WACUHO Executive Committee Meeting

January 27-29, 2013

1. Call to order- 12:26pm
2. Icebreaker—What is your favorite APP and why?
3. Agenda Review: Additions, deletions, changes
4. Review and Approval of Minutes
	1. James motions to approve the minutes from Oct 12th, Ramona seconds. Vote: 7-0-0. Motion passes.
	2. Tiffany motions to approve the minutes from November 29th, Mario seconds. Vote: 7-0-0.
5. Liaison Reports
	1. Tiffany Taylor, MAL-North
		1. Need to look at a way to better publicize committees on our website, a more intuitive way that we can easily refer members to. It is in the Leadership Manual (LM), but no quick way to see what they are about on the web.
	2. Kelly Cole, Newsletter
	3. Ramona Hernandez, President- Elect
	4. James Smith, Treasurer
	5. Tyler Miller, Vice President
	6. Noah Kaloostian, MAL- Central
	7. Staci Buchwald, President
	8. Jason Lu, Tech and Info Coordinator
	9. Mario Rodriguez, MAL- South
	10. Elizabeth Miller, Secretary
6. Old Business
	1. ACUHO-I updates
		1. What do we want to put in our quarterly report to them?
			1. Conferences, RAPs, awards, the wiki LM, the climate survey, initiatives at institutions regarding sustainability, number of diversity programs at RAP’s, external audit information, exploring opportunities for middle management, diversity topics we cover (we move beyond race, the sessions at WACE, complex conversations & topics), and Doctoral programs – is it becoming a trend, is it for pro development.
	2. Results from CHO Survey- Tyler
		1. How was the survey distributed? Current email lists that members sign up for online individually. There are concerns over how up-to-date the list serve is, and how to improve. Jason – if there ever is an email sent back, or a message that someone isn’t there anymore, they are removed from the list.
			1. Tech – can Sunny do a ‘drive’ or marketing of sorts to increase participation?
		2. CHO survey:
			1. 40% response rate (27 out of 67)
			2. Tyler distributed survey results for CHO survey and membership survey. See the end of minutes for results.
		3. Membership survey:
			1. 19.6% return (152 our of 774)
			2. Note – most reported not being involved in WACUHO
			3. Those who attend conferences are much more likely to be involved.
		4. Picking a winner for the survey prizes. Used Random.org to find a number, then used it to pick a winner. Winners are:
			1. 30 – Gerald Parham, UC Irvine
			2. 5 – Elizabeth Vincent, UC Santa Barbara
			3. 23- Jacob Hanley, CSU Channel Islands
		5. Moving forward
			1. Present findings at conference, discuss during business meeting, put in WAVES article, share on web page.
				1. “Where do we go from here, implications for the future” – program session.
			2. Anything else to look more into with the results (filtering)? Look into committee involvement and if it leads to other involvement.
			3. Make recommendations as part of this year’s exec, to help guide future exec committees. Make sure there is momentum to go forward. ‘You spoke, we heard, here’s what’s changing’.
		6. Initial recommendations
			1. Budget concerns, people not attending due to professional development funds. Possible generational differences about what entails ‘professional development funds’ and that it all comes from institution, and not personal funds.
				1. Address it in different ways – blog, WAVES, etc.
				2. Review purpose of conference
			2. Find a home for the ‘Welcome Wagon”?
			3. Membership does not know what we are doing, how to get involved.
			4. Marketing position. Until now has been a shared responsibility. What are some of the marketing things that need to happen? Someone to streamline some of the processes.
			5. Revisit at end of new business on Tuesday to figure out what we want to do with it. Think about themes that come out, then what recommendations we have. Think about what we do now, and what we recommend for next exec.
		7. Review of survey –
			1. We need to focus on one topic, make recommendations, and move forward. We can discuss challenges over and over, but we need to take action and fix some things. Currently communication appears to be a roadblock that presents an initial challenge to all members.
				1. Move forward with Past President’s committee, and engage them in discussions about the future, since they are aware of the history.
				2. Our membership is based (often) on support by CHO’s. If the CHO does not value membership, their departments most likely will not be involved.
			2. Themes that emerged, followed by some recommendations (after communication, stopped when decided further reflection was needed to assist with productive discussion. Will review and discuss at next phone meeting):
				1. Communication

Perform an audit of our communication structure to identify what we have, what is actually being used, what works, what does not, what opportunities are there.

Development of a communication plan; policies and guidelines that are published to help members/chairs/exec be transparent and provide quick/easy resources.

Our communication is ‘all over the place’ on our website and the LM – need concise document/location to share.

Possible development of a ‘Marketing/communication’ position.

Move beyond an emphasis on Facebook for communication.

Revive the ‘Welcome Wagon’ – a new members ‘handbook’.

More intentional means of communication from Exec to campuses and members. I.E. – have exec outreach to campuses and meet (in person or virtually) with a department and those interested. More than just emails, have a personal connection.

Resolve membership database issue.

Possibly create a WACUHO liaison on each campus, identify someone who can assist with getting information out and connecting with us. It could be the CHO, but they are busy people, so maybe someone else can be dedicated.

* + - * 1. There is currently a strong emphasis in Res Life (area of strength), and a request to broaden it.

Kelly – do we own that Res Life is our strength? Other areas do not see us as meeting their needs, but there are other associations out there that do? What are we offering other areas?

There may always be the perception it is slanted toward Res Life, but we can be aware of that and connecting it to other areas.

* + - * 1. There is a feeling of clique-iness, and we need to broaden our reach and feeling of inclusion
				2. What is the role of the CHO in the association?
				3. Online professional development offerings desired (i.e. webinars).
				4. Lower cost professional development opportunities.
				5. Diversity of membership is not as high – cultural/racial.
				6. New professionals is a strength, but need to expand mid- and CHO- level outreach and opportunities.
				7. Some members feel they have ‘put in their time’ or are not interested in involvement for a number of reason, so we must focus on what we can do.
			1. Survey brought up larger, soul-searching type questions. Who are we, what are WACUHO’s values, what is our purpose, etc.
				1. Tyler and Ramona speak off-line to think of a session to present at WACE about issues and get feedback from members.
				2. Send individual email to CHO’s for them to review survey, and invite them to session at WACE. Possibly start with WAVES article to get it started, share some information and publicize to entire membership.
				3. Kelly – when sharing survey be sure to share limitations (response rate, who responded, etc.).
				4. Do focus groups with the surveys.
				5. Ensure we ‘evangelize’ and outreach to CHO groups such as the UC and CSU CHO groups, that meet at least once a year. See if we can have a rep provide updates.
	1. Time and Place Call for WACE Bids for 2014- Ramona
		1. The call for bids occurred during the pre-conference WAVES in March 2012. A bid was submitted by CSU Chanel Islands to the Time & Place Committee.
		2. Was it clear enough that there was a bid out? It was in the pre-conference WAVES in 2012 and announced at the conference.
		3. Bid from CSU Channel Islands – Liz presented.
		4. Noah motions to accept the bid for 2014 WACE hosted by CSU Channel Islands, at Embassy Suites Mandalay Beach Hotel & Resort or Westlake Plaza Hyatt, with the preference of Embassy Suites Mandalay Beach Hotel Resort. Mario seconds. Vote: 6-0-0. Motion passes. (Liz did not sit in due to conflict of interest)
			1. Discussion – negotiate room block, meal minimum, AV costs, ask for contract to see the details, transition meeting details (June 2-4th).
	2. Update on Financial Audit- James and Staci
		1. Process: FAC met, Cindy has turned over the books to Marcia Noone. Marcia reports everything is okay so far. James suspects there may be a lot of things that we will need to do or change. Marcia will give recommendations to FAC, and then they will give to Exec, this will take some time. FAC spent some time reviewing the agreement for Marcia Noone, because the agreement was very ‘legalese’. We are expecting some recommendations to change some of the ways we do business. Goal is for this to be done by the business meeting, but for it to be a large discussion item for next exec meeting, business meeting, etc. We have to be ready to act quickly on whatever findings come back, so that it is not just ‘left’ for Ramona and next exec.
		2. Any expectations of changes? James – not sure, but imagines we will need to figure out how we do our scholarships and awards, especially regarding terminology and how that affects tax status. Award is a reimbursement, and not taxable; scholarship is not a reimbursement, and is taxable, for example. We may have to have 1099 forms involved…. We need to figure this out (which is why the audit is happening). New pro discounts, exec travel, every gift card given out, etc.
	3. Marketing position update
		1. Kelly – talk with tech person to see how they can be involved in it. Possibly a ‘Marking & Communications Coordinator’. It took her a lot of time to learn Dreamweaver, and then focus was on Linked In and newsletter.
		2. Tyler – have someone to help keep others’ accountable, organize efforts, in the past a lot of this has gone to tech, but not necessarily their ‘job’.
		3. Jason – this can be the person to finally resolve the issues of using all the social networks (twitter, linked in, Facebook, etc.). They can be the keeper of information, and work with Tech to get it out. This can alleviate our communication issues with email digest, WAVES articles, a concentrated ‘firing’ of our communication.
		4. Staci – another region has created a social media position, that monitors this area. It is their first area, so not sure if they have a lot of feedback. Thinks it is MACUHO (mid-Atlantic).
		5. James – wasn’t this part of the newsletter editor? Technology has changed that with the amount of social media out there and what it entails in terms of time & commitment.
		6. Kelly – last year Josh managed a lot of the social media, was that part of VP role?
			1. Staci – initially it was thought that committees could use the Facebook page, and that’s how it went to VP. Looking at Facebook now, it does not have a lot of structure. There is room for development.
		7. We need to look at monitoring social media. Not sure if right now it is a separate position, or if it is someone who ‘reports’ or liaisons with exec position. Is it someone on tech & info committee, do we bring back newsletter committee?
		8. Ramona – possibly this becomes a committee, and it can be a lead-in to the newsletter committee, much like the tech & info committee leads into the tech coordinator. Agree that right now it is not clear.
		9. Kelly – some things she was not aware of coming in. Idea of committee is great, but it would be helpful to have an advisor to assit in filtering through the information.
		10. Jason – WAVES and the email updates seem like the same thing. (WAVES used to be printed) Now it seems like duplicated efforts.
		11. Staci – thought was to hit multiple people in multiple ways.
		12. Are we not using the website the way we should? What are the differences between the types of communication? Maybe the WAVES needs to look a little different, a little more feature-focused, with updates are saved for the emails. What tool are we using for which information – need a communication plan/guideline.
			1. WAVES be more professional development and showcasing (a la Talking Stick).
			2. Webpage be more for announcements (i.e. open registration).
			3. Emails be regular updates and information.
		13. Tyler – WAVES deadlines was a motivator for some committees to get things done.
		14. The evolution of communication – paper WAVES, directories, welcome wagon, etc. has all gone electronic. Then learning different programs (i.e. Dreamweaver) and the learning process takes as much time as committee appointments.
		15. Our email contact lists/membership list is a bigger issue. The right people getting the email.
		16. Who are we serving, who is our membership? Getting info from CHO down to entry-level or non-res life areas.
		17. Tiffany - We need to make bigger decisions (i.e. website, wiki, etc) before determining who takes care of them. We should start with the website. Need to think about processes, policies, and basics.
		18. Tyler – need comprehensive communication plan, and how we will market to our members, then use that to determine website. Not a position, but a long term plan that relates to our values and our members.
		19. Kelly – person (new committee or role) can come in and help craft a communication plan.
		20. Tyler – what happened to strategic plan, was communication part of it? When are we going to hear about it?
		21. Staci – we could do a communication audit and work toward a plan, it’s been done before. Let’s give Kelly ideas for what a marketing person could be working towards.
		22. Ramona – proposes that we can do some short-term things now, but there are also long term. Kelly continue working on what this would look like, and at our transition meeting we talk with incoming exec about it, it can be a focus of transition meeting. If we can start something, and send it to them before the meeting, so they can hit the ground working. Need to start thinking now what we can recommend to next year’s group.
			1. What are our tools now, how are they working, what add, what eliminate?
			2. What is the type of communications are needed?
			3. Who is responsible?
			4. Find old plan in archives.
			5. What messages/themes do we want to see continue on into the future?
		23. Tyler – can we make transition meeting more like a retreat, do some planning items together. Less business and more vision.
			1. Staci – that’s how it used to be. Not necessarily new business talked about, but planning for future. It may create an extra day of work and require an association reserve request to increase per diem, but that is possible.
			2. Ramona and Staci will work together to create a transition meeting ‘retreat’ and address communication issues.
		24. Regarding marketing/communication position – discuss skills and abilities we are looking for in this position:
			1. Overall marketing timeline.
			2. Creative.
			3. Well versed and active in social media/technology.
			4. Comfortable with learning new technologies.
			5. Liaison with programmatic committees.
			6. Concept of branding.
		25. Also need to focus on now, and addressing current communication issues.
1. Encouraging members to run for exec
	1. Shoulder tap according to the potential candidate’s skill set
	2. Look far and wide for qualified candidates
	3. Publicize positions well (Nominations) so we get a breadth of candidates, so it is not just ‘who you know’
2. Other items?
3. New Business
	1. Financial Review- James
		1. Distribution of November and December budget.
		2. Distribution of membership list. MAL’s focus on institutions that typically register and have not yet.
		3. Transfers as much as possible to investments to earn interest, and it has been going well.
	2. Non Profit Status Lapse- James and Staci
		1. Received notice it had lapsed, and is working with Marcia to get it back. Seems like it was an officers list that was not submitted that may have caused it to lapse.
		2. Marcia feels that it should not be a problem. She asked questions about when officially we switched from CACUHO to WACUHO, James is working with historian to find year. Thinking it is about 1992 or 1993. As late as 2000 our taxes were listed as CACUHO.
		3. Look with past presidents. Actual change was in 1996, but need to know when tax ID number changed.
		4. James – ‘Declaration of corporation’ formed in 1973 or 1975, and IRS no longer has that document. There is a form from 1987 that lists tax ID number and formation date, but it says CACUHO. It is possible that we are still CACUHO, but we do file as WACUHO.
		5. This affects how we do business, and so it is being researched and resolved.
		6. Ramona suggests asking Rick Hagan, who was involved in FAC and Exec during the time of the change.
	3. Reserve Requests- James
		1. PMI – Noah motions to approve the $1000 reserve funds requests from program reserve fund from the PMI committee co-chairs. Mario seconds. Vote: 7-0-0. Motion passes.
			1. Discussion: Registration is $82 per person for two days, one night lodging and 3 meals. Projecting 12 attendees. This is about half their budget, other budget is meals, lodging, and supplies.
				1. This should be accounted for in their registration. Feeling that if we do it for one group, we should do if for all.
				2. At least it is for honorarium and travel for scholars, and not memorabilia.
				3. Last year scholars were local, so there was no travel, and that’s why it was not needed for last year’s PMI. This year, scholars are traveling across the state.
				4. What is communicated to chairs about what they can request for? Only programmatic committee – can be extra busses, a book for the committee, speakers.
				5. Have future chairs think about pricing themselves realistically for what they are offering. Keeping costs low is great, but can be reasonable higher to be in line with actual costs.
		2. Spiritual & Religious Issues Committee – requesting Association Reserve Funds to purchase 8 copies of ‘Cultivating the Spirit: How college can enhance students’ inner lives’ by Astin, Astin, and Lindholm in the amount of 243.92. Mario motions to approve an Association Reserve Fund in the amount of $243.92 from the Religious and Spiritual Issues Committee to purchase 8 copies of ‘Cultivating the Spirit: How college can enhance students’ inner lives’ for the committee. Noah seconds. Vote 7-0-0. Motion passes.
			1. Discussion. Committee members read book, discusses, and then presents at WACE. Perhaps a 9th copy purchased and given away at the conference?
	4. WACUHO Cloud Storage- Jason
		1. Background – WACE asked if there was a way, similar to Drop Box, that could facilitate real-time collaboration…. Answer is no. A couple of issues:
			1. One version is a cloud service Jason set up on our own web server (wacuho.org.cloud), but it is an open source solution and our server is not that fast, so not immediate. Would be free and have 300 kb of space, which would be enough.
			2. Solution two is purchasing a service (pause for dramatic effect). Jason created a spreadsheet with different options looking at price, storage, etc. They can be costly depending on number of users (costs provided are based on non-profit).
			3. Solution three is using the Forum. It is hosted third party and only has 100 kb of space, which would fill up quickly. Would take a lot of time for tech coordinator to update.
			4. Solution four is Google Apps for our website. Would require a fee, and an up to date 501c (nonprofit). Google Apps would be like a Gmail account, but it would be org based.
		2. This service could be the price of doing business, so prepared to spend funds to have this ability. It would ensure that documents are kept, and do not hold up people from getting info year to year. It is a more sustainable practice.
		3. How much space do we need? Jason recommends 100 gb, and would go with either Egnyte ($840/year for 10 users), Cubby ($83/yr for 1 user), or Drop box ($556/yr for 5 users). Jason imagines one exec log-in, others for conference chairs, and for programmatic chairs.
		4. Ramona – important to look at how to fit into the budget. This is an annual commitment.
		5. Jason – contact possible services and ask about number of users, and have a reserve request ready by the February phone meeting. Possibly contact corporate partners to see if they provide something similar or have advice. Ask corporations if they’d like to become a partner.
	5. Dealing with Committee Chair resignations and replacements- Staci and Tyler
		1. EDA concern. Piya is now in charge of conferences, but still does duty for housing (admin duty). She is still willing to be chair, but we need clarification if they are not directly involved in housing if it counts.
		2. In the past the CHO confirmed that the member still had a significant role in housing. In this case Piya believes her Dean may not provide confirmation that she is still housing affiliated.
		3. In the LM it says membership is open to institutions of higher ed (Pomona College is a paid member) – it does not clarify individual members.
		4. James motions to keep Piya Bose on the EDA committee as a co-chair for the remainder of the 2012-2013 year. Ramona seconds. Vote:7-0-0. Motion passes.
			1. Discussion – Staci’s concern is if she would be allowed to attend WACE. If she can provide leadership and direction, attendance may not be completely necessary.
		5. Do we need to create a policy to deal with mid-year vacancies? A related issue is that membership definition is not clear – what defines an individual member? Is this enough of a trend to warrant a new policy?
		6. For now keep it situation based and nebulous, so we can respond to the need of the association/membership at the time.
	6. Financial Feasibility of WTI and PMI- Staci (1/27/13 @ 3:56pm)
		1. These programs have been financially behind the last 3 years. Both programs are reasonably priced, the chairs have done a good job at keeping costs down, but the registration is not there. $2000 loss in 2011, and $2800 loss in 2012, but surpluses a couple of years before that.
		2. This conversation is not about chairs (and their hard work), or the value of the experience, just the financial feasibility. What do we do with what is happening now, and how does that affect the future.
		3. James – there is a ‘wave’ with PMI and WTI regards to registration, it will go down a few years, and then go up.
		4. Current WTI
			1. Is two weeks away, and only 4 people registered as of Jan 27th (budget based on 25 people). Currently there is no cutoff date for registration.
		5. What do we do now? WTI is looking at as low as 4 people, and as much as 10-15 people. Do we go forward regardless, or add a ‘drop dead’ date as far as registration? Majority of items on the budget are food, scholar travel, and lodging.
			1. Must hit 10-12 people.
			2. $2652 catering bill, $3320 lodging, $80 keynote lodging. ($5380 total) Lodging will most likely only charge us what is used, not total amount.
			3. How many participants is worth it for the scholars?
			4. Noah – committee got conference items posted later than preferred, things were just behind. Committee talked about low numbers and what they are doing to spread the word.
				1. Budget based on 25, there was not discussion on how many they needed in order to have the conference.
				2. Catering will adjust costs to attendance, if cancelled would give us credit.
				3. Scholars are good with any number of attendees.
				4. Currently no contract with Hillgard House, but they will charge us only what is used.
				5. Deadline to register is February 6th. Conference starts on Feb 10th.
				6. At this point, the registration is what it is (currently 5 registered attendees). Provide chairs advice to put in their report that next year they need to start earlier and have earlier deadlines. Past attendees report how much of a value it is, but we must also be fiscally prudent.
		6. PMI
			1. More flexible budget.
			2. Are adding a registration deadline.
		7. What to think about for future years:
			1. Tyler – bigger issue with programmatic committees. They do their conference and then they are done. What do they do after the conference? How can we push for committees to look for future hosts or help market committee involvement after WACE to new members?
			2. Do we need more blanket registration policies and guidelines? Does exec need to provide a deadline for registration? More focus on timelines? More accountability?
	7. ACCED-ID Partnership at WACE- Ramona
		1. This group is for conference service professionals, and many of our members also belong to this group (as it is more focused on their needs). Ramona had discussions with conference services chair, Brandon Pettit, and they report they use ACCED-ID for that support and professional development.
		2. Conference Services would like to have a session at WACE and have this association present, although we do not have a formal relationship with them.
		3. ACUHO-I has a formal relationship with them, Ramona believes, but we will have to check.
		4. WACUHO does not have any formal language or relationship with group outside of ACUHO-I. Right now we’re just looking at if is okay for them to come in to present, without paying registration. We can have a co-presenter (as long as one is a member) and present at session, as long as they are not staying for conference.
		5. This brings up what we saw in the survey, and this might be a way to bring support to areas outside of res life. This is a resource we may not have offered before.
		6. Last joint activity we had was a conference with NWACUHO.
		7. If it fits our mission, and is a partnership, it could be appropriate.
	8. Committee Lists for Awards and Rec- Staci
		1. Go to all chairs we liaison with to see if the committee lists are accurate. Those on the list are accurate, names are spelled correctly, etc.
	9. RW Gang, JB Brock, and Charles Miller Award- Staci and Ramona
		1. WAVES articles have been submitted to Kelly for Charles Miller Award. Served on at least 3 committees, chaired at least 2 or served on Exec, contributions reflect commitment can service beyond regular involvement. Awards & Recognition would read and determine award recipient. Ramona needs to set a deadline and will work with A & R to do that, we need the names within a month so the plaques can be ordered. Looking at soft deadline nomination by mid-February.
		2. JB Brock – ‘the spirit of WACUHO’ more than normal service by a committee chair. Ramona wants to put forth Mako Ushihara – he is a quiet leader, very humble, helps solves problems when he sees them, really steps up when needed.
			1. Ramona motions that Mako Ushirara is recognized as the JB Brock Spirit of WACUHO award recipient. Vote: 7-0-0. Motion passes.
			2. Note – this award kept a secret until WACE.
		3. RW Gang – corporate partner award given to an exhibitor.
	10. Informal Region Socials
		1. Central-South region talked informally about having a combined social. A social meets drive-in type event: A meet and greet combined (2-3pm), professional development (how to move up) (3-4pm), a roundtable with seasoned professionals (4-5pm), and general social afterward (5-7pm).
			1. Collaboration with New Pro’s. Possibly March 1st from 2-7pm. It would be no host (participants pay own costs).
		2. Northern region has informal gatherings, and will increase reach of invitations so it’s not just passed on.
		3. Just ensure socials are tied in to New Pro’s committee. Let committee chairs know.
		4. Have to think about liability if it is more than an informal social.
		5. Noah and Mario will put more info together and post on Forum.
	11. Website review
		1. Jason is not sure what to do next, suggests a timeline of activation/implementation. Right now we have two websites, the old/current one, and the new WordPress based version.
		2. Initially the $8,000 spend in the past was for the Dreamweaver and website, but it was not as easy to use as was proposed. In the past you had to pay to have a website design and update it. The updating of the site Jason is proposing is simpler and more intuitive.
		3. Tyler motions to transition the WACUHO website over to our WordPress site and allow the technology coordinator to roll out the transition at the end of the WACE 2013. Tiffany seconds (excitedly). Vote: 7-0-0. Motion passes.
			1. Discussion: everything on the web now will be archived for the tech coordinator to have access to, but not the general membership/public.
			2. How do we advertise/inform the membership? Leading up to WACE Jason would advertise in pre-conference WAVES, let him know if anything missing, possibly have Cloud before then. The website could be previewed, and then go live at WACE.
			3. Become a business meeting item. Give a demo, and state the go-live date…possibly have it go live at closing dinner.
			4. Also explain the ‘why’ behind the change. Jason with have some screen capture info on making a website.
			5. Friendly – Ramona – change rolled out at the end of the WACE
	12. Membership database
		1. It is not working, and it is important to figure out how to fix it.
		2. WACUHO is institutional based, and our membership database is individual AND institutionally based. In the past the CHO was asked to update on an annual basis.
		3. Tech question – is there an email that can go out every year to ask those in database to update info? Tech behind membership database is old, has multiple log-ins, and is script for database is just too old.
		4. We also have email database that captures basic info.
		5. A method that takes it away from the CHO might be best, since it adds task to them that not necessarily will be at the top of their priority list on a day-to-day basis. Utilize the MAL in finding people/get out updating campaign.
		6. There is a process issue (getting the info), and a system issue (the database that keeps the info).
			1. Process for membership could include a list of employees that must be submitted.
			2. Do we contact everyone in our current database to have them update their membership?
			3. The system is broken, and we don’t have a database for this information to go into.
			4. Process idea: Once a year we send an email to our database and updated it based on the responses we receive. We can trust individuals to self-report. Provide institution with a list of everyone that self-identified as being part of that organization and they can verify employment.
				1. We could use Pommo (Jason). We use this to send out News and Updates emails. This would help us manage membership. It would include a note about change of information at the bottom of each email. Based on our current use of Pommo, we remove people when we receive a bounce back or when people let us know they want to be removed.
				2. Is there a Google application we could use? Jason recommends Pommo.
				3. Next year when James is doing membership drive, the senior tech coordinator can download the list then email to the CHO’s to verify.
			5. Kelly: What do other regions do for this? Ramona is looking into it.
				1. One region has a member login on their homepage.
			6. If we move this route, does the old database get archived? Yes.
			7. Do we need to find a new database? At this time, Jason hasn’t found one that meets our needs.
			8. Would new database allow for info searching? Not at the moment, but it could be added.
			9. Old database cannot be changed, and is hard to use. Jason recommends getting rid of it.
			10. The only time the old database is used is to create a list of names for Corporate Partners, or a list of addresses to send things to institutions.
			11. Ramona and Staci will ask ACUHO-I during the next phone meeting.
			12. We should not move toward a process that only Jason can do, it must be sustainable (despite changing technology) and user-friendly enough that someone else can figure it out and manage it.
			13. Table conversation until next phone meeting to get more advice and input.
4. Review and Confirm Important Dates – Staci
	1. Executive Committee Task Calendar
	2. Program and Event Dates
	3. *Waves* Deadlines – Kelly
	4. To Do Lists – Liz
	5. Other
5. Future Agenda Items
	1. Meeting dates/locations
	2. Phone meeting – February 28th 12-1:30pm
	3. Phone meeting – March 28th 12-1:30pm
	4. Pre-conference meeting - April 6th (Saturday) at the Fairmont – start at 9am, and go until 5pm. Following meeting there is a thank you reception for conference committees, expect commitments until 8pm.$100 per diem for one day meeting.
6. Executive Travel Reimbursements
7. Adjournment
	1. 10:58am on January 29th – meeting adjourned

TO DO’s:

* Jason & Ramona - Research ADA compliance for LM, Wiki, Webpage
* Tyler – contact the survey winners and get them their prizes!
* Liz - Add survey results to minutes
* Staci & Ramona – work on transition ‘retreat’, focus on communication issues and plans
* Jason – reserve request for cloud service, contact potential services to ask about number of users and non-profits. Jason look into OCM, Google Apps, Egnyte, and Cubby/Dropbox
* All – check in with chairs you liaison with for the Awards & Recognition, to ensure that their committee lists are accurate (names spelled right, no one is missing, etc.)
* Noah and Mario – put more details to South-Central ‘social’ and post on Forum.
* Staci and Ramona – bring up topic of membership database upkeep and process on next ACUHO-I phone conference
* Kelly – work on Marketing/Communications position and have draft submitted by February phone meeting
* All – remind chairs about next WAVES deadline, especially because it is so quick
* All – register for WACE

Important Dates and Information

|  |  |  |
| --- | --- | --- |
| Executive Committee Transition Meeting(Incoming Execs Only) | May 31 and June 1 | Santa Clara University |
| Pre-Conference Mtg(Transition Outgoing and Incoming Exec Committees) | June 1 | Santa Clara University |
| WACUHO Exec Transition Meeting- Phone | TBA | Phone conf call. |
| Equity & Diversity Awareness |  |  |
| Island RAP | n/a |  |
| Northern RAP | November 17 | UC Santa Cruz |
| Central RAP | November 10 | UCLA |
| Southern RAP | November 17 | UC Irvine |
| PMI | April 4- 5, 2013 | Point Montera, CA |
| Exec. Phone Conf. Call | TBA |  |
| Fall Exec Meeting | October 11-12 | CSU Channel Islands |
| PACURH | TBA |  |
| Exec. Phone Conf. Call | November 29, 2012 @ 12pm |  |
| Winter Exec Meeting | January 27-29, 2013 | Cal Poly Pomona |
| Exec. Phone Conf. Call | February 28th | 12-1:30pm |
| WTI | Feb 10-13, 2013 | UCLA |
| Exec. Phone Conf. Call | March 28th  | 12-1:30pm |
| Spring Exec Meeting | April 6, 2013 | San Jose, CA |
| PACURH No Frills | TBA |  |
| 2013 WACUHO Annual Conference and Exposition | April 7-10 | San Jose, CA |
| 2013 NACURH | June 1-4, 2013 | Univ. of Colorado, Boulder |
| 2013 ACPA Annual Convention | March 4-8 | Las Vegas, NV |
| 2013 ACUHO-I Convention and Exposition | June 15-18 | Minneapolis, MN |
| 2013 NASPA/ACUHO-I Placement Exchange | March 16-20 | Orlando, FL |
| 2013 NASPA Annual Conference | March 10-14, 2013 | Phoenix, AZ |
| 2013 NASPA/ACUHO-I Placement Exchange | March 8 – 11, 2013 | Phoenix, AZ |
| 2014 WACUHO Annual Conference | April 6-9, 2014 | Oxnard, CA |
| 2014 ACPA Annual Convention | March 30-April 2, 2014 | Indianapolis, IN |
| 2014 ACUHO-I Annual Conference & Exposition | TBD |  |
| 2014 NASPA Annual Conference | March 15-19, 2014 | Baltimore, MD |
| 2015 ACPA Annual Convention | TBD | TBD |
| 2015 NASPA Annual Conference | March 21-25, 2015 | New Orleans, LA |
| 2015 ACUHO-I Convention and Exposition | TBD | TBD |

**WACUHO Committee Liaisons 2012 - 2013**

|  |  |  |
| --- | --- | --- |
| **Committee** | **Chair** | **Liaison** |
| Academic Relations | Honora Knopp |  Kelly |
| Annual Conference | Maggie Malagon Philippe Cumia | Staci |
| Apartment and Community Living | Daniel Schniedermeier |  James |
| Archivist |  Happy Cimenski-Almogela | Liz |
| Awards and Recognition | Ramona Hernandez | Ramona |
| By-Laws | Tyler Miller | Tyler |
| Central RAP | Jacob HanleyMegan Fox |  Noah |
| Conference Services | Branden Petitt |  Ramona |
| Corporate Relations | Frank Montana | James |
| Equality & Diversity Awareness | Piya BoseBritany Cashatt |  Mario |
| Exhibits and Displays | Vinnie HamaMako Ushihara |  Staci |
| Facilities | NA |  Inactive… N/A |
| Finance Advisory Board | Robert Stephens | James |
| Food | TBA |  Inactive… N/A |
| Historian | Happy Cimenski- AlmogelaAlex Belisario |  Liz |
| Host | Chad MyersDavid Bracamontes | Staci |
| Island RAP | NA |  Noah |
| Judicial Affairs & Student Conduct | Sarah LasnikChrissy Bender |  Liz |
| Legislative Affairs | Chris Williams |  Ramona |
| New Professionals | Kris McpeakJosh O’Connor |  Tiffany |
| Nominations | Dana Pysz |  James |
| Northern RAP | TBA |  Tiffany |
| Pacific Management Institute | Juls WhiteDanny Hyche |  Tyler |
| Placement | Alvin YooYoo Mi Choi |  Tiffany |
| Program | Kafele KhalfaniJorge Arroyo | Staci |
| Religious and Spiritual Issues | Mark BriceFrancisco Grajales |  Tyler |
| Small, Private Institutions | Christine Paul |  Kelly |
| Southern RAP | Cassandra MortonJoathan Higgins |  Mario |
| Strategic Planning |   | Staci |
| Substance Abuse | NA |  Inactive… N/A |
| Support Services | Cindy Derrico |  Liz |
| Sustainability | Chelsea Navarro |  Jason |
| Technology and Info Systems | Joaquin BecerraNicholas Howell | Jason |
| Time and Place | Laura Dorfman | Ramona |
| Western Training Institute | TBA |  Noah |
| Western Regional Student Affairs Day |   |  Mario |

**WACUHO CHO Survey 2012-2013:**

Number of Respondents: 27 (out of 67) 40.3%

Geographical Data:

Gender:

* Male: 15 (55.6%)
* Female: 12 (44.4%)

Ethnic or Racial Identity:

* White/Caucasian: 16 (59.3%)
* African American: 4 (14.8%)
* Latino/Latina/Hispanic: 4 (14.8%)
* Decline to state: 3 (3.7%)

Number of years in the field:

* Less than 5 years: 0
* 5-10 years: 2 (7.7%)
* 10-15 years: 5 (19.2%)
* 15-20 years: 5 (19.2%)
* 20+ years: 14 (53.8%)

Number of Years in the region:

* 0-1 years: 1 (3.7%)
* 1-3 years: 1 (3.7%)
* 3-5 years: 1 (3.7%)
* 5-10 years: 4 (14.8%)
* 10+ years: 20 (74.1%)

Private or Public institution:

* Private: 9 (33.3%)
* Public: 18 (66.7%)

Total Enrollment at Institution

* 0-5,000 students: 8 (29.6%)
* 5,001-10,000: 3 (11.1%)
* 10,001 – 15,000: 1 (3.7%)
* 15,001 – 20,000: 5 (18.5%)
* 20,001+ students: 10 (37%)

Total Bed spaces:

* 0-500: 2 (7.4%)
* 501-1000: 4 (14.8%)
* 1001-1500: 4 (14.8%)
* 1501-2000: 2 (7.4%)
* 2001+: 15 (55.6%)

**WACUHO Involvement:**

* **Personal Involvement:**
	+ How involved are you currently with WACUHO: (Mean 2.85)
		- 5 - Heavily Involved: 2 (7.7%)
		- 4: 7 (26.9%)
		- 3 – Moderately involved: 7 (26.9%)
		- 2: 5 (19.2%)
		- 1 -Not involved at all: 5 (19.2%)
		- Note:
			* 10 CHOs put 1 or 2 (37% of CHOs)
	+ How has your personal involvement changed over the past 5 years? (Mean 2.42)
		- 5- More involved today: 1 (3.8%)
		- 4: 2 (7.7%)
		- 3 -Same involvement today: 11 (42.3%)
		- 2: 5 (19.2%)
		- 1 – A lot less involved today: 7 (26.9%)
		- Note:
			* 12 CHOs put less involved (44.4%) vs. 3 who said they were more involved (11.5%)
	+ How has your personal involvement changed over the past 10 years? (Mean 2.63)
		- 5- More involved today: 3 (12.5%)
		- 4: 4 (16.7%)
		- 3 -Same involvement today: 5 (20.8%)
		- 2: 5 (20.8%)
		- 1 – A lot less involved today: 7 (29.2%)
* ***Some interesting crosstabs regarding personal involvement:***
	+ **Gender Differences:**
		- Personal Involvement: Male: 2.57 vs. Female 3.14
		- Change in involvement over the past 5 years: Male: 2.14 vs. Female 2.75
		- Change in involvement over the past 10 years: Male: 2.17 vs. Female 3.08
		- Change in departments’ involvement over the past 10 years: Male: 2.83 vs. Female 3.55
			* No differences in overall departmental involvement or change in involvement over the past 5 years
		- Opportunities for involvement: Male 3.86 vs. Female 3.17
	+ **Private vs. Public Differences:**
		- Personal Involvement: Private: 2.44 vs. Public: 3.06
* **Departmental Involvement:**
	+ How involved is your department with WACUHO: (Mean 3.04)
		- 5 - Heavily Involved: 5 (19.2%)
		- 4: 4 (15.4%)
		- 3 – Moderately involved: 8 (30.8%)
		- 2: 5 (19.2%)
		- 1 -Not involved at all: 4 (15.4%)
		- Note:
			* Crosstab CHO involvement vs. department involvement:
				+ CHO Involvement:

5 -Heavily Involved: Department mean = 4.00

4: Department mean = 4.00

3 – Moderately involved: Department mean = 2.57

2: Department mean = 3.2

1 -Not involved at all: Department mean = 1.8

* + How has your departments’ involvement changed over the past 5 years? (Mean 3.15)
		- 5- More involved today: 4 (15.4%)
		- 4: 5 (19.2%)
		- 3 -Same involvement today: 11 (42.3%)
		- 2: 3 (11.5%)
		- 1 – A lot less involved today: 3 (11.5%)
	+ How has your departments’ involvement changed over the past 10 years? (Mean 3.17)
		- 5- More involved today: 5 (21.7%)
		- 4: 3 (13%)
		- 3 -Same involvement today: 8 (34.8%)
		- 2: 5 (21.7%)
		- 1 – A lot less involved today: 2 (8.7%)

**Reasons for any changes in involvement either personally or departmentally?**

|  |
| --- |
| Personally my involvement changed because a had the feeling that the focus of the Association changed. It felt like there was very little interest in having senior administrator involvement. There were very few interest sessions of any substance for higher level administrators. |
| I am less involved since becoming a CHO at a large public institution because the demands are great. Departmentally, travel restrictions have made conference attendance difficult and that historically has been a great way to involve people in WACUHO. |
| I don't have a lot of information about WACUHO, whenever I'd try to look something up, no information was available. I was in the AIMHO region, and there was always news, always information and ways to connect available. |
| When the WACUHO conference moved to Summer a few years ago, we couldn't attend. This essentially stopped our involvement. |
| the staff seems to want to get involved national. For me personally, it is over involvment, health and expenses. My staff does not seem to value the regional as much as I did when I was a new professional. |
| The department has never been encouraged to be involved by preceding leadership |
| Stronger commitment to support the organization. |
| Hosting annual conference peaked activity; some years I have been on committees and others I have not |
| committed leaders to WACUHO |
| Our institution remains as involved as we have always been. My involvement has shifted since spending time on the executive board over 10 years ago and with increasing departmental and campus responsibilities |
| After Exec years, haven't been as involved. |
| demands on staffing |
| Personally, have less time. |
| The longer I am in the region the more I've gotten involved. |
| Once a couple of the team members were invovled in committees, the connections began. |
| changes in job resposibilities, new projects, volume of work, birth of kids |
| Level of interest from staffers |
| Associations are important to me, I recommend those in our department to be involved. |
| I have always been very involved in WACUHO since I was a grad student. More recently, I served on the executive committee. Departmentally, involvement is strongly encouraged, the involvement has depended upon the interest of individual staff and their workloads. |
| Financial, changes in personnel, personnel working on Masters or Doctorates |
| This is primarily due to staffing changes. |

**How Satisfied are you with:**

* **The opportunities for involvement WACUHO provides you as a CHO?** Mean: 3.54
	+ 5 – Completely Satisfied: 7 (26.9%)
	+ 4 – Slightly Satisfied: 8 (30.8%)
	+ 3 – Neutral: 6 (23.1%)
	+ 2 – Slightly Dissatisfied: 2 (7.7%)
	+ 1 – Very Dissatisfied: 3 (11.5%)
	+ Note: 57.7% of CHOs are slightly or completely satisfied vs. 42.3% who are neutral or unsatisfied
* **The opportunities for involvement WACUHO provides Mid-Level Managers?** Mean: 3.92
	+ 5 – Completely Satisfied: 8 (30.8%)
	+ 4 – Slightly Satisfied: 11 (42.3%)
	+ 3 – Neutral: 5 (19.2%)
	+ 2 – Slightly Dissatisfied: 1 (3.8%)
	+ 1 – Very Dissatisfied: 1 (3.8%)
* **The opportunities for involvement WACUHO provides for new professionals?** Mean: 4.42
	+ 5 – Completely Satisfied: 15 (57.7%)
	+ 4 – Slightly Satisfied: 9 (34.6%)
	+ 3 – Neutral: 1 (3.8%)
	+ 2 – Slightly Dissatisfied: 0
	+ 1 – Very Dissatisfied: 1 (3.8%)
* **The opportunities for involvement WACUHO provides for your department as a whole?** Mean: 3.62
	+ 5 – Completely Satisfied: 5 (19.2%)
	+ 4 – Slightly Satisfied: 12 (46.2%)
	+ 3 – Neutral: 5 (19.2%)
	+ 2 – Slightly Dissatisfied: 2 (7.7%)
	+ 1 – Very Dissatisfied: 2 (7.7%)

**What (if anything) could WACUHO do to get you personally more involved?**

|  |
| --- |
| develop professional webinars and seminars |
| free webinars. |
| First,give me the impression that my involvement is desired,then incorporate into the annual conference sessions that I can add value to,and sessions that focus on issues of interest and importance to CHO's |
| Have more information available on your website |
| It would be good to see a bit more broader participation of those colleagues in dining, conference services and other auxiliaries. |
| More regional one day events on specific current topics for mid-level managers |
| Provide more programs geared to mid-level and CHO level participants. |
| respond to requests for committee involvement |
| My staff mentions all the time it is unorganized. They feel like it is the same people involved. I honestly see different people involved and planning events. I do wish things were promoted earlier so as an institution we could plan better. |
| Comfortable with my level of involvement - not sure WACUHO could do anything at this point. |
| I think WACUHO offers a good mix, however being on a small staff at a small school doesn't afford me much time to leave campus and get involved so I try to do so on committees when I can. |
| not at this time - too many things going on taking too much time |
| Nothing for me, really, other than continue to provide opportunities for CHO roundtables at WACE. |
| Nothing, I personally do not have the extra time. |
| Nothing. I just needed a personal break. |
| Nothing. I'm as involved as I can be right now, and it has nothing to do with WACUHO opportunities. |
| Nothing... I'm very involved now. |
| Unfortunately, WACUHO can't do anything to help me. Like most CHO's the workload is immense and leaves little time for outside involvement. |

**What (if anything) could WACUHO do to get your department more involved?**

|  |
| --- |
| Exec board members perhaps come visit my dept and share about benefits of participating in WACUHO |
| Find ways to expand into admin services. Much of the content is still focused on res life |
| Free webinars |
| Given travel restrictions, continue to look for ways to provide connections to the organization other than WACE. One day workshops, webinars, etc. |
| Have more information available on your website, have more opportunities (ie webinars, small conferences, etc) |
| I continue to encourage our staff to be involved. The one thing that could be helpful is always additional opportunities, smaller workshops or socials. |
| Incentives for the volunteers involved. |
| Increase programs related to Facilities and Conference housing. |
| increased Web or social networking opportunities (or if you have them, increased outreach to use them)...most of the issues of involvement revolve around fiscal issues. As always, contintue to explore ways to get non-res life folks involved. |
| Just keep offering opportunities where employees don't have to necessarily leave their offices, such as webinars and different conference calls. More repeat offerings in different regions would help alleviate travel concerns. |
| More outreach in Bay area (functions, etc.) for newcomers. |
| My department continues to be very involved in WACUHO. |
| Perhaps a welcome letter to new professionals in the field, and more intentional outreach to mid-level management staff regarding professional development opportunities. |
| Personally reach out to individuals to invite participation. |
| Provide more webinars and distant learning opportunities |
| Provide short copy-ready articles on the profession that could inserted into department newsletters or on intranet sites |
| We already have a good level of involvement. |

**WACUHO Professional Development:**

**How Satisfied are you with:**

* **Professional Development that WACUHO provides you as a CHO?** Mean: 3.00
	+ 5 – Completely Satisfied: 1 (3.8%)
	+ 4 – Slightly Satisfied: 8 (30.8%)
	+ 3 – Neutral: 10 (38.5%)
	+ 2 – Slightly Dissatisfied: 4 (15.4%)
	+ 1 – Very Dissatisfied: 3 (11.5%)
* **Professional Development that WACUHO provides Mid-Level Managers?** Mean: 3.58
	+ 5 – Completely Satisfied: 5 (19.2%)
	+ 4 – Slightly Satisfied: 11 (42.3%)
	+ 3 – Neutral: 6 (23.1%)
	+ 2 – Slightly Dissatisfied: 2 (7.7%)
	+ 1 – Very Dissatisfied: 2 (7.7%)
* **Professional Development that WACUHO provides for new professionals?** Mean: 4.19
	+ 5 – Completely Satisfied: 11 (42.3%)
	+ 4 – Slightly Satisfied: 11 (42.3%)
	+ 3 – Neutral: 3 11.5%)
	+ 2 – Slightly Dissatisfied: 0
	+ 1 – Very Dissatisfied: 1 (3.8%)
* **Professional Development that WACUHO provides for your department as a whole?** Mean: 3.38
	+ 5 – Completely Satisfied: 2 (7.7%)
	+ 4 – Slightly Satisfied: 12 (46.2%)
	+ 3 – Neutral: 8 (30.8%)
	+ 2 – Slightly Dissatisfied: 2 (7.7%)
	+ 1 – Very Dissatisfied: 2 (7.7%)

**WACUHO Addressing Needs:**

**How satisfied are you with WACUHO:**

* **Addressing the needs of your Residential Life Staff?** Mean: 4.08
	+ 5 – Completely Satisfied: 11 (42.3%)
	+ 4 – Slightly Satisfied: 8 (30.8%)
	+ 3 – Neutral: 6 (23.1%)
	+ 2 – Slightly Dissatisfied: 0
	+ 1 – Very Dissatisfied: 1 (3.8%)
* **Addressing the needs of your Facilities Staff?** Mean: 2.83
	+ 5 – Completely Satisfied: 1(4.3%)
	+ 4 – Slightly Satisfied: 4 (17.4%)
	+ 3 – Neutral: 11 (47.8%)
	+ 2 – Slightly Dissatisfied: 4 (17.4%)
	+ 1 – Very Dissatisfied: 3 (13%)
* **Addressing the needs of your Food Services Staff?** Mean: 2.57
	+ 5 – Completely Satisfied: 1(4.3%)
	+ 4 – Slightly Satisfied: 2 (8.7%)
	+ 3 – Neutral: 11 (47.8%)
	+ 2 – Slightly Dissatisfied: 4 (17.4%)
	+ 1 – Very Dissatisfied: 5 (21.7%)
* **Addressing the needs of your Conference Services Staff?** Mean:2.42
	+ 5 – Completely Satisfied: 1(4.3%)
	+ 4 – Slightly Satisfied: 2 (8.7%)
	+ 3 – Neutral: 8 (33.3%)
	+ 2 – Slightly Dissatisfied: 8 (33.3%)
	+ 1 – Very Dissatisfied: 5 (20.8%)
* **Addressing the needs of your Administrative Staff?** Mean: 2.77
	+ 5 – Completely Satisfied: 1(3.8%)
	+ 4 – Slightly Satisfied: 5 (19.2%)
	+ 3 – Neutral: 12 (46.2%)
	+ 2 – Slightly Dissatisfied: 3 (11.5%)
	+ 1 – Very Dissatisfied: 5 (19.2%)

**Overall WACUHO Satisfaction:**

* **Overall How Satisfied are you with your membership in WACUHO?** Mean: 4
	+ 5 – Completely Satisfied: 9 (40.9%)
	+ 4 – Slightly Satisfied: 9 (40.9%)
	+ 3 – Neutral: 1 (4.5%)
	+ 2 – Slightly Dissatisfied: 1 (4.5%)
	+ 1 – Very Dissatisfied: 2 (9.1%)
	+ Crosstab:
		- Satisfaction with membership: Private: 3.57 vs. Public: 4.2

**Closing Opening Ended Questions:**

**What (if anything) could WACUHO do more to meet your needs as a CHO?**

|  |
| --- |
| for smaller operations, the switch to summer was a killer. We wear so many hats, and moving the conference to the summer eliminated our ability to participate in WACUHO, as we were all needed for summer operations on our campus' |
| Give me a reason to be involved ! |
| Have more information available, webinars, other professional development and outreach opportunities |
| It would be good to have more opportunities for CHOs to connect more with the New Pros and the rest of the group. |
| More regional assessments/studies with shared results |
| not sure, this would be a great round table discussion for CHOs at WACE |
| Offer sessions or one-day meetings specifically for CHOs |
| provide opportunities for conversation with other CHO's |
| We need to work at getting more CHO's engaged and active in WACUHO. This would provide a peer group that does not currently exist today. Ask CHO's to give their time to the organization. |
| weekly tips email letter about some things to be aware of and think about |

**What (if anything) could WACUHO do to increase your satisfaction with our Organization?**

|  |
| --- |
| be more professional. be more inclusive of new people and respond to people's requests to get more involved in the organization |
| Continue to look for ways to offer professional development for staff in all areas of Housing (conferences, facilities, etc.). Which I know is difficult and I appreciate the efforts to date. |
| develop opportunities that fit the needs of admin and conference and facilities |
| Increase options for staff other than entry level and res life staff. |
| It would be great for CHOs (including other senior staff mangers) to discuss ways to meet the needs of non-res life staff. |
| I think it is important to have CHO's have other CHO's to confer with. |

**Any other general comments for the Exec Board?**

|  |
| --- |
| Bottom line, WACUHO is doing everything I would ask of them. The reason more people from CSUN aren't involved isn't because of the programs WACUHO offers. It's because we have very limited funds these days and because folks come to us with loyalties to other associations that they want to maintain. |
| I appreciate all that you do! |
| I love WACUHO and think it is critical that we looks at ways to pass ont the knowledge for existing CHO's before they transition out of the organization. |
| It's a tough job which requires a time commitment. Thank you for doing it! |
| keep up the good work |
| Keep up the great work! |
| you do not present your self as friendly and inclusive |

**WACUHO Membership Survey 2012-2013:**

Number of Respondents: 152 (out of 774) 19.6%

Geographical Data:

Gender:

* Female: 86 (57%)
* Male: 63 (41.6%)
* Masculine: 1 (.7%)
* Genderqueer: 1 (.7%)

Ethnic or Racial Identity:

* White/Caucasian: 82 (62.6%)
* Asian/Asian American/Asian Indian/Filipino/Chinese/Pacific Islander: 17 (13%)
* Latino/Latina/Hispanic/Chicano: 17 (13%)
* African American/Black: 6 (4.6%)
* Biracial/Multi racial: 5 (3.8%)
* American: 1 (.8%)
* Human Race: 1 (.8%)
* Decline to state: 2 (1.5%)
* Did not answer: 17

Number of years in the field:

* 0-1 years: 1 (.7%)
* 1-3 years: 19 (12.6%)
* 3-5 years: 16 (10.6%)
* 5-10 years: 44 (29.1%)
* 10+ years: 71 (47%)

Number of Years in the region:

* 0-1 years: 7(4.7%)
* 1-3 years: 24 (16%)
* 3-5 years: 24 (16%)
* 5-10 years: 42 (28%)
* 10+ years: 53 (35.3%)

How many WACUHO Annual Conference and Exhibitions (WACE) have you attended:

* I have not attended WACE: 34 (22.4%)
* 1-3 Conferences: 62 (40.8%)
* 4-9 conferences: 40 (26.3%)
* 10+ conferences: 16 (10.5%)

**Do you currently receive institutional support to attend WACE:**

* Yes, my department will cover the full costs of attending WACE: 76 (50.3%)
* Yes, my department will cover some of the costs of attending WACE, but I need to cover some as well: 35 (23.2%)
* Yes my department will cover the full costs of attending WACE, but only once every few years (depending on who wants to go): 16 (10.6%)
* No, my department covered WACE attendance for me in the past, but it is not going to do so now: 5 (3.3%)
* No, my department covers WACE attendance for some employees, but not for me: 4 (2.6%)
* No, my department does not cover WACE attendance: 15 (9.9%)
	+ CROSSTAB with attendance:
		- Of those who said they have not attended WACE, 20.6% said they receive no institutional support (compared with 9.7% of those who attended 1-3 conferences, 2.5% of those who have attended 4-9 conferences, and 6.7% of those who attended 10+ conferences)

**Do you plan on attending WACE 2013 in San Jose:**

* Definitely Plan on attending WACE 2013: 44 (29.1%)
* Hoping to attend WACE 2013, but it depends on budget (departmental and/or personal): 28 (18.5%)
* Hoping to attend WACE 2013, but it depends on other factors (list below): 18 (11.9%)
* Haven’t thought about it yet: 30 (19.9%)
* Not planning on attending WACE 2013: 31 (20.5%)
* **Other factors:**

|  |
| --- |
| Attended NASPA regional this Fall |
| budget for Spring travel has not been approved |
| Currently not working in Residence Life, but if that changes, I will definitely be attending. |
| departmental support and budget |
| Depends on what is going on with dept at time, as well as personal family factors |
| Family responsibilities |
| Funding. I am also interested in attending NASPA |
| How busy at work I am because we had some staff resign |
| how much prof dev funds i'll have left - and how much i will have to cover out of my own pocket :) |
| I am involved in coordinating selection for management level staff. The proposed timeframe is late May 2013-June 2013. |
| if i am presenting then i can go |
| If my department gives me the release time |
| If scholarships are available |
| If there was pay for it maybe, but right now unless you present there is not development funds. |
| I'm not sure that I have recieved information on it. |
| My life & schedule |
| new employment and funding |
| operational challenges (is occurring during closing week at Stanford) |
| personal reasons not work related |
| Time committments |
| timing with grad school courses |
| who else from our dept wants to go & whether I prioritize something else as my one annual conference |

**Are you currently a student?**

* Undergraduate: 1 (.7%)
* Graduate (Master’s Degree): 8 (5.3%)
* Doctorate student: 17 (11.3%)
* Not a student: 124 (82.7%)

**Primary Position Responsibilities:**

* Residential Life: 94 (61.8%)
* Administrative/Business Operations; 31 (20.4%)
* Other: 23 (15.1%) <- list below
* Facilities: 21 (13.8%)
* Marketing: 15 (9.9%)
* Conferences: 8 (5.3%)
* CHO: 7 (4.6%)
* Information Technology: 4 (2.6%)
* Food Service: 2 (1.3%)
* Other positions listed:
	+ Student Conduct: 4
	+ Student Activities/Programming/Student Leadership Development: 4
	+ Sales/Tradeshows: 2
	+ Orientation: 1
	+ Off-Campus/Community Housing: 2
	+ Housing: 1
	+ Graduate/Family Housing: 2
	+ Apartments: 1
	+ Accounting: 1
	+ Advising: 1
	+ Communications: 1

**Private or Public institution:**

* Private: 29 (19.1%)
* Public: 123 (80.9%)

**Total Enrollment at Institution**

* 0-5,000 students: 25 (16.6%)
* 5,001-10,000: 16 (10.6%)
* 10,001 – 15,000: 7 (4.6%)
* 15,001 – 20,000: 26 (17.2%)
* 20,001+ students: 77 (51%)

**Total Bed spaces:**

* 0-500: 4 (2.7%)
* 501-1000: 7 (4.7%)
* 1001-1500: 16 (10.7%)
* 1501-2000: 14 (9.3%)
* 2001+: 109 (72.7%)

**WACUHO Involvement:**

* **Personal Involvement:**
	+ How involved are you currently with WACUHO: (Mean 2.49)
		- 5 - Heavily Involved: 13 (9.3%)
		- 4: 25 (17.9%)
		- 3 – Moderately involved: 31 (22.1%)
		- 2: 20 (14.3%)
		- 1 -Not involved at all: 51 (36.4%)
		- Note:
			* Involvement is linked with WACE attendance:
				+ 67.7% of those who have not attended WACE are not involved at all
				+ The Mean involvement increases the more conferences one attends:

10+ conferences: Mean involvement - 3.29

4-9 conferences: Mean - 2.94

1-3 conferences: Mean – 2.49

I have not attended WACE: Mean - 1.61

* + How has your personal involvement changed over the past 3 years? (Mean 2.91)
		- 5- A lot more involved today: 20 (15.6%)
		- 4: 19 (14.8%)
		- 3 -Same involvement today: 45 (35.2%)
		- 2: 18 (14.1%)
		- 1 – A lot less involved today: 26 (20.3%)
	+ How has your personal involvement changed over the past 5 years? (Mean 2.87)
		- 5- A lot more involved today: 14 (14.1%)
		- 4: 8 (8.1%)
		- 3 -Same involvement today: 44 (44.4%)
		- 2: 17 (17.2%)
		- 1 – A lot less involved today:16 (16.2%)
	+ How has your personal involvement changed over the past 10 years? (Mean 2.94)
		- 5- A lot more involved today: 19 (22.4%)
		- 4: 8 (9.4%)
		- 3 -Same involvement today: 29 (34.1%)
		- 2: 7 (8.2%)
		- 1 – A lot less involved today: 22 (25.9%)
* ***Some interesting crosstabs regarding personal involvement:***
	+ Gender Differences:
		- Men report being more involved than women: 2.84 vs. 2.26 (remembering more women took the survey than men)
			* 45.7% of women said they were not involved at all (compared to only 23.2% of men)
	+ Private vs. Public Differences:
		- No differences for involvement between public and private school respondents

**Reasons for changes in involvement:**

|  |
| --- |
| A lot of my mentors have moved on. I felt that WACUHO was becoming very clique-y |
| As I got more familiar and comfortable with the organization, I got more involved because I was looking for a place to do so! |
| As I grew in my position I got more involved in committees and the annual conference |
| At my previous institution, WACUHO was not promoted nearly as much as NASPA. Now that I've transitioned to a new institution, there is a strong support for WACUHO. |
| Available time to dedicate to WACUHO |
| became a student again and did not have time for WACUHO. Spent money to attend NCORE and did not have enough prof dev funds left for other conferences |
| Became full-time professional |
| Became more active with ACUHO-I |
| Became more involved in other groups/not much for my field |
| Budget cuts and inability to travel to conferences, etc. |
| busy at work |
| Busy in personal life and decrease in university funding |
| changing priorities at work, less relevant activities w/in WACUHO |
| Committee Work |
| Concentrating on national organizations |
| Current department does not value professional development |
| Decreasing professional development funds |
| Departmental support. At our institution, our Director has required us to take vacation time for any professional development opportunities. This includes meeting, conferences, etc. |
| Doctoral studies and adjunct faculty opportunities at my institution this year. 5 years ago I was a new pro and just getting involved. |
| Found my stride as a professional/leadership support |
| Friendly colleagues with manageable tasks |
| Greater professional engaement in APPA/ACUHO-I and the UC Housing System facilties-specific activities |
| hoping to return to residence life |
| I am now in the region |
| I can't remember why, exactly, but I just decided I wanted to get into it. |
| I did leave the region for a bit |
| I didn't feel my needs were being met orr that the organization could meet them. I needed to stretch my boundaries to be more inclusieve of a broader student affairs perspective/experience. |
| I have been more active on committees and conferences mostly due to knowing people and having time to do so. |
| I joined field 1.5 years ago and have been involved in WACUHO since. I'm inherently more involved than I was 3, 5, or 10 years ago :) |
| I moved away for a while and just haven't gotten re-engaged yet |
| I took a leave of absence Fall quarter, so not involved this year. |
| I was asked to do more |
| I was more aware of committees to get involved in |
| I was part of a couple committees (New Pros, WACE), but had to decrease my level of involvement since leaving Residence Life (temporarily). |
| I was very involved in the past but went back to school and couldn't commit to all the additional work. |
| I was very involved last year (2011-2012) including chairing a committee, but I had to cut back on other growth opportunities (ie WACUHO) to refocus myself and my career. |
| In & out of committee & WACE involvement |
| In my second year in this region |
| increase work load |
| Interested in broader organizations |
| involved with committees now and also because I work at a different institution that will allow for pro devo |
| It has been several years since budget has allowed me to attend conferences or travel as part of a committee |
| I've been very busy and I've had to cut back! |
| I've done most everything in WACUHO, so my professional involvement has shifted to other Associations. |
| I've gotten involved in several committees and conferences |
| I've had the opportunity to meet great people, attend amazing conferences/institutes/events, and participate in committees. |
| job demands |
| Joined WACUHO this past year |
| just not much interest as it is offered as a staff development for folks to choose from! |
| Just saw more benefit of being involved |
| know more people; more comfortable with the association... and also to people i met in wacuho who invited me in to participate and encouraged my involvement even when I was brand new to the association |
| lengthy leave of absence, no longer committee chair |
| less time due to less staff and no travel allowance |
| life changes therefoer changing priorities |
| More work responsibilities and involvement in other organizations |
| my involvement depended on institutional support and professional and personal life circumstances (attending grad school) |
| My need to connect with other professionals in the region has increased. |
| NEW JOB |
| New professional |
| New to WACUHO - no involvement yet |
| not too interesting |
| Once you have been president it feels like you are taking opportunities away from others when you take on a role. |
| Since we hosted WACE |
| Spent three years on the Exec committee, two years as Tech Coordinator which can be exhausting. |
| started a family & determining future career |
| Stronger connection with WACUHO over time. |
| The organization caters more to the entry and mid-level. |
| the year i was involved i was less busy at work and the committee i was on took up quite a bit of my time...i have less time at work now to devote to outside committee work |
| time commitments at work |
| Timing of Conferences and increase in responsibilities |
| Too much in-breeding. You can't get involved or elected to a position without the blessing of people in the hands of power. People very oriented toward cliques. |
| Unfortunately my experience was that if you did not know the "right" people, opportunities did not present themselves. |
| Wanting to get more connected to the association |
| Wanting to give back and help other people as I have been helped in the past. |
| Wanting to stay connected to other professionals in the region as well as give back to the region. |
| We became more affiliated with AIMHO and the work load at my institution increased with layoffs/budget gets - less people doing more |
| Work-related responsibilities increased. |

* **Committee Involvement:**
	+ Please select all of the following statements that apply to you for the 2012-2013 academic year:
		- Committee Chair or Co-Chair: 3 (19.7%)
		- Committee Member on One Committee: 22 (14.5%)
		- Committee Member on two committees: 16 (10.5%)
		- Committee Member on three or more committees: 6 (3.9%)
		- Committee Member on an annual conference committee: 12 (7.9%)
		- Did not respond: 96 (63.2%)

**How Satisfied are you with:**

* **The opportunities for involvement WACUHO provides you?** Mean: 3.83
	+ 5 – Completely Satisfied: 50 (36.2%)
	+ 4 – Slightly Satisfied: 27 (19.6%)
	+ 3 – Neutral: 52 (37.7%)
	+ 2 – Slightly Dissatisfied: 5 (3.6%)
	+ 1 – Very Dissatisfied: 4 (2.9%)
	+ Note: 55.8% are satisfied to some degree, 37.7% are neutral, 6.5% are dissatisfied
		- Also – Conference attendance is linked to satisfaction:
			* 10+ conferences: Mean satisfaction – 4.36
			* 4-9 conferences: Mean - 3.97
			* 1-3 conferences: Mean – 3.81
			* I have not attended WACE: Mean – 3.41
		- Similar patterns for perceptions of professional development and overall satisfaction
* **The opportunities for professional development WACUHO provides you?** Mean: 3.59
	+ 5 – Completely Satisfied: 33 (23.9%)
	+ 4 – Slightly Satisfied: 35 (25.4%)
	+ 3 – Neutral: 55 (39.9%)
	+ 2 – Slightly Dissatisfied: 11 (8%)
	+ 1 – Very Dissatisfied: 4 (2.9%)
* **Your membership in WACUHO?**  Mean: 3.82
	+ 5 – Completely Satisfied: 48 (35.3%)
	+ 4 – Slightly Satisfied: 29 (21.3%)
	+ 3 – Neutral: 50 (36.8%)
	+ 2 – Slightly Dissatisfied: 4 (2.9%)
	+ 1 – Very Dissatisfied: 5 (3.7%)
* Gender differences are minor when it comes to satisfaction:
	+ Men (M=4.07) are more satisfied with opportunities for involvement than women (M=3.85)
	+ Men (M= 3.85) are more satisfied with opportunities for professional development than women (M=3.48)
	+ Men (M=4.06) are more satisfied overall than women (M=3.71)
* Minor differences in satisfaction when it comes to public vs. private institutions. (Public employees more satisfied than private)

**What (if anything) could WACUHO do to get you more involved?**

|  |
| --- |
| A newsletter |
| A sharing of options that do not required a financial committment |
| Advertise chair positions to all campus staff. |
| Already too involved given the lack of institutional support. |
| change the state budget so I can have all my pro devo money back |
| Clear ways of gaining financial support to conference |
| Development of a leadership group in the facilities area; particular emphasis on new professionals entering the field as the boomers retire; outreach by res life members to get facilities members from their campuses to participate. |
| Drive-in Conferences; socials |
| Frequent updates from all committees |
| Honestly my involvement is my choice and WACUHO's offerings are not the issue |
| I believe upper adminstration CHO's and so forth need to encourage more involvement. I am not so sure that is somethign WACUHO can do |
| I feel very involved. :) |
| I sense that there is a certain group of folks that have been continuously involved over the past 3-5 years and also mainly younger professionals...it might be interesting to invest in asking more senior staff to balance the group? |
| I think it would be great to see small discounts for WACE attendance for committee involvement. |
| I would like to hear about more local/regional opportunities to get involved. |
| I would love to be more involved (and would be) if I were working within Residence Life. However, if there were opportunities to get funded/supported to attend WACE and present on campus life collaborations, I would be more than happy to. (For example, a "Working with Greek Students in Housing" type of presentation at WACE.) |
| I'm not sure that I get much informaton from WACUHO |
| I'm pretty involved! Not sure I could be any more at this point, unless we create more hours in the day. |
| I'm still not really sure how to get involved. |
| It was more affordable for me to attend WACE when it was held on campus and the registration fee included housing. More regional events would be great to participate. |
| It's less about WACUHO and more about where I am in my professional development and the needs of my current department. |
| Join a committee and attend my first WACE conference |
| List more opportunities in the e-blast emails, rather than just on the website. |
| More AMrketing topics |
| more conference-specific content/presence |
| More engagement online or on website, opportunities to discuss issues more often. |
| more facilities items |
| More on the department than WACUHO to get staff involved |
| More opportunities to do reserch for our field that show/demonstrate best practices |
| More Socials |
| More time and different personal obligations |
| Need to bring more Excitement to the meetings |
| no fees |
| Not much, I feel like I'm involved as much as is feasible for me. |
| not much, I'm fairly involved |
| Not really sure. It's a combination of available time and lack of interest of others that keeps me away from volunteering more. I was in a committee a few years ago and it was tough to get anything accomplished. |
| Nothing - Work is too busy, working with less staff |
| Nothing, I would really like to be involved as I have been in the last couple of years but had to make a decision for future involvement based on our Director's lack of support and understanding about professional development. |
| Nothing. I am a person that is usually involved each year. |
| Nothing. I am highly involved but backed off this year to teach. |
| offer more or differnt professional development (like WTI) also, different sessions at conferences for mid and upper management |
| Other ways to get involved outside of the committment of a committee. For example I signed up for a mentoring program. |
| outreach through active members or officers that was not just a list serve email/news letter or mass mailing |
| Pay for everything (though I recognize this is not realistic, so not helpful at all) |
| provide clerical/admin support to those who take on elected positions within the organization |
| Provide monetary support for involvement |
| provide opportunities for teleconferencing on committees so travel isn't involved |
| Reach out on a more personal basis/hard to break into clique |
| Send out emails about open positions on committees and ways to get involved. Get |
| Share more details about options. |
| Small, informal events to bond new(er) professionals with each other as well as in-person mentoring opportunities |
| Stop playing favorites. Be more relivant. |
| take responsabilities off of my plate :) |
| Targeted workshops on current issues. |
| The conference is actually a tough time period for me but I do not think that there is an absolutely perfect time. |
| The learning opportunities for a CHO are limited. I am not sure this is a role that WACUHO should be performing. It could be that a CHO should be participating so as to share the limited knowledge they may have. It feels a bit arrogant to think one should particiate to share ones knowledge so I think CHO's may hang back. If the association wants this involvment it may need to seek it a bit more overtly. |
| There's been less programming for seasoned professionals in recent years. |
| WACUHO needs to educate new regional members about what serving on a committee looks like and what is the time committment. Many new professionals don't know and if they don't have institutional support it can be intimidating to put yourself out there to get involved. |

**What (if anything) could WACUHO do to meet your needs?**

|  |
| --- |
| All my needs are met |
| Continue to focus on the different levels (mid-level, etc) and focus on those needs. |
| Continue to move to more tech friendly avenues of sharing information. It helps when people aren't able to attend conferences but still have access to association information. |
| Create a committee structure with more accountability for participation |
| Despite best intentions and the opportunities for new pros, it has sometimes felt like a challenge to break into the WACUHO community and build long-term relationships or find mentors, if you came into the organization after you no longer were considered a "new" pro. The institution that most supported my involvement in WACUHO came after I had been in the field closer to 5-years & I had been in another region, so I was not considered a "new pro", and I felt like the new kid. Often it feels like you need to "break in" to a group, and while everyone is nice and welcoming, that isn't the same as feeling like you are part of the groups that get together for a 'reunion' at the annual conference. This isn't really a "need" for me currently, but it is something I've reflected upon since my last conference committee role. Something to think about. |
| Have a more relevant subjets and discussion |
| have members be more active on facebook or forums |
| I don't feel like we have an established support group for minority groups like other organizations do (ACUHOI has Women in Housing, NASPA has Knowledge Centers for Latinos, LGBTQ, ect. |
| I feel that WACUHO does a great job of making new members especially new professionals feel welcomed. As a new professional in this organization I would love some more seminars on how to be a great presenter at national conferences. |
| I really don't find any programs that are really geared towards mid and older professionals~I typically only go to do a program or to support the organization...same program for senior folks seem to be occurring yearly...might be good to encourage or request senior folks to do programs |
| I think I'd like the interest based committees to be more active, although I understand why they can't always be. I'd love a productive place to talk about some of the issues in these various areas. Also, I would love a drive-in conference based on social justice topics exclusively. |
| I think WACUHO is greatly supportive in general! My only suggestion would be developing a "Placement"-style job search at WACE for the Western region. |
| Involve seasoned professionals more in leadership positions, programming, presenting, etc. |
| It might be nice for someone to reach out to new members and let them know what opportunities are available, not a generic spam type email but a more personal connection. It may be a good idea to do that a few months after they start so that they can get acclimated to their position. I would love to be involved but I'm just not sure how to do so. |
| It would be great to see more low-cost and free professional development options (i.e. drive-in conferences, webinars, etc.), either put on by WACUHO or just advertised to members in conjunction with other organizations putting them on |
| Keep budget and costs in mind when it comes to conferences. Of particular concern is the anti-campus sentiment that is currently within the WACUHO leadership about conferences. While it is not as fancy, having a conference on a campus dramatically decreases cost as opposed to having it at an upscale hotel and conference center, such as the Fairmont. If I don't attend WACE this year, it will be solely due to cost, and I am only 2 hours away from the site. |
| lower cost of conventions and training |
| more conference-specific content/presence |
| more focus on seasoned professional growth opportunities |
| more middle management opportunites/programs |
| more mid-level oppurturites for growth and deveoplement. Maybe how to search for the next job when you are no longer a new professional but not seasoned. |
| More pro devo opportunities beyond conferences... like webinars, socials, newsletter information, research |
| More regular involvement/communication with people in similar positions |
| More research for our field that show/demonstrate best practices |
| More social media presence |
| More topic based day long professional development opportunities |
| need a dedicated job surf/search database |
| none- very good newsletter, facebook group, conferences are fun! |
| Not really, I enjoy the networking opportunities that WACUHO provides me as a professional. |
| Offer a variety of pro. devo opportunities outside of conferences and workshops. Maybe webinars. |
| Offer more for Communications people |
| Offer more professional development, for example webinars or free trainings. Also maybe a job posting area on the website. |
| Offer trainings that are more than just a few days of hangout time. Sessions at WACE should not be a waste. There is no depth. I need depth to have my needs met. |
| provide a better understanding in a visual format of the organizational structure |
| Provide funds for involvement |
| Provide more information and local professional development |
| Provide online training |
| Providing more webinars or drive-in conferences would be great. |
| send groupon deals |
| There isn't enough about off-campus housing |
| Timely updates, specifically for the Central RAP conference |
| unsure |
| WACUHO does a great job overall. The conferences are always amazing and high quality and that is the biggest way that I benefit from WACUHO. |
| WACUHO is doing a great job! I wish I was able to continue my involvement. |
| Well, one of MY particular needs is a strong foundation in the research and theory, whereas WACUHO seems to be more about networking. |
| work toward a more comprehensive approach to student housing. Very litttle attention is given to the graduate and professional student population who often experience the same issues that undergraduate res life folks face, without as much support. It's needs to be a conversation at a minimum. |

**What (if anything) could WACUHO do to increase your satisfaction?**

|  |
| --- |
| Confrence sessions & other professional development should cover more topics outside Res Life, and add more academic/research components |
| Continue to foster great people who support one another in this great profession :) |
| Have some of the leadership move-over and let others have a chance. |
| I am also wondering if there may be another program like WTI that is geared towards more mid and upper level folks to attend? Something new? Be happy to help create this! |
| i am happy |
| I am satisfied with WACUHO's efforts currently |
| I am statistifed. |
| I would like to see the members-at-large check in a bit more with the chairs. I would also like to see a more clear cut definition of what chairs and co-chairs are responsible for. |
| I would love to see more networking during the year but with such a big region that is hard both in person and digitally. |
| I'd like to see a consistent process on sign ups for committee and chair selection - and the way in which we advertise and communicate about these opportunities. Committee involvement has been the best part of wacuho for me and I still talk to so many people who don't know what this means and who don't know what's out there. One other comment - anything we can do to include Hawaii and So. NV more? I feel as if these folks - esp the new pros in these areas, miss out. |
| I'd say more local workshops, but I also don't really have time to go |
| It was difficult to get responses to help with C-RAP so understanding how to be apart of the event and get the experience |
| More conference focus. |
| more conference-specific content/presence |
| More drive in conferences for Hall Directors to attend for professional development |
| More interaction with vendors at the conference. |
| more operations-centric programs |
| More social media presence |
| More welcoming sessions for those who are new to WACUHO and networking. Not only at conferences. |
| Nothing, one of my favorite organizations I'm involved in |
| Nothing. I am a happy member of a WACUHO. |
| Oddly, more emails would be of help to feel in the loop |
| Offer more for Communications people |
| Perhaps some simple socials would be nice. |
| Provide more research information for best practices in our field |
| recognition from supervisors that should be submitted for regional awards |
| Share more information with the general membership about services you provide that they can access |
| unsure |

**Any other general comments?**

|  |
| --- |
| Continue to offer variety - not just res life focused. |
| Facilities has always been a small subset of WACUHO, and most of the established events and programs are oriented toward res life professionals. It's unlikely that there will ever be a core of facilities folks who will be able to generate the kind of activity that res life does, but finding topics and events that engage the two disciplines (like the ongoig debate about the future of collegiate education in the age of the MOOC might be an opportunity for engagement. |
| Generally I think that WACUHO serves a role for newer and up to 10 years professionals which is a good thing. I just think that bringing in almost retiring folks to pass down tacit information will be helpful before folks retire... |
| Hoping that my matchup with a new professional mentor will be a great opportunity to learn and grow. |
| I <3 WACUHO! |
| I appreciate WACUHO being there, even if I don't have much time to participate |
| I can't wait to get more involved. |
| I have been very pleased with WACUHO and the opportunities afforded so I dont have much else to request! |
| I love the "family feel" of the organziation. I felt NASPA was to large and I got lost and did not find my place. But a mentor encouraged WACE on year and it changed my world. I love all the people and involvement oppurtunites. |
| I love WACUHO. The only thing I lack there is a broader scope of education, but that is not the purpose of WACUHO. |
| I love WACUHO...it gives me a sense of belonging within the field and helps me stay connected with other professionals! |
| I really enjoy this organization on the whole, I have always felt so welcomed immediately, which was not my experience at other conferences or with other groups. |
| I think there should be more information about what Exec does and who they are. I think the membership would benefit by promoting what new pros can look forward to with future involvement. |
| I was not happy with the conference. As a first time participant, I found the instructions and locations very hard to navigate. The process was difficult and I had to sort through many pages to find a contact name and number. Thankfully, the contact person was very helpful and informative. |
| It is wonderful that you are doing this type of assessment. I hope this organization is able to get its act together and start being a regional organization that we can again have pride in. |
| Kepp up the good work! |
| More outreach to brand new professionals. I am not a new professional but if I were I wouldn't know where to start. I like the new professional mentorship program that is getting started because it will help to introduce new professionals to other professionals in the field. |
| My institution mostly supports (financial) involvement in one professional organization and I have chosen to be more active in NASPA. Nothing against WACUHO or ACUHO-I! |
| Personally, I've been very satisfied with my experience with WACUHO! |
| Thank you everyone for the great work you do! |
| Thank you WACUHO! |
| Thanks for all you do! |
| Thanks for the survey! I love wacuho. :) |
| The volunteers of WACUHO are amazing |
| WACUHO is a wonderful organization, and my time and invovlement has been time well spent. |
| wacuho is great for networking in the housing field...what if you're not staying in housing...? |
| WACUHO seems like the same people & same topics year after year. Not much is new or exciting. I don't know how WACUHO can change that, but as for me, I seek new options to explore for my involvement & professional development. |
| woohoo |