membership information in the WACUHO database. It is vital that institutions update their memberships promptly. Soon after the institutional email goes out, I will also send an email to individual members asking for their updated information. Having updated information in our database helps us communicate effectively with our membership.

However, I would encourage you *not* to update until you receive the email from me. Why? We are in the middle of updating our database to make the information more effective for communicating with our members. If you update now, you will not be able to fill in certain pieces of information. While none of your information will be lost, it will mean that your information will be incomplete and that you will have to update again.

We appreciate your patience as we make adjustments in our technology to better meet the needs of our organization.

Have you ever wanted to contact a committee chair but were unable to find out who that person was? Then I have good news! We now have dedicated emails for all of our Executive Committee members and committee chairs. These emails have a WACUHO address (such as [president@wacuho.org](mailto:president@wacuho.org)), and will be updated annually shortly after the June transition meeting. Emails for all committee chairs can be found by visiting the committee pages on [www.wacuho.org](http://www.wacuho.org).



Also, I don't know about you, but I receive a lot of junk mail these days. Luckily, I have a good filtering program on my email which redirects much of it to my junk mail folder. However, I have heard that WACUHO emails are being directed to some people's junk folders (not by choice, of course)! If it is happening to you, check with your IT department to see if they can assist with adjusting your filter. However, if you have any problems with receiving WACUHO emails, we have also started posting them on the WACUHO website. Go to [www.wacuho.org](http://www.wacuho.org) and click on the link for "WACUHO Email Announcements" at the bottom of the page.

— Robert Stephens, Technology and Information Systems Chair

## Are You Ready to Make a Splash? Jump in with the New Pros!



Alli Myers St. John

Ryan-Jasen Henne

Hello from the New Professionals Committee! As you settle into your routine and get the ball rolling for another year, I wanted to take the opportunity to tell you a little bit about the New Professionals Committee and also remind you of how you can get involved.

The main goal of the New Professionals Committee is to provide opportunities for new professionals, as well as people that are new to the region, to network with other professionals in the area and share ideas. We do this through socials, meetings, and events held during the annual conference. In essence, this committee is all about you! It is our goal to help you become a better-connected professional within the region by providing opportunities for you to create a network of colleagues, mentors, and friends within WACUHO.

Right now, the committee is working on providing socials for professionals (new and “seasoned” alike) at each RAP. Come network, learn about opportunities for involvement in WACUHO, and get some snacks while you are there! We are also working on a scholarship for one lucky new professional in the region to attend the Western Training Institute. Applications will be available soon and will be accessible via the WACUHO website. Lastly, we are planning our first meeting and social which will take place on December 9<sup>th</sup> at Occidental College in Los Angeles, CA.

Last year was a successful year for the New Professionals Committee, and Ryan-Jasen Henne and I hope to carry on the tradition of excellence. We cannot do this alone however. We need you to get involved! If you are excited about the goals of the New Professionals or if you find yourself wishing to get involved, this committee is a great place to start. Please let us know if you are interested in joining this committee and making a splash with us by emailing Ryan-Jason ([rhenne@oxy.edu](mailto:rhenne@oxy.edu)) or me ([Allison.Myers@ccmail.nevada.edu](mailto:Allison.Myers@ccmail.nevada.edu)). We are always open to new members!

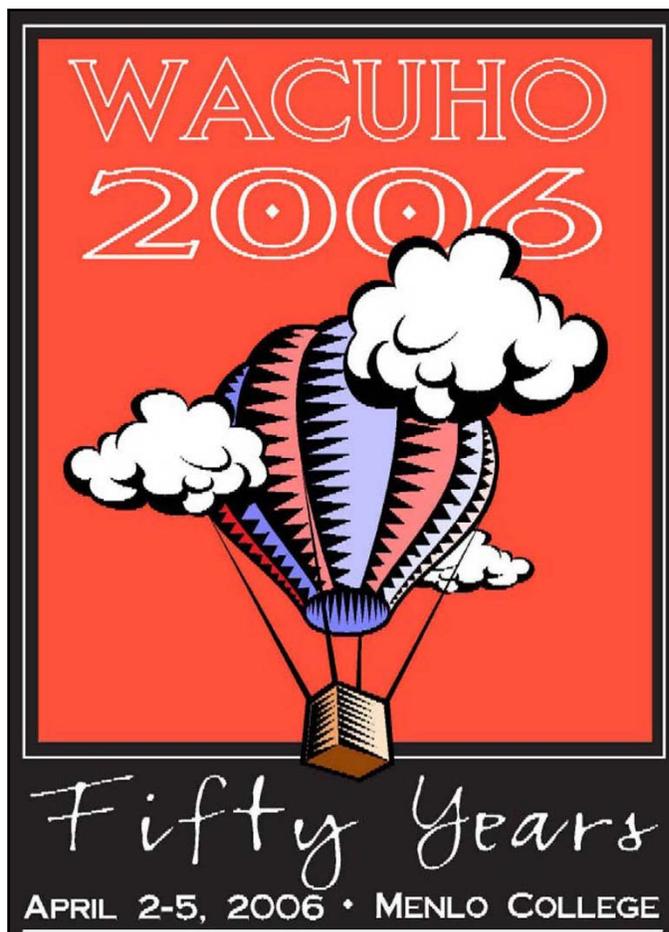
— Alli Myers St. John, New Professionals Committee Co-chair

## Western Training Institute

The Western Training Institute (WTI) committee is pleased to announce the dates and location of our upcoming conference. We are very excited to return to the University of Nevada, Reno for a second year in a row! The conference is scheduled for January 26th through January 29th. Our theme for WTI 2006 is C.H.A.N.G.E. (Commitment, Helping, Action-oriented, Networking, Growth, Enlighten) and the committee has worked extremely hard to offer a range of topics that will appeal to a diverse audience. From new professionals to seasoned housing officers, from residence life to housing administration and dining services, there will be something for everyone! Please consider joining us for this wonderful event.

Our next two WTI meetings will be held on November 7th at the University of Nevada, Reno and December 12th at Loyola Marymount University. If you have further questions please do not hesitate to contact either Mary Tregoning at UC Riverside (951) 827-5972 or Renae Wilkerson at Cal State, San Bernardino (909) 473-7800. The committee would like to thank you for your time. We hope you think about joining us in Reno this January!

— Mary Tregoning and Renae Wilkerson, WTI Co-Chairs



## Save the Date!

April 2-5, 2006

WACUHO Annual Conference  
"Around the Region in 50 Years:  
Sharing Our Past, Shaping Our  
Future"

50th Anniversary Conference  
Hyatt Regency, San Francisco  
Airport

Hosted by Menlo College

# Committee Directory

Need to contact a committee chairperson but aren't sure how to do it?

Surf the WAVES for the information you seek!

---

## Academic Relations &

### Residential Life

James Smith

UC Riverside

[academicrelations@wacuho.org](mailto:academicrelations@wacuho.org)

### Annual Conference

Jose Andalis

Menlo College

[annualconference@wacuho.org](mailto:annualconference@wacuho.org)

### Apartment & Community Living

Chair position vacant

## Awards & Recognition

Alex Belisario

UC Santa Cruz

[presidentelect@wacuho.org](mailto:presidentelect@wacuho.org)

### By-Laws

Martin Castillo

San Jose State University

[vicepresident@wacuho.org](mailto:vicepresident@wacuho.org)

### Conference Services

Kathi Spittel

University of San Diego

[conferenceservices@wacuho.org](mailto:conferenceservices@wacuho.org)

### Corporate Relations

Philippe Cumia

San Francisco State

University

[corporaterelations@wacuho.org](mailto:corporaterelations@wacuho.org)

## Diversity & Affirmative

### Action

Gerald Parham

UC Irvine

[daachair@wacuho.org](mailto:daachair@wacuho.org)

### Exhibits & Displays

Jim (JB) Brock

Pepperdine University

[exhibitschair@wacuho.org](mailto:exhibitschair@wacuho.org)

### Facilities

Theresa Frank

Loyola Marymount University

[facilities@wacuho.org](mailto:facilities@wacuho.org)

### Finance Advisory

Brenda Andrews

Cal Poly Pomona

Foundation, Inc

[finance@wacuho.org](mailto:finance@wacuho.org)

### Historian

Patricia Francisco

San Diego State

University

[historian@wacuho.org](mailto:historian@wacuho.org)

### Host

Catie McCorry-Andalis

(continued on page 16)

## Committee Directory (continued)

Menlo College

[hostchair@wacuho.org](mailto:hostchair@wacuho.org)

### Legislative Affairs/ Research & Information

Patricia Francisco

San Diego State University

[legislative@wacuho.org](mailto:legislative@wacuho.org)

### New Professionals

Ryan-Jasen Henne,

Occidental College

Alli Myers St. John, UNLV

[newpros@wacuho.org](mailto:newpros@wacuho.org)

### Nominations

Happy Cimenski-  
Almogela

CSU San Bernardino

[nominations@wacuho.org](mailto:nominations@wacuho.org)

### Program

Elizabeth Peterson,  
Occidental College

Tim Trevan, CSU  
Northridge

[program-  
chair@wacuho.org](mailto:program-chair@wacuho.org)

### RAP, Central

Ryan Burtanog

Woodbury University

[c-rap@wacuho.org](mailto:c-rap@wacuho.org)

### RAP, Island

Tommy Hamilton

University of Hawaii, Hilo

[irap@wacuho.org](mailto:irap@wacuho.org)

### RAP, Northern

David Rourke

San Francisco State

University

[nrap@wacuho.org](mailto:nrap@wacuho.org)

### RAP, Southern

Emily Sandoval

UC Riverside

[srap@wacuho.org](mailto:srap@wacuho.org)

### Religious & Spiritual Issues

Tyler Miller

Sonoma State University

[religious@wacuho.org](mailto:religious@wacuho.org)

### Substance Abuse Task Force

Richard Clark

UNLV

[substance-  
abuse@wacuho.org](mailto:substance-abuse@wacuho.org)

### Support Services

Cassandra Flores

Devry University

[support@wacuho.org](mailto:support@wacuho.org)

### Time and Place

Dana Pysz

UCLA

[timeand-  
place@wacuho.org](mailto:timeand-place@wacuho.org)

### Webmaster

Drew Chesen

UC Irvine

[dchesen@uci.edu](mailto:dchesen@uci.edu)

### WTI

Mary Tregoning,

UC Riverside

Renae Wilkerson, CSU  
San Bernardino

[wti@wacuho.org](mailto:wti@wacuho.org)

## 2005-2006 Executive Committee

It's a big job, but somebody has to do it! Here are the folks at the helm of our organization as we move into our 50th year.

### President

Andy Plumley  
Director of Housing Services  
UC Riverside  
[president@wacuho.org](mailto:president@wacuho.org)

### Member-at-Large, North

Brian Stevens  
Coordinator for Residential Education  
University of California, Santa Cruz  
[northMAL@wacuho.org](mailto:northMAL@wacuho.org)

### President Elect

Alex Belisario  
College Administrative Officer  
UC Santa Cruz  
Crown & Merrill Colleges  
[presidentelect@wacuho.org](mailto:presidentelect@wacuho.org)

### Member-at-Large, Central

Joseph Martinez  
Area Coordinator  
Occidental College  
[centralMAL@wacuho.org](mailto:centralMAL@wacuho.org)

### Vice President

Martin Castillo  
Associate Director, Administrative  
and Financial Operations  
San Jose State University  
[vicepresident@wacuho.org](mailto:vicepresident@wacuho.org)

### Member-at-Large, South

Jerica Turek  
Residential Life Coordinator  
University of Nevada, Las Vegas  
[southMAL@wacuho.org](mailto:southMAL@wacuho.org)

### Secretary

L.J. Hartig  
Resident Director  
University of San Diego  
[secretary@wacuho.org](mailto:secretary@wacuho.org)

### Newsletter Editor

Hallie Lewis  
Area Coordinator  
California College of the Arts  
[editor@wacuho.org](mailto:editor@wacuho.org)

### Treasurer

Staci Buchwald  
Associate Dean of Students  
Scripps College  
[treasurer@wacuho.org](mailto:treasurer@wacuho.org)

### Information and Technology Systems Chair

Robert Stephens  
Training and Staff Development  
Specialist  
UC Berkeley  
[tech@wacuho.org](mailto:tech@wacuho.org)