

The NCC

Guidebook

For Dummies

by:

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For the National Communications Coordinator (NCC):

Congratulations and welcome to your new position as the National Communications Coordinator for the University of Nebraska – Lincoln! During the course of the next year, you will not only learn a lot, but meet people from all around the nation. This guide cannot hold everything you possibly need to know for the year, some you will have to learn as you go along.

However, this guide will give you basic information for your position, how UNL and the local governments fit into the big picture, setting up a delegation, and background information about the conferences and how UNL has contributed to those.

This guide has had input from numerous other NCCs within NACURH. Hopefully this will make the first part of your year go smoothly. Good luck and once again, congratulations!!

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USEFUL ACRONYMS

The following list contains various acronyms used throughout this guide and within the various business meetings you will be attending as the NCC. Get familiar with these, and it will make the start of your year a whole lot easier!!

Sub-Organizations and Resources

NRHH:..... National Residence Hall Honorary
NIC:..... National Information Center
RFI:..... Resource File Index
VTI:..... Video Tape Index
IRC:..... Inter Residence Council
AAFN:..... Association of Alumni and Friends of NACURH
ACPA:..... American College Personnel Association
ACUHO-I:..... Association of College and University Hall Officers – International

Positions

NCC:..... National Communications Coordinator
NCC-IT:..... National Communications Coordinator – In Training
RCC:..... Regional Communications Coordinator
RBD:..... Regional Board of Directors
NBD:..... National Board of Directors
NAA:..... National Associate for Administration
NAF:..... National Associate for Finance
CRC:..... Conference Resource Consultant
RA of ____:..... Regional Associate
RA:..... Resident Assistant
CA:..... Community Assistant

Awards

OTM:..... Of The Month
OTY:..... Of The Year
SOY:..... School/Student of the Year
DSA:..... Distinguished Service Award
POY:..... Program of the Year
SALT:..... Student Award for Leadership Training

Regions

NACURH:..... National Association of College and University Residence Halls

CAACURH:..... Central Atlantic Affiliate of College and University Residence Halls
GLACURH:..... Great Lakes Affiliate of College and University Residence Halls
IACURH:..... Inter-Mountain Affiliate of College and University Residence Halls
MACURH:..... Midwest Affiliate of College and University Residence Halls
NEACURH:..... North East Affiliate of College and University Residence Halls
PACURH:..... Pacific Affiliate of College and University Residence Halls
SAACURH:..... South Atlantic Affiliate of College and University Residence Halls
SWACURH:..... Southwest Affiliate of College and University Residence Halls

THE ACRONYMS EXPLAINED

Since you now know what the acronyms stand for, now is the time for explanation. You should try to have a general understanding of them.

Organizations

NRHH is an organization which is for the top one percent of all resident hall students. This organization has four pillars: scholarship, leadership, service, and recognition. A member can be anyone in the residence halls. They are nominated by current *NRHH* members, advisors and Resident Directors (*RD*'s). After being nominated, the nominee completes an application, complete with letters of recommendation. These applications, which are anonymous to the selections committee, are voted on.

NIC is the National Information Center which is the national headquarters for the organization. It has the official mailing address and is the main point of contact. The *NIC* runs the nacurh.org website, maintains affiliation records, and is the keeper of the *RFI*. The *NIC* office itself changes locations every few years, as schools may bid to host it for three-year terms. For the past five years, it has been located at the University of Florida.

The Resource File Index (*RFI*) has a massive collection of resource files submitted by member schools throughout our 50-year history, all of which are available to fully affiliated member schools. It is accessible through the National Information Center and the nacurh.org website.

The Video Tape Index (*VTI*) is another part of the *NACURH* library. It includes videos of school events and programs, and also conference footage. You can obtain copies of these from the *NIC*

AAFN is the Association of Alumni and Friends of *NACURH*. Most people describe it as the "Hall of Fame" for *NACURH*. This association is a career long achievement award for people who have gone well above and beyond what their position (s) entail and have done enormous work at advancing the goals of *NACURH* and the other organizations on campus of which they serve. The \$100 induction fee helps show that the person is well respected by the people they workd with and supports *NACURH*'s operations.

ACPA, or the American College Personnel Association, is the professional organization tied to student affairs careers. They sponsor *NACURH* by providing for the *SALT* award nationally and through professional development.

The Association of College and University Hall Officers – International (*ACUHO-I*) provides professional development for members by sponsoring programs, services, publications, and research. They exchange professional information related to the various aspects of residential facilities for students and the related operations.

Positions

Your position as *NCC* is a big role on campus. You are the liaison among RHA, MACURH, and NACURH. Every month during the school year, you are responsible for sending a monthly report to the MACURH region via the list serve. The report lets other schools know what is going on, and may give them ideas for programs on their own campuses. Also, questions may come across the list serve that you are asked to answer and give your opinion. Also on a regional level, there are weekly chats. Currently those are via AIM (AOL messenger). These chats keep you up to date on NACURH and MACURH happenings. You are also expected to attend MACURH and NACURH, where ever the location, and participate in the business meetings. For these conferences, you form a delegation (covered later) and are in charge of them during the preparation and at the conference. The more familiar you become with the conferences, the easier it is to get residents excited about attending these conferences. At the RHA level, you are to attend all general assembly and executive board meetings. During these times, you are to update all in attendance about things going on in the region and pass along important information, such as for the conferences.

The *NCC-IT* is your shadow. He/She should “follow you around” during your duties in order to learn the ropes as NCC. This is simply a preparation step for an important position on campus.

The *RCC* has a few of the same responsibilities as the NCCs. There is one for every sub-region. They relay information to the NCCs and answer questions that may rise within their sub-region.

The Regional Board of Directors (*RBD*) is a group of elected students who serve each region of NACURH. It consists of a director, five regional associates, five RCCs (one for each sub-region), and two conference chairs, along with the regional advisor.

The *NBD*, National Board of Directors, consists of the National Chair, National Associates for Administration and Finance, the NIC, eight regions, and NRHH. The National Advisor and the Conference Resource Consultant are also included. These people meet semi-annually to plan for NACURH.

The *CRC*, also known as the Conference Resource Consultant, is the key person to speak to while you are planning for a conference. They have all the information that can help you bid to hold any conferences you would like to have.

Awards

OTM (Of The Month) is an award that is through NRHH. It starts at a campus level, moving to regionals, then nationals. This is for an outstanding, student, advisor, program, etc. on campus. This can be given to anyone that you feel needs to be recognized. There are twelve different categories.

OTY, Of the Year, is something similar to the OTM, except selection process is slightly different (covers a year instead of a month). Instead of NRHH members deciding, the NCCs vote on the

applications (called bids) at their regional business meetings. There are numerous categories for this also.

Student of the Year, *SOY*, is just another form of an OTY. These are also decided by the NCCs through a bidding process.

POY, Program of the Year, is given annually at NACURH and regionally at MACURH. It recognizes the most outstanding student-implemented program concerning residence halls. The national bids are due by December 1st.

The Student Action Leadership Team (*SALT*) award is also given annually at NACURH. It includes a written bid and presentation. This is to reward student leadership training programs in the residence halls. These bids are also due nationally by December 1st for consideration.

Region Locations

CAACURH: Delaware, New Jersey, Ohio, Pennsylvania, Washington D.C., West Virginia

GLACURH: Illinois, Indiana, Michigan, Ontario, Wisconsin

IACURH: Alberta, Arizona, Colorado, Idaho, Montana, New Mexico, Saskatchewan, Utah, Wyoming

MACURH: Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, South Dakota

NEACURH: Connecticut, Maine, Massachusetts, New Hampshire, New York, Rhode Island, Vermont

PACURH: Alaska, British Columbia, California, Hawaii, Oregon, Washington

SAACURH: Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee, Virginia

SWACURH: Arkansas, Louisiana, Mexico, Oklahoma, Texas

YOUR ROLE AS NCC WITHIN NACURH

You, as an NCC, are the main link between your school and the NACURH network of residence hall organizations across the continent. It is only through your effectiveness as a NCC that your school's residence hall organization may enjoy the benefits of NACURH and your region.

There are many vital responsibilities that come with the job. Remember, NACURH is only as strong as you, the NCC, make it. The whole idea behind the organization is the improvement of the college or university residential living environment, and only through the sharing of schools' programs and ideas can we accomplish this goal. You needed to share your school's uniqueness with the rest of the region and nation. As you see, the NCC does have responsibilities, but the rewards far outweigh the duties!!!

NCC EXPECTATIONS AND RESPONSIBILITIES

1. Serve as the liaison between NACURH, your region and your school's residence hall organization.
 - a. Official representative of NACURH at your school.
 - b. Official representative of your school's residence hall organizations to NACURH.
 - c. To be knowledgeable about NACURH, your region and your school's organization.
 - d. Keep abreast of all changes in NACURH, your region and your school's residence hall organization.
2. Organize and submit a report on some aspect of your school's residential living environment, government or programs to the National Information Center once per year (re-affiliation).
3. Submit Of The Month nominations (in conjunction with your school's NRHH Chapter if applicable). The format for each of the Of The Month awards can be found in the awards section of this handbook. Award categories include:
 - a. Advisor Of The Month
 - b. Executive Board Member Of The Month (NCC is included here)
 - c. NRHH Chapter Of The Month
 - d. Program Of The Month
 - Community Service Program
 - Educational Program
 - Social Program
 - e. Resident Assistant Of The Month
 - f. Spotlight Of The Month
 - g. Student Of The Month
4. Submit nominations for other regional or national awards and honors, when applicable. (See the awards section of this handbook.)

5. Keep a notebook or file of all correspondence received and sent.
 - a. Communicate regularly with the Regional Board of Directors and other NCCs in your region.
 - b. Answer all correspondence -- letters, questionnaires -- promptly.
 - c. Keep regional and national newsletters for reference, and submit articles. Share the information you receive in these newsletters with the others in your residence hall organization and housing office.

6. See that your school's residence hall organization takes advantage of all benefits and services offered by NACURH and your region.
 - a. Establish a National Residence Hall Honorary chapter on your campus.
 - b. Establish a Student Action Team chapter on your campus.
 - c. Request files, reports and video tapes from the National Information Center. Each school receives 100 free pages a year (see your Resource Files Index).
 - d. Utilize NACURH corporate sponsors and corporate contract discounts.

7. Serve as the delegation chairperson of your school's residence hall organization during regional and national conferences.
 - a. Chairperson of delegation, recognized spokesperson for group.
 - b. Official representative at business meetings of your region and NACURH.
 - c. Attend all NCC meetings at regional and national conferences.
 - d. Report to your delegation about the business conducted at the meetings.

8. Responsible for all pre-conference materials, arrangements and communication.
 - a. Submit conference registration materials and fees on time.
 - b. Make sure program session forms are returned, and assist in the preparation of any sessions from your school.
 - c. Responsible for the school display, banner or other region-specific activities, if desired by your organization.

9. Responsible for making sure membership dues are paid and registration forms are taken care of at the National Conference or sent in to NIC by June 15 of each year.

10. Responsible for assisting in the planning of all conferences by sharing ideas with the Conference Chairperson and staff.

11. Give reports on MACURH, your sub-region, and NACURH at each meeting of your school's residence hall organization.

12. Train your school's new NCC. Be sure to pass your NCC Handbook, RFI and Video Tape Index on to him/her, as well as your files of correspondence, regional and NACURH business, any conference material and any other pertinent NCC information.

13. Inform the Regional Director and the NIC of any change in status, be it a new NCC or change in address or telephone information. All changes in information are due in the regional office within two (2) weeks of occurrence.

14. Enjoy the benefits of one of most rewarding positions -- the NCC. You will have the opportunity to meet people like yourself from campuses across the region and nation!

NCC/RBD Meetings

At all national, regional, and Mini/No-Frills Conferences, expect to meet with the other NCCs from each of the member schools in your region in Regional NCC Meetings. These meetings are usually long and will keep you away from your delegation for quite a bit of the conference. However these meetings are necessary for each region to function efficiently and democratically. NCCs choose the region's awards, conference sites, directorship, and set policy. Regional meetings are run using Parliamentary Procedure. Expect your Regional Director to contact you before the conference with a better idea of what to expect during your regional meetings.

At the NACURH Conference each May, all of the NCCs in NACURH meet for the Corporate Business Meeting. There, the NACURH Executive Officers give the corporate report. This is also the forum where changes to NACURH's bylaws may be proposed from year to year. Changes to the bylaws require a 2/3 majority vote by all NACURH NCCs in attendance.

In order to vote in any regional or NACURH meeting, it is required that your school be in good standing with NACURH. This means your school's registration form, dues, and NIC report must be turned-in and on file with the NIC. Also, you may not have any outstanding debts with any NACURH office or conference staff. Your school also must be in good standing if it is to be considered for any regional or NACURH awards, including OTMs. To double-check to see if your school is in good standing, contact the NIC.

HALL GOVERNMENTS, NACURH, AND EVERYTHING IN BETWEEN

Hopefully that provided enough background information to help you understand the organizations, positions, awards, and regions. In order to get people excited about going to the conferences, you have to help them understand how the governments fit into the big picture. This is one of the hardest things to communicate to the residents on campus. You also have to be sure you can communicate to them what your role is on campus and show them how your position is of value to them. Just don't tell, show the hall governments how you can be of service and how attending the conferences can benefit their residence halls by giving them examples. The better understanding you have of this, the easier it becomes. I have each section broken down to make this a little easier.

Hall Governments

With NACURH covering the whole nation and parts of Canada, it is hard for the hall governments to understand that this is for them. Even though the hall governments make up RHA, they do have a say about how NACURH and MACURH is ran. The members of the hall governments are chosen to be part of the conference delegations. Even though NACURH is national, this is where a lot of ideas can be born. This conference helps spread ideas throughout

the nation for programming, student involvement, and how to keep students in the residence halls. The ideas presented are endless!! By going to NACURH, a government member can start a contacts list and can have other resources to bounce ideas off of. MACURH is very similar, but the contacts are for this region only. Like the benefits of NACURH contacts, these people can help with policy questions about their university, some of which are very similar to UNL!

The governments can also use you, the NCC, as an information center. You have access to the RFI, which can also give tons of programming ideas and various other topics to the halls to use. Try to let them know and encourage them using you as a resource. This is one of the ways to get numerous programs on campus that are new and exciting to the residents.

Residence Hall Association (RHA)

The NCC should be attending all RHA meetings, including executive board. You give weekly reports about what you are doing and things going across the list-serve. You need to work with the Advisor and President to be sure everything is covered in your monthly reports on the list-serve. Working with the President maybe hard, so included in this book is how to work with your President.

Sub-regions

Within MACURH, there are sub-regions. These include schools for each area, for example, KanNeb has all the schools within the Kansas and Nebraska areas. This helps build a sense of community within the region, so when it comes down to the business meetings at MACURH, you know someone else, and hopefully have a little more fun!

MACURH/NACURH

MACURH is the region that you are a part of. It and NACURH are similar because they provide a place to facilitate the exchange of programs and information between schools. In addition to delegate and advisor programs, there are meetings for NRHH, Programming Representatives, and the NCC. During the NCC business meeting, new officers are selected, award winners are chosen, legislation is taken care of, and reports are shared.

NACURH is....

- to bring students together for a time of fun and learning
- a continually evolving organization committed to serving the needs and wants of member institutions
- the annual conference utilizing student leadership
- largest student ran organization in the world ☺
- started in 1954
- the largest student ran organization in the United States with nearly 400 member schools across the U.S. and Canada
- to design and facilitate programs and informational services to promote the educational goals of the residence hall

Why MACURH/NACURH rocks:

1. Allows program ideas that worked on other campus to be shared between schools around the entire United States.
2. Learn what other RHA's have done.
3. Learn from other RHA's mistakes so your school doesn't make the same ones.
4. Learn from the success of other RHA's so your school can follow in their footsteps.
5. Inspire new and awesome leadership that will carry over from the conference into the residence halls.
6. To motivate already existing leaders to continue their hard work and dedication.
7. To recognize individuals that has gone above and beyond their call of duty and recognizes them on the national level...therefore giving that individual's school recognition.
8. To recognize programs that have gone above and beyond the typical program and recognize them on the national level...therefore giving that program's school recognition
9. To enhance leadership by not only in the residence halls, RHA's or schools, also in life.
10. Don't judge conferences until you've been on one yourself!!

RE-AFFILIATION

Once a year, you will have to re-affiliate your school. If you plan it out, it will not be a stressful time for you. You only need three things: a registration form, an acceptable NIC report, and your dues. Dues are \$90 for a large school (more than 1,000 residents on campus), \$70 for a smaller one.

The NIC report

The NIC report is basically a report on something that your school did over the year. It can be either a great program or process you used. These reports are filed away and can be accessed by other schools. If you do not follow the guidelines, your report will be accepted. Be sure to read over all materials sent out for re-affiliation, they can change slightly from year to year.

Tips to Keep in Mind

Fill out the re-affiliation form. This will most likely be online at www.nacurh.org, but you can always ask your regional advisor if you don't know.

Talk with your advisor about dues. After you fill out the online affiliation form, you should print an invoice and your advisor will help get the check cut for your school's dues.

Read the re-affiliation packet. The packet should be on the NACURH website. Make sure you are clear on all of the rules. Most reports are at least five pages, but can be as many as you want.

Decide on a topic to write the report. Choose a topic that has been important on campus during the past year. You can take your own observations from being an NCC-IT, talk to your advisors, or ask the past executive board members of other RHA members about ideas. The NIC sees a lot of programming RFI reports, so think outside of the box!

Do the necessary research. This includes doing interviews, gathering materials, asking questions via the listserv, forum, etc.

Start early! The earlier you start your RFI report, the more time you will have to get it edited and correct it. Reports are due in November at MACURH. The first few months of school are extremely busy, and getting it done during the summer will allow for proper time for evaluation to make sure all of your information is correct.

Email the rough draft out. This email should be forwarded to your advisors, past executive board, and incoming executive board asking for corrections. The more people who see it, the more response you'll get, and the better the report will be.

Don't forget the cover page and final required page! You don't want the NIC to reject your report for forgetting something dumb. Refer to the re-affiliation packet for guidelines.

Make corrections! After receiving feedback, make the necessary corrections. Then discuss the final copy with your advisor.

Print the finalized report and send it! The NIC doesn't accept emailed submissions (yet), so be sure to send the report in enough time that it will be received before it is due.

BID READING AND WRITING, PLUS OTHER AWARDS

Bids are an important part of the conferences you attend. These are for numerous awards and helps the NCCs decide where the next conference will be held. Also, there are special awards that go out to people who are active in the region and nation. Remember when you are reading all bids, keep pens, paper, highlighters, and your policy book near by!!

Conference Bids

When reading and writing a conference bid, there are a lot of things to keep in mind...

1. Who is the bidding school?
2. How many participants can they host and accommodate?
3. Are special needs taken into consideration?
4. What kind of information is provided about the staff (conference experience, time commitments, etc.)?
5. What is the total cost and what items are included?
6. The dates it would be held and alternate dates.
7. Thoroughness of the bid and presentation.
8. Support (RHA, school, city, sponsors, etc).

9. List all pros and cons.
10. Notes for discussion.

Remember:

- Evaluate the written bid and oral presentation.
- Theme and style are considerations when looking at the whole package.
- A conference bid is just a bid, and things can change.
- Keep the policy book requirements in mind.

Individual Award Bids

OCM Distinguished Service Award is awarded annually to an outstanding student living in the residence halls for “lifetime” achievement. This is sponsored by On Campus Marketing (OCM).

The *First Year Experience (FYE) Award* recognizes the outstanding contributions of a first-year student encouraging them to remain active in leadership positions within the residence halls.

Named after Dr. Dan Hallenbeck, the *Hallenbeck Service Award*, recognizes lifetime achievement by the advisor of a NACURH member school/region.

The *Stoner Service Award* was named after Dr. Ken Stoner and recognizes that outstanding achievement of an individual involved with NACURH. This is not an annual award.

Sponsored by OCM, the *OCM Dennis Lynch National Communications Coordinator (NCC) of the Year Award* goes to anyone who has held the position of NCC during the past year and has had outstanding service to the region.

The *Mike Grosz Student of the Year Award* recognizes outstanding service to MACURH by an individual who has been directly affiliated with the organization. Nominees must be full time students and live in an on-campus housing unit.

Named after Mabel Strong, the *Mabel Strong Outstanding Advisor of the Year Award* is designed to recognize outstanding advisors who have shown outstanding service and dedication to the MACURH region.

The *Valerie Averill and Mark Hudson NRHH Outstanding Member of the Year Award* recognizes the outstanding service to NRHH and the regional by an individual who has been directly affiliated with both organizations. It honors a member for outstanding contributions on the campus, state, sub-regional, regional, and national levels.

School Award Bids

School of the Year is the highest award a NACURH school can achieve. Schools are recognized because of the outstanding achievements on the campus level by a residence hall government, as well as regional and national contributions.

The *NRHH Building Block Chapter of the Year Award* is awarded to a chapter, which shows outstanding growth and development on the campus, state, sub-regional, and national levels during the year of nomination.

NRHH Outstanding Chapter of the Year Award is the highest honor an NRHH chapter can attain. The award recognizes outstanding achievements of an NRHH chapter on the campus, state, sub-regional, regional, and national levels.

Program of the Year is designed to acknowledge outstanding programs implemented throughout the nation. The program must be student run and initiated. Finalists are chosen in January and presents at the NACURH conference.

The *Commitment to Diversity Award* is for a school or RHA that has made an outstanding effort and achievement in diversity education and programming on their campuses.

Student Award for Leadership Training (SALT) recognizes the outstanding leadership-training program within the residence halls of a NACURH member school. The winner is chosen by the NBD in January and presents at the NACURH conference.

Other Awards

The *Four Year Service Pin* recognizes those students who have spent four (4) years of their collegiate careers living in the residence halls, constantly striving to enhance their residential living environment and MACURH/NACURH.

Bronze Pins are awarded at the discretion of the NRHH President and RHA President (unless otherwise noted) to those who have shown leadership and have gone above and beyond their duties.

Silver Pins are awarded at the discretion of the eight Regional Directors to individuals who have provided leadership and direction to further their respective school and/or region. Up to eight pins may be awarded by the Regional Director each year.

The *Gold Pins* are awarded at the discretion of the NACURH National Chair to individuals who have provided leadership, direction, and service to their school, region, and NACURH.

The *Association of Alumni and Friends of NACURH (AAFN)* is an honor for both the inductee and the school. It is considered the “Hall of Fame” of Housing. Members may be inducted by their respective schools or regions. The \$100 induction fee is used to help finance NACURH.

Tips for Writing Bids

Utilize your Space. If you have the capacity to use eight pages, use all eight! Give detail so that the reader understands just what that person has done that is so outstanding. Shorter can be better, just be sure all your information is in there!

Be Creative. Develop a theme, and carry it through! Don't let the theme overshadow the bid, but use it to develop interest for NCCs and NRHHers.

Follow Criteria. Utilize the MACURH Policy Book and make sure you have addressed all areas of suggested criteria. Also use national criteria to supplement your information.

Time Sensitive. Remember to follow the time periods for the bid, and to only address accomplishments that occurred in that time period.

Revise. Ask others to look through for errors and inconsistencies in your bid. Utilize peers, advisors. Check your spelling and be sure there is a good flow to it.

Be Prepared. Be ready to support facts in your bid, and come prepared to point out the important ways in which the bid shines.

Tips for Reading Bids

- Write down questions.
- Discuss them with others.
- Read twice. Once completely, then the second time for the finer points.
- Think of them like OTMs. What did they do to deserve this?
- Be very specific.
- Base your reading over what is only in the bid.
- Be sure all criteria match the requirements of the bid.
- For position bids, look at goals and experience...Do they match?
- Use evaluation forms, if available.

FORMING DELEGATIONS FOR CONFRENCES

This is one of the hardest parts for the NCC, but if you start early, this will also be easy.

MACURH ABC's

M is for Meetings. Delegation meetings are essential to preparing a group of students ready to present programs, be spirited, and bring back new ideas to your school. Be prepared for these meetings, by having an agenda, forming committees, and setting goals for accomplishments each week.

A is for Awards. There are a number of awards you can bid for at MACURH. In addition, you can recognize through the Four Year Service Pin. Take the time to prepare quality bids from you school. IT is a rewarding experience, and each school should take full advantage of this opportunity.

C is for creativity. While clothespins are a staple of MACURH spirit, come up with some new and creative ides to show your school pride! Work ahead, by meeting weekly for a Spirit Night before the conference.

U is for utilizing resources! Check out the MACURH website at www.umn.edu/~macurh, and email your RCC and RBD!

R is for representatives. At MACURH, you will be representing your school in NCC meetings. Make sure you have informed your school about what to expect at MACURH! In addition, don't forget about having an NRHH and a Programming Representative as well. They are an essential part of bringing MACURH home to your school.

H is for history. Read up on the MACURH Policy Book, and understand the background on this great organization. The Policy Book can be found on the MACURH website. When preparing your delegation, use the great history found at your school to prepare your group, including videos, old binders, displays, and banners.

Forming your Delegation

Go to local hall government meetings and talk to the senate and their Presidents/Advisor.. If they want and can afford to send a representative, they WILL send someone. Each hall may want to wait and discuss this more at the next meetings, and it is perfectly normal! Let them know that you need a name as soon as possible, and encourage them to send their president and as many people as possible as alternates. Remember to tell them when and where the conference is.

Decide who is going to go from your RHA executive board. In years past, the RHA President has attended. There have been cases where the Vice-President has also attended due to open spaces. Your Social Chairperson or SAT Chairperson are suggestions for your Programming Representative. Talk with your advisor about this first.

Help in the decision of the conference advisor(s). You may not have a say in the other housing professional who attends as conference advisor, but try to make suggestions if at all possible.

Take as many people as transportation and budgets will allow! Remember that everyone you take is representing UNL, so encourage the halls to send as many people as possible. Also keep in mind, that there is a delegation cap on the conference and alternates may not be accepted. Know which ones are alternates, and explain to them they may not have the change to go. Try and find out from the conference staff as soon as possible, and let the alternates know if they are accepted.

After your Delegation is Formed

Get everyone's contact information. Defiantly get everyone's email address and phone numbers. This way, you can keep them updated with conference information and send reminders out about meeting times (discussed next). Also, send out letters to their campus addresses, just incase emails or phone messages were not received. This is most important the first couple of weeks.

Set a weekly delegation meeting time and place as soon as possible. Because everyone has a busy schedule, it can be hard and frustrating to set this time. From my experiences, if it is before an RHA meeting or late at night, most people can attend. Be sure to emphasize why they are going to the conference in the first place, and the things they can/will gain from it.

Get registered. This will likely be online, but you can also do it via U.S. Mail if you want. If you do not have all the information, you can register “dummy delegates”, just be sure to contact the conference chairs to figure out how you are going to get the names in later.

Divide your delegation into committees. Common committees are Spirit, Banner, Display, and T-shirt. You can let the delegation sign up for committees.

Ask and encourage people to present programs. Sometimes your RCC will coordinate this, so you should double check with him/her if it is a possibility to go with him/her. Typical arrangements include a charter bus or school van. Remember that with the vans, you must have someone 21+ to drive, and with a charter bus, a driver is provided (but you will have to pay for his/her accommodations). Also, remember the comfort of your delegation. You do not want to be cramped with sixteen people in a sixteen-passenger van for ten hours. Critical questions: Distance? Cost? Travel Time? Ideas: charter bus, school vans, Amtrak, flying. Remember that with each method comes restrictions each their own. If the place you are traveling is very far away, you may want to look into working with a travel agent. The sooner you look into transportation, the more flexibility you will have and the better prices you will be able to get. Work with your advisor to make arrangements.

At the Meetings

Get to know everyone. Even though it may be late, do icebreakers. You will be traveling together for several hours at a time. Being acquainted with your delegation will make the trip more enjoyable for all.

Sign liability and alcohol forms. NACURH and MACURH conferences require these so be sure to make sure they are sent by the due date. They will most likely accept them at check-in at the conference, but it can take longer for you if you did not mail them in before.

Allow some time for committees. Remember that the conferences are during the school year, and people are busy. They may not have time to meet outside of delegation meetings, so allow for a little time for the committees to meet.

Be open to input from others. Ask if anyone has attended a conference before and listen to his/her insight on what they think the conference will be like. Many of the delegates have most likely not been to a conference before and they may be nervous.

Try to show examples from past conferences. The RHA Advisor and the RHA office more than likely have copies of videos and binders from previous conferences. Show the delegation what Roll Call is, it can be confusing to the new delegates. These will help prepare the delegates for the cheering and other activities that happen during the conferences.

Explain the whole procedure. This includes the schedule, departure and arrival, times and places, meetings at the conference, spirit, roll call, philanthropy, banner, and display. Tell them what the conferences are, including history. Go as deep into the information as you feel is necessary to have your delegation prepared and knowledgeable as they prepare for this conference.

Emphasize that they are their own leaders. As an NCC, you won't be around much to supervise your delegation. Tell them that it is their own responsibility to be getting enough sleep, drink enough water, and generally being a good representative of the university. Encourage them to meet new people, trade spirit items, and go to programs. This may be where your delegate someone else as your "second-in-command". Hopefully, this person will have had past conference experience, but at the very least, delegate someone who is a strong leader already or that you believe will do a good job. Their job is also not to supervise the delegation, but rather to answer any questions and deal with problems.

With Committees

Make sure all members have a clear idea of what they are doing. You can require everyone to be on a committee in order to get things done quicker.

Tips for Spirit Committees: You will need things to hand out in the swap shop, so get creative! The item that most everyone goes for is clothespins. Spray paint them any color you feel is appropriate...just be sure to have proper ventilation!

Choose a theme that coincides with the conference theme. Usually sub-regional themes are handed down, so try to follow that too!!

Encourage the committees to meet outside of delegation meeting times. The more they can do outside delegation meetings, the more time you will have during meetings to get to know each other, answer questions, and keep them updated on conference stuff.

Outside of Meetings

Keep the delegation and advisors updated. Send out emails after every delegation meeting, call those who didn't make it, make a new list on instant messengers, or make a posting board on YAHOO. Whatever you do, make sure the delegation has access to you and that they know what you are thinking. Make sure that they know where and when you will be leaving from, what they need to bring and why they are going! This is a conference with tons going on and many people maybe confused, so update them on everything you are working on.

Keep an updated list of all of you delegates and keep checking in with them.

Once you receive a finalized invoice for the conference, get a check issued to pay for the conference. It may take a couple weeks to get the check, so be sure to do this in plenty of time before you leave. Your advisor will need to know who will be going to the conference as well as

who will be paying for each delegate, so keep a record. Your advisor or RHA Treasurer may aide you in taking care of the financial billing to each of the halls.

Don't forget that the conference staff has email! A good conference staff will be helpful with any questions you may have regarding registration, programming, or anything else, so be sure to use them. They are a primary source for information!

At the Conference

Check in. This will include paying for the delegates and t-shirts, checking in your programs, getting room keys and nametags, and anything else the conference staff may suggest. Be sure that you have the right number of room keys for the right rooms. There is typically a separate NCC and NRHH check-in and you will need to do in order to obtain your placard so you can vote.

Get your delegates and advisor(s) settled into their rooms. Give them some time to get their beds ready and things unpacked.

Help them to become familiar with the place they will be staying. This may include taking a tour of campus or just exploring as a group.

Set delegation meetings and a place for these. Plan meetings during meals or at a time when you know everyone will be able to make it. Try to have a meeting on the first day at least so that you can encourage your delegation to choose quality programs and also to split up as much as possible so that they are bringing as much knowledge back to the university as possible.

Encourage your delegates to get as much sleep as possible and stay hydrated! These are probably two of the most common problems at conferences, and they are avoidable. Also keep reminding them that they are there for the programming and that if they are grumpy or sick, they won't be able to fulfill their duties as a delegate.

Exchange cell phone numbers. At least make sure that your delegates have your cell phone number and that you have theirs so that they can always get a hold of you if needed. You will be splitting up a lot to go to programs, and having your cell phone handy is a great way to keep in contact.

Assign roll call numbers. This is a great thing for a larger delegation, especially so that you don't have to count the people each time.

Be familiar with the conference schedule and make sure your delegation is as well. The more familiar they are with the schedule, the more activities and programs they will be able to attend. Be sure to attend programs yourself as well, but it is possible that you will be in meetings a lot of the time.

Be a good role model for your delegates. They know you are in charge of the delegation, and even if you aren't telling them what to do, they should know by your example. Get to bed at a

reasonable hour, join in on cheers, and be a positive addition to your region! If your delegates see that you are excited in what you are doing, they will want to be a part of it as well! Try to get everyone involved in the conference experience!

After the Conference

Send out thank you notes to those who deserve them. Recognize those who have helped you to get through the conference experience, whether it was your RHA Advisor, conference advisor(s) conference staff, and your RBD. Let those people know how much they helped you to make the conference a success for your delegation.

Do a follow-up email to your delegates. For example, thank everyone for taking time away from class, work, or vacations to attend the conference. You may want to send out a short survey asking for a response on what great programs they attended and what they got out of it. It's really up to you what you say, but make sure they know how great of delegates they were (that is, if they were great delegates).

Delegate Programming

When delegates are putting programs together, keep these questions in mind:

- 1. Is the program reproducible?** If a program only applies to the host university it is not useful. A program that is reproducible at other universities becomes a resource. Make sure the programmers provide enough information and paper resources to make the program reproducible.
- 2. Is the program a duplicate?** If a program is just a copy of a previous program, it is just recycled information. To help with this, have the delegates choose an issue not a program. Help the delegates to find resources to create their own program.
- 3. Is the program creative?** If the program is too dull, you will lose attention, and information won't be conveyed. Guide your delegates to have audience participation. Help delegates to present information in an interesting manner, which keeps audience attention.
- 4. Is the program prepared?** If a program is unprepared, there is a chance it will not be useful. Help your delegates keep on track, and make sure they are getting their program done. Make sure the delegates practice their program before attending the conference, and make sure to be there to offer feedback. Don't discourage the delegates if they are having trouble, encourage and offer assistance.
- 5. Is the program information useful?** Programming is aimed to offer information to help with issues faced at university and college residence halls. Help delegates choose a program topic that is useful at your host university as well as other universities that will attend the conference. A program that deals with issues will help your delegates grow as well as help all those who attend.
- 6. Are you allowing the delegates to create the program?** No one likes to present someone else's work, so don't create a program and then expect the delegates to present the program. Help when asked, provide feedback about the program and what it should entail, and then step back and watch the program come to life. Make sure you are a mentor to the delegates and not a dictator, and most of all have fun!

WORKING WITH YOUR RHA PRESIDENT

Working with your RHA President can also be one of the hardest things you may encounter during your time as NCC. The following are issues to be aware of and tips to make the interaction more harmonious and your job easier!

Common Issues

- Control on campus vs. control at conferences.
- Lack of understanding about the NCC role.
- Communication of information.
- Desire for Presidents to network and discuss issues they feel are important.

Tips to Build a Great Relationship with your RHA President

- Hold weekly one-on-ones.
- Establish guidelines for what kind of information needs to be shared.
- Have clear roles and expectations in writing.
- Get to know each other outside of the RHA context.
- Subscribe your President to the regional list serve so that he/she knows what is going on.
 - Be sure the President understands the NCC is the active one on the list serve.
- Train your RHA executive board on your region and NACURH so they understand your role.
- Involve Advisor(s) in establishing boundaries for the relationship.
- Address issues that arise in a timely manner and don't let things build up between the two.

Everything you may do as an NCC is defiantly not covered here. Like I said, there is no way a book and prepare you for an experience like this. Good luck and remember to set your goals high!!

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Salem St. College (NEACURH) – NACURH 2004 presentation: RHA President relations

Montana St. University at Bozeman (IACURH) – NACURH 2004 presentation: Delegation Building

APPENDIX

Useful websites

NRHH website: www.nrhh.org

- History
- Symbols
- Constitution
- Resources

NACURH, Inc. website: www.nacurh.org

- Affiliation and re-Affiliation information and helpful resources
- Information about our corporate partners
- Regions
- NRHH

National Information Center website: www.nacurh.org/nic

- Goals and place for the future, Office hours
- See how much money the NIC receives each year and how it's spent
- Projects – see what the NIC is currently working on
- Names and contact information for the NIC's officers

Conference Bid Evaluation Cheat sheet

- Can host and accommodate typical number of participants
- Special needs taken into account (ADA, dietary, etc.)
- Conference staff information (conference experience, time commitments, etc.)
- Conference cost and items that are included in the cost
- Date of conference and alternate dates
- Thoroughness of bid content
- Support (RHA, school, city, sponsors, etc.)
- Pros
- Cons
- Notes for discussion
- Don't forget:
 - Evaluate what is in the written bid and oral presentation
 - Theme and style are considerations when considering the whole package
 - Remember, a conference bid is just a bid and things can change
 - Keep policy book requirements in mind

Conference Application

- Name
- Phone
- Address
- Attendance of previous conferences
- Current campus participation (especially government and in the residence halls)
- Why you want to attend
- How will you use the information learned
- Contributions to the delegation
- Program proposals
- Return responsibilities (must present to government who sent them)
- Emergency contact information
- Shirt size
- Signatures of the government advisor and student

Program Proposals

- Title
- Presenters
- Conference time conflicts
- Category
- Room arrangement
- Audio/visual needs
- Description
- Outline

What to take to Conferences

- Appropriate clothing
- Semi-dress clothes for banquet
- Personal items
- Comfortable shoes for walking
- Money
- Camera and film
- Stuff to trade
- Spirit stuff
- Alarm clock
- Watch
- Pen, pencil, paper
- Program needs
- Banner
- Shirts
- Display

- Positive attitudes
- Bid copies

Program evaluations (to be turned into the NCC after the conference)

- Conference and year
- Title
- Topic
- Presenting school
- Your name
- Handouts
- Program summary
- Program strengths
- Program weaknesses
- How can the campus use the program

Conference Evaluation (to be turned into the NCC after the conference)

- Most enjoyable part of the conference
- Part of the conference that needs the most work
- What the NCC did well
- What the NCC needs to work on
- What the advisor(s) did well
- What the advisor(s) need to work on
- Preparedness for the conference
- What could have been done better
- Conference expectations meet
- Description of the conference experience
- What information was brought back for the campus and how it will be used.