



## NCHO 2022

Monday, October 17<sup>th</sup>-

Wednesday, October 18<sup>th</sup>

Greensboro, North Carolina

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## Welcome Message

On behalf of the current NCHO Executive Committee, we are excited to welcome you to Greensboro, NC for our first in-person conference since 2019. We are looking forward to the opportunity to provide time to network and reconnect through the various options for engagement and attend sessions that will help us envision the future as a field.

## NCHO 2022 Theme

We were intentional with selecting the theme "Together Towards Tomorrow" to recognize the importance of teams coming together in collaboration to push towards a better tomorrow as we move from pandemic to endemic.

## NCHO 2022 Executive Committee

D'Najah Pendergrass, *President* (ACUHO-I)  
 Curtis CJ Jackson, *President-Elect* (NC State)  
 Alaina Harrison, *Past President* (Duke University)  
 Stephanie Rewitzer, *Business Manager* (UNC Charlotte)  
 Joey Gemuenden, *Member-at-Large* (WFU)  
 Ramona Richmond, *SHO Rep* (UNCSCA)  
 Victoria Jackson, *New Prof Rep* (William Peace Univ)  
 Erin Schneller, *ProDevo Committee Chair* (WFU)  
 Aaron Kidd, *ProDevo Committee Chair-select* (UNCG)  
 Gene Washington, *NCARH Liason* (WFU)  
 Nick Gawlik, *Technology Coordinator* (UNCSCA)  
 Tyler Placeres, *SEAHO Representative* (UNC Charlotte)  
 Whitney Caldwell, *HBCU Representative* (NC A&T State)  
 Aneshia Jerrals, *Assessment Coordinator* (Elon)  
 Jenny Sperry, *Communication Coordinator* (App State)  
 Gabriel Foust, *Grad Student Rep* (Western Carolina)  
 Donovan Smith, *Small College & Univ Rep* (Guilford)

## Keynote Speaker

Raven Scott is the Associate Director of Programming and Team Building for Leadership and Character at Wake Forest University. In her role, she facilitates workshops and experiences for students and staff including Call to Conversation, The Black Women's Leadership Retreat, and ongoing series with leaders of student organizations and athletics teams. Raven has spent her career educating in a variety of settings, from teaching high school in Jackson, Mississippi, to teaching English in Madrid, Spain, to developing leadership workshops for Strive: How You Lead Matters, a sports leadership non-profit. She also brings her skill for team building, facilitation, and relationship building to her own works as the founder of Chasing Light Collective and The Training Ground, two programs that support women in their personal discernment and leadership and volleyball team building program respectively. Raven holds an M.A. in curriculum and instruction from the University of Mississippi and is a certified Higher Education leadership coach through Rice University's Doerr Institute.

## Conference Schedule

Monday, October 17th, 2022

<b>Time</b>	<b>Session Block</b>	<b>Session Title</b>	<b>Location</b>
11:00am-1:00pm		NCHO Executive Council Business Meeting	Blue Ridge Room
12:00pm-6:00pm	Mother's Room		Cape Fear Room
3:00pm-6:00pm		Institutional Member Registration	2nd floor lobby
5:00pm-6:00pm		Newcomers Social	Marriott Bar Area
6:30pm-10:00pm		Opening Reception	Civil Rights Museum

Tuesday, October 18th, 2022

<b>Time</b>	<b>Session Block</b>	<b>Session Title</b>	<b>Location</b>
8:00am-6:00pm		NCHO Executive Council Basecamp	Blue Ridge Room
8:00am-6:00pm	Mother's Room		Cape Fear Room
8:00am-12:00pm		Institutional Member Registration	2nd floor lobby
8:00am-10:00am		Breakfast on your own	
8:00am-12:00pm		SHO Breakfast and Meeting	NC A&T
10:00am-10:45am	Session 1	Burnout: How Can We Serve Others When Our Heads Are Burning?	Triad West
		Avengers, Assemble!: Leading a Cohesive Team with Vision	Triad East
		Building a bridge towards community center accountability	Appalachian Room
	Session 2	I Can't Talk Right Now... I'm In RA Training	Triad West
		Navigating RHA on Your Campus – A Round Table	Triad East

11:00am-11:45am		Finding Time for Both; Navigating a Doctorate While Working Full Time	Appalachian Room
12:00pm-1:30pm	Lunch w/ Corporate Partners		Ballroom
2:00pm-2:45pm	Session 3	Charting a Course for Tomorrow: Creating an Inclusive Strategic Visioning Process	Triad West
		Yes, Coach: Understanding the Importance of Providing Effective Feedback	Triad Central
		Maintaining the Housing mission in a P3: Perspectives from a CD, Assoc. Director and a SHO	Triad East
		From the Classroom to the Staff Meeting	Appalachian Room
3:00pm-3:45pm	Affinity Roundtables	Professionals of Color	Triad West
		Live-In/On Professionals	Triad East
		Mid-Level Connection	Appalachian Room
4:00pm-5:00pm	NCHO Business Meeting		Triad West
6:00pm-7:00pm	New Professional Mixer		Marriott Bar Area
5:00pm-8:00pm	Dinner on your own		
7:30pm	NCHO Socials		Various Locations

Wednesday, October 19th, 2022

<b>Time</b>	<b>Session Block</b>	<b>Session Title</b>	<b>Location</b>
8:00am-2:00pm	Executive Council Basecamp		Blue Ridge Room
8:00am-2:00pm	Mother's Room		Cape Fear Room
8:00am-10:00am	Breakfast on your own		
10:00am-10:45am	Session 4	Assessment: A Housing Facilities Perspective	Triad West
		Dungeons Dragons and RAs: Making the team builders of tomorrow more magical!	Triad East
		Recruiting in a Free Agent Market	Appalachian Room
11:00am-11:45am	Affinity Roundtables	New Professionals/Grad	Triad West
		Women in Housing	Triad East
		Small College	Appalachian Room
12:00pm-2:00pm	Closing Luncheon		Ballroom
2:00pm-3:00pm	Incoming NCHO Executive Meeting		Blue Ridge Room

## Opening Reception

We are excited to host the Opening Reception at the International Civil Rights Center & Museum in Downtown Greensboro. Conference attendees will be able to explore the museum. The museum is roughly 0.4 miles from the conference hotel and will take roughly 10 minutes to walk over. There will not be transportation provided by the conference. We will have a welcome opening speech and short remarks during the evening to kickoff our 2022 NCHO Annual Conference!

More about The International Civil Rights Center & Museum:

The International Civil Rights Center & Museum opened in 2010 as a comprehensive museum of the Civil Rights Movement in the United States and an innovative educational organization devoted to understanding and advancing civil and human rights in this country and the world. It commemorates the Feb. 1, 1960, beginning of sit-ins at a whites-only lunch counter in Greensboro, by the N.C. A&T Four college students, reflecting careful planning carried out with colleagues at Bennett College. Their non-violent direct action challenged the American People to make good on promises of personal equality and civic inclusion enunciated in the Constitution. The fast-spreading Sit-In Movement ignited by the Greensboro protests served as a historical inflection point, renewing the Civil Rights Movement as a whole. ([Website](#))

## Educational Session Descriptions

### *Tuesday, October 18<sup>th</sup>- Session 1*

Burnout: How Can We Serve Others When Our Heads Are Burning?

Triad West

Presenter(s): Tyler Placeres and Reaiah Rutherford (UNC- Charlotte)

Are you a new professional who is overwhelmed? Are you looking for ways to address burnout as an Assistant Director? Our presentation will help identify burnout personally, address it systematically in your department, and give you the tools to create your own self-care plan. Learn from both an old and young live-in professional on how to navigate burnout in your career.

Avengers, Assemble!: Leading a Cohesive Team with Vision

Triad East

Presenter(s): Jazmin A. Clark (University of North Carolina School of the Arts)

This session is focused on leading a strong and cohesive team of professionals, through relationship building and connection. Join me on this journey as we use elements of the Marvel Universe to learn how to develop a Vivid Vision for your team. Discover ways to motivate your team to do the necessary work to better themselves and your department!

Building a bridge towards community center accountability

Appalachian Room

Presenter(s): Gia Rimi and Allie Clayton (Wake Forest University)

This program will discuss building and maintaining the partnership between RL&H and Conduct. This partnership supports a holistic view of accountability, recognizing not only the harm to the individuals involved, but the community. College students are in a unique position, both literally and emotionally, to learn and recognize their role in making their own community a better place.

### *Tuesday, October 18<sup>th</sup>- Session 2*

#### I Can't Talk Right Now... I'm In RA Training

Triad West

Presenter(s): Medina Thompson and Erin Schneller (Wake Forest University)

What are your first thoughts when you hear RA training? For some it may be excitement, others it may be dread. At Wake Forest University, we have worked to continuously improve the training experience for our RA staff. Come join this session to learn more about trends, new approaches to training, and our goals moving forward.

#### Navigating RHA on Your Campus – A Round Table

Triad East

Presenter(s): Jenny Sperry (Appalachian State University)

Is RHA struggling on your campus? Join this session to discuss with colleagues in the state about how RHA is doing on their campuses and ways to make the valuable student organization stronger.

#### Finding Time for Both; Navigating a Doctorate While Working Full Time

Appalachian Room

Presenter(s): Jameco McKenzie, Labrea Pringle, and Savannah Matherly (NC State University)

Yes you can! This presentation will explore the experiences of doctoral students who work full-time in University Housing. The presenters will help participants unpack their why, demystify the application process, and share effective strategies for success in developing school/work/life synergy while pursuing an advanced degree and working full-time in University Housing.

### *Tuesday, October 18<sup>th</sup>- Session 3*

#### Charting a Course for Tomorrow: Creating an Inclusive Strategic Visioning Process

Triad West

Presenter(s): Matt Clifford (Wake Forest University)

Setting a vision for the future is one of the most important responsibilities for a leader. Unleashing the creativity of your department and engaging all staff members in a visioning process is empowering and powerful work. This session will lead participants through the benefits of strategic visioning and a planning process using the example of Wake Forest University.

#### Yes, Coach: Understanding the Importance of Providing Effective Feedback

Triad Central

Presenter(s): Curtis (CJ) Jackson Jr. (NC State)

Have you ever wondered why our brains don't react well to feedback? Have you ever felt the need to defend yourself when someone was providing you with feedback? When executed well, feedback can be integral to the success of individuals and their organizations. During this session, participants will be introduced to two (2) tools (SCARF & DEEP) to aid supervisors in providing effective feedback. Participants will have the opportunity to apply these two tools to past or present situations to aid them in assessing their effectiveness in providing feedback.

#### Maintaining the Housing mission in a P3: Perspectives from a CD, Assoc. Director and a SHO.

Presenter(s): Zach Johnson, Allan Blattner, Ashley Gray (UNC- Chapel Hill)

Triad East

This presentation will provide a brief history of Public Private Partnerships (P3) and how they operate, both in general and specifically at Carolina. There can be several challenges when integrating the Residence Life philosophy and structure into the P3 Partnership. Come learn strategies for building a successful partnership and ensuring the ResEd mission is honored within the P3 partnership.

From the Classroom to the Staff Meeting

Appalachian Room

Presenter(s): Madison Kendrick and Kayla Harvey (Wake Forest University)

When RA's are offered their positions there is a contingency clause based on academic and conduct. We ask them to not only possess leadership qualities but academic strength. Wake Forest University is striving to cultivate holistic care for student staff that extends beyond 1:1's and provides formal support in conjunction with campus partners via an Academic Support Program.

*Wednesday, October 19<sup>th</sup>- Session 4*Assessment: A Housing Facilities Perspective

Triad West

Presenter(s): Peter Fraccaroli and Scott Wallace (NC State University)

The physical space in residential communities has a huge impact on the student experience. Our operational approach and the condition of our facilities requires continual assessment to maintain high levels of customer service. This session focuses on what we assess, how it guides changes to our Housing operation, and why it is important to the student experience.

Dungeons Dragons and RAs: Making the team builders of tomorrow more magical!

Triad East

Presenter(s): Patrick Preudhomme (UNC-Chapel Hill)

Grab your dice and prepare to roll your way through Dungeons Dragons and RAs, a fun and informative session that will mix things up and have staff excited for more "ice breakers." Everyone facilitates team builders but not everyone does it well. This session will help you be more intentional/thoughtful and make activities of tomorrow a "natural 20" (success)!

Recruiting in a Free Agent Market

Appalachian Room

Presenter(s): D'Najah Pendergrass

In professional sports, a free agent is a player who is eligible to sign with other clubs or franchises or is under contract at present but who is allowed to solicit offers from other teams. Learn how a "free-agent" approach to recruiting and interviewing can be beneficial in our work. We'll discuss: What employees are looking for; How the "Free Agent" notion can (re)frame a higher manager's approach to competitively marketing your organization to job seekers, and How it can (re)frame your assessment of candidates.

## Affinity Roundtables

Roundtable discussions provide a wonderful opportunity for participants to get together in an informal setting to examine issues as they relate to housing and residence life for the roles we are in and/or the identities we hold. While there is no formal agenda, the facilitators have prepared a few questions to get the conversation started, but we truly want the group to take the conversation where they would like. Facilitators are well versed in the issues important to each community and are excited to engage group members in the discussion.

### *Tuesday, October 18<sup>th</sup>*

Professionals of Color will be hosted in Triad West  
 Live-In/On Professionals will be hosted in Triad East  
 Mid-Level Connection will be hosted in Appalachian Room

### *Wednesday, October 19<sup>th</sup>*

New Professionals/Graduates will be hosted in Triad West  
 Women in Housing will be hosted in Triad East  
 Small College will be hosted in Appalachian Room

**We want to extend a special thank you to  
 Southwest Contract  
 for being the Sponsor for this year's Roundtable Series.**

**SOUTHWEST ■ CONTRACT**

## Vendor Fair

We excited to welcome the following vendors during our vendor fair lunch:

BedLoft/EcoMax	Grad Guard
The Brill Company	IFB Solutions
Caldwell & Gregory	SmartRent
Carolina Furnishing Design	Southwest Contract
College Products	Standards for Living
CORT	StarRez
Foliot	ULoft

## Tuesday Night Socials

*New Professionals Social*

6:00pm-7:00pm Marriot Bar Area

Looking to grow your professional network? Join us for the New Professionals Social to meet other new North Carolina housing professionals.

*NCHO Sponsored Socials*

Starting at 7:30pm

*Southend Brewery* - Fourteen taps of premium craft beer brewed in house, a gorgeous outdoor patio located in the heart of downtown Greensboro's SouthEnd, and a deliciously crafted food menu for every palette. SouthEnd Brewing Co. is the ultimate place to relax, have a beer, grab a bite, and strike up a conversation.

*Natty Greene's* - Natty Greene's Downtown has been located in the heart of Greensboro since 2004. In addition to great beer, Natty's Downtown features a variety of delicious food options from traditional pub fare to healthy options, and a kid's menu to keep the whole family happy. While you're here, enjoy the game on one of our many large TV's. Our outdoor patio is perfect for chillin' on a sunny day.

*Boxcar Bar and Arcade* - Greensboro's ultimate arcade bar. Boxcar Bar + Arcade in downtown Greensboro is home to over 100 arcade-style games (including classic arcades, Skee-ball, air hockey, pinball, game consoles and more), a full bar (including 24 craft American drafts) and an outdoor, wood-fired pizza kitchen. You'll find daily drink specials, free weekly tournaments, live music & other special and recurring events - as well as year-round, covered outdoor seating and a dog-friendly environment.

NCHO Representatives will be at each of the locations starting at 7:30pm. While NCHO is not providing any drink tickets or food options, we will welcome all members of the NCHO Annual Conference to enjoy some Tuesday night fun and connections with other members. Each location offers a different vibe and atmosphere, so check out all three options during your Tuesday evening! We can't wait to see you there!

## Thank you

As the incoming NCHO president and on behalf of the executive board, I would like to thank you for your continued support of NCHO. We look forward to seeing you and offering you a conference experience to aid you in fostering your continued professional development. We have 20 amazing vendors and 13 educational sessions being facilitated by individuals ready to share their expertise and lessons learned with you as you continue to navigate your professional journey. I am very excited to meet you and engage with you at the conference.

See you in Greensboro!

-Curtis "CJ" Jackson Jr.

## Conference Hosts Needed

If your institution is interested in hosting an NCHO Conference in 2023, 2024, or 2025, please reach out to [president.elect.ncho@gmail.com](mailto:president.elect.ncho@gmail.com). We hope to release materials soon to share more about what it takes to host a conference for those who have never done so before or need a refresher on the process!