

The PCC Handbook

TABLE OF CONTENTS

Alphabet Soup (Useful Acronyms)	Page 2
PCC Expectations and Responsibilities	Page 3
PCC/RBD Meetings	Page 4
Residence Hall Government Involvement	Page 4
MACURH/NACURH	Page 4
Bid Reading and Writing, Plus Other Awards	Page 5
Working With Your NCC & RHA President	Page 6
Conference Preparations	Page 6
After Your Delegation is Formed	Page 7
Delegation Programming	Page 7
At the Delegation Meetings	Page 8
Outside of Meetings	Page 8
At the Conference	Page 9
After the Conference	Page 9
Appendix	Page 9
Useful Websites	Page 9
Conference Programming Guide	Page 10
Sample Conference Programming Evaluations	Page 14

INTRODUCTION

Your position as *PCC* is a big role on campus. You have the potential to act as a programming liaison between your hall government, MACURH, and NACURH. Every month during the school year, you are responsible for sending a monthly report to the Associate Director of Programming. Also on a regional level, there are chats twice a month. Currently those are via www.meebo.com. These chats keep you up to date on NACURH and MACURH. You are also expected to attend MACURH and NACURH, wherever the location, and participate in the business meetings and present programs. For these conferences, you can help plan out programming for your school (covered later) and are possibly in charge of bringing back all programming information to your school. 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.

ALPHABET SOUP (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 lot easier.

NACURH: National Association of College and University Residence Halls

NRHH: National Residence Hall Honorary

NACURH has Eight Regions:

CAACURH: Central Atlantic Affiliate of College and University Residence Halls

GLACURH: Great Lakes Affiliate of College and University Residence Halls

IACURH: Intermountain 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: South West Affiliate of College and University Residence Halls

NACURH has Two National Offices:

NIC: NACURH Information Center

NSRO: NACURH Service & Recognition Office

NACURH's Major Services:

RFI: Resource Files Index

VTI: Video Tape Index

Various Awards and Tools of Recognition:

OTM: Of the Month Awards

OTY: Of the Year Awards

DSA: Distinguished Service Award

SALT: Student Award for Leadership Training

SOY: School/Student of the Year

POY: Program of the Year

AAFN: Association of Alumni and Friends of NACURH

Positions:

AD: Associate/Assistant Director

CRC: Conference Resource Consultant

NAA: National Associate of Administration

NAF: National Associate of Finance

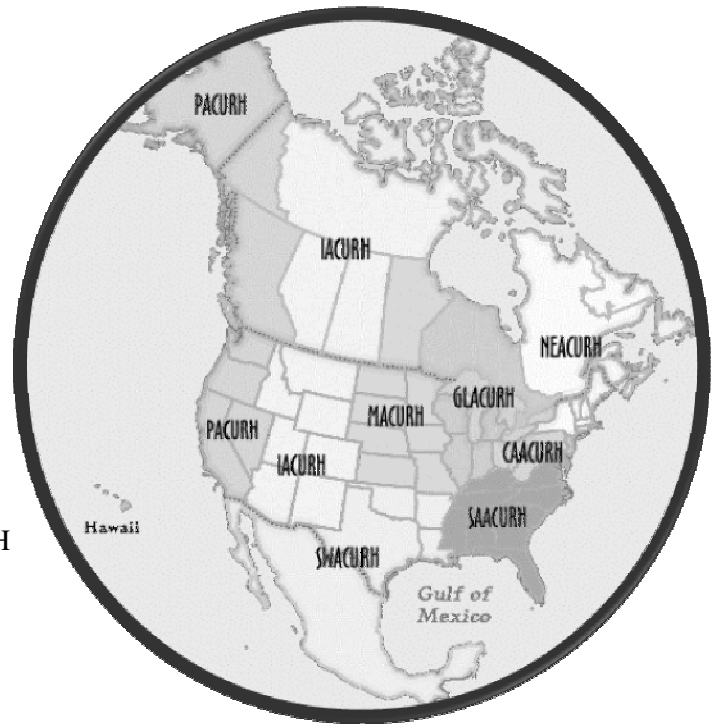
NBD: National Board of Directors

NCC: National Communications Coordinator

PCC: Programming Communications Coordinator

RBD: Regional Board of Directors

RCC: Regional Communication Coordinator



THE ACRONYMS EXPLAINED

Please refer to <http://macurh.nacurh.org/definitions.html> for more detailed info on acronyms.

PCC EXPECTATIONS AND RESPONSIBILITIES

1. Serve as the liaison between NACURH, your region and your school's residence hall organization.
 - a. Official representative of MACURH at your school.
 - b. Official representative of your school's residence hall organizations to MACURH.
 - 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. Submit Of The Month (OTM) nominations (in conjunction with your school's NRHH Chapter if applicable). The format for each of the OTM awards can be found online at <http://macurh.nacurh.org/otms.html>.
 3. Work with your school's NCC to submit nominations for other regional or national awards and honors, when applicable. **(See the awards section of this handbook.)**
 4. Keep a notebook or file of all correspondence received and sent.
 - a. Communicate regularly with the Regional Board of Directors and other PCCs 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.
 5. 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. Request files, reports and video tapes from the National Information Center. Access is free with membership (see **Resource File Index** <http://www.nacurh.org/RFI.php>).
 - c. Utilize NACURH corporate sponsors and corporate contract discounts.
 - d. Have school representatives attend all national, regional, and subregional chats
 - e. Use the NACURH Forum for regional and national perspectives (www.nacurh.org/forum)
 6. Serve as an official business representative at regional conferences like MACURH and No Frills.
 7. Responsible for following pre-conference materials, arrangements and communication.
 - a. Make sure program submissions are finished and turned in on time, and assist in the preparation of any programming sessions from your school (if accepted).
 - b. Responsible, with your NCC, for the school display, banner or other region-specific activities, if desired by your organization.
 8. Responsible for assisting in the planning of all conferences by sharing ideas with the Conference Chairperson and staff.
-

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

10. Keep to deadlines. Make sure to set deadlines for yourself ahead of those of the region. Things can get busy before you know it with regional work and if you don't stay ahead you will crash and burn trying to keep up with the pace.

11. Train your school's new PCC. Be sure to pass your PCC Handbook, RFI and Video Tape Index on to him/her, as well as your files of correspondence, regional and NACURH business, and any other pertinent PCC information. Start a file/binder as soon as your position starts and keep notes of how your position progresses as the year goes. This way you have notes to go back to and it makes transitioning a very simple and easy task at the end of your term.

12. Inform the Associate Director of Programming of any change in status, be it a new PCC or change in address or telephone information. All changes in information are due within two (2) weeks of occurrence by submitting it online (<http://macurh.nacurh.org/updateinfo.html>).

13. Enjoy the benefits of being a PCC. Have fun and strive to learn more about those around you. Don't be afraid to ask questions or jump right in. And make sure to take care of yourself. You will understand what we mean later when you are hounded about getting sleep at conferences.

PCC/RBD MEETINGS

At all regional and No-Frills Conferences, expect to meet with the other PCCs from each of the member schools in your region in Regional PCC Meetings. These meetings are usually long and may keep you away from programs during the conference. However these meetings are necessary for each region to function efficiently and democratically. PCCs choose the recipients of multiple awards on the regional level as well as Programming Grants in MACURH. Regional meetings are run using Parliamentary Procedure. Expect your Associate Director of Programming to contact you before the conference with a better idea of what to expect during your regional meetings.

RESIDENCE HALL GOVERNMENT INVOLVEMENT

The PCC should be attending all RHA meetings, including executive board. You give weekly reports about what you are doing and things going across the listserv. You need to work with the **advisor, president and NCC** to be sure everything is covered in your monthly reports to MACURH.

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, National Communication Coordinators (NCCs), and the PCC.

BID READING AND WRITING, PLUS OTHER AWARDS

Bids are an important part of the conferences you attend. They are for numerous awards/positions and also help the NCCs decide where the next conference will be held. Remember when you are reading bids to 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, but the most important factor should be the content of the bid.
- A conference bid is just a bid, and things can change.
- Keep the policy book requirements in mind.

Individual & School Award Bids

Learn more about these award bids by visiting the MACURH Award Guide online at http://macurh.nacurh.org/award_guide.html.

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 each Regional Director to individuals who have provided leadership and direction to further their respective school and/or region. Up to eight pins may be awarded by a 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.

Be Creative. Develop a theme, and carry it through. Don’t let the theme overshadow the bid, but use it to develop interest for those reviewing the bids.

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. **(Find national bid criteria in the NACURH Policy Book found on the MACURH and NACURH websites.)**

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, and even family. They can help you check your grammar, spelling, flow, and the information in your bids.

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.

WORKING WITH YOUR NCC & RHA PRESIDENT

Working with your NCC and RHA President can be one of the hardest things you may encounter during your time as PCC. 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 PCC role.
- Differences in Programming Initiatives
- Communication of information.

Tips to Build a Great Relationship with your NCC & 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 PCC 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.

CONFERENCE PREPERATIONS

This is one of the hardest parts for the PCC, as some of these jobs may already be assigned to your school's NCC. A lot of conference preparation is part of the NCC position but you can assist if the NCC asks or you work our certain parts of conference preparation as part of your position. You should work together to be a strong team on the regional and national level. For more information about the NCC's role in MACURH and NACURH refer to the "NCC Handbook."

After the Delegation is Formed

Ask and encourage people to present programs. Check the conference website to find out when program registration opens and closes. Anyone on your delegation can submit a program. It offers lots of experience in presentation skills and you can bring back things from the program you may never have thought about with feedback from the nation. If you are accepted to present programs make sure to prepare ahead of time and know the end goal of your programs. You can even have them practice on facilitating/presenting to your delegation if time allows.

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 can be replicated at other universities becomes a resource. Make sure the programmers provide enough information and paper resources to make the program easy to manipulate and present for other schools.
- 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!

At the Delegation Meetings

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 types of programming there are at conferences and what ideas they can pull from on their own campus to take to the regional/national conferences.

Outside of Meetings

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

Once you hear back on your program submissions start prepping your delegates for the conference. It may take some practice and a lot of prep time to present a successful program at a conference. Make sure you help them get enough information concerning their program so that they can effectively facilitate it. Let them practice on campus and do your best to make sure all preparations are taken care of so your school brings a lot and can take a lot from their programming experiences.

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

At the Conference

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. Finding out what rooms they will be presenting in and so on.

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.

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, depending on the conference you're attending.

Assign everyone to programs. The biggest resource your delegates can bring back is the programming experiences. Make sure they are all assigned to a large array of programs so your school is getting the most benefit and have them take notes and rate the programs on their own so you have good info as well as handouts to bring back for use later on in the year.

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, the delegation, conference advisor(s), conference staff, and/or your RBD. Let those people know how much they helped you to make the conference a success for your delegation.

Do a follow-up with your delegates. After everyone is home and recuperated, plan a reunion to share pictures -- maybe build a scrapbook for your residence hall government. Then everyone can turn in session reports, share their experiences and compare the experience with their earlier expectations. Chances are they'll be ready to sign up for the next conference or start planning those awesome programs/ideas they brought home from the conference.

APPENDIX

Useful websites

NRHH website: www.nrhh.org

NACURH, Inc. website: www.nacurh.org

MACURH website: <http://macurh.nacurh.org>

CONFERENCE PROGRAMMING GUIDE

Objective: *Why present a program at a conference?*

- Spread knowledge of programming from your school to others
- Get more involved in your regional and national organizations
- Programming is the heart of the residence hall experience, benefit yourself and those around you
- Priceless educational experiences, presenting at a conference is great professional development
- Attain valuable personal experiences with regards to communication, public speaking and leadership

How do I know if I have a worthwhile program?

Programs are original and can provide the delegates with information they could not find at their own campus. However, should you have a more common theme, can you present it in a way that know one has done before? Every conference is about the experience and benefiting the delegates by providing diverse opportunities.

Submitting Programs: *How do I begin?*

- Determine your program
- Discuss with your advisor and NCC; Utilize your resources, rely on experience
- Determine the goals of your program, and plan the best execution with specific attention to resources and time limit.
- Evaluate your resources: cost, materials, information
- Form the necessary team; If you need help find reliable individuals and get them to commit
- Research your deadlines! These can be found on the conference website. Many conference teams will not provide extensions. If you have any concerns, the best choice is direct contact with your conference programming chair. That is what they are there for.

Outline: *Why an Outline?*

Many conferences do not require a detailed outline however, an outline included with your proposal will help the programming chairs understand your goals and will enhance your chances of being accepted. Programming chairs will not accept what they do not understand!

An outline should include chronological organization of the presentation, down to the finest detail. If nothing else, this will help you prepare for the presentation. You should accurately describe each event, anticipate time for activities, discussion, and clean up. If you rely heavily on

quantitative directions, a good outline should be a minimum of one typed page. Give lots of details.

Blurbs: *What is a blurb?*

A blurb is both an informational resource as well as an advertising tool. Your blurb should communicate to the delegates and catch their eye. If possible, you should clearly identify your program's goals and expected outcomes. And remember, your blurb should be enticing and encourage participation. In a way you are selling a product, and the product is your unique educational experience.

Your blurb will appear verbatim in every conference binder. Pay close attention to spelling and grammar. Mistakes can hurt your program attendance. Have five different individuals review your blurb, and ask them what they would expect out of your program, and whether or not they would attend. Your blurb can make or break your program.

Not So Good Proposal

Title: Diversity Activity

Application: Not fully completed; turn in a completed application or nothing at all.

Outline:

- I. Introduce myself
- II. Group activity
- III. Discussion
- IV. They all leave

A good outline should give anticipated times, detailed descriptions, and should avoid generalities. Do not refer solely to the activity. Describe the different occurrences within your presentation

Blurb: Have you ever been told to "Take a walk in someone else's shoes?" Ever wanted a fun way to examine how others have been treated? Well, this program is for YOU! Come learn about the diversity among us and have some snacks too.

Good Proposal

Title: Different for a Day

Application: Included is a very detailed outline and conference binder blurb, completely filled out with additional information.

Outline:

I. Introduction (2min)

- Introduce presenters
- Share personal information

II. Ice breaker activity (5min)

- Introduce delegates
- Set tone for activity

III. Begin Activity (30min)

- Organize delegates
- Explain procedure
- Pass out materials
- Communicate goals
- Execute activity

IV. Wrap Up (10min)

- Debrief and discuss
- Swap contact information
- Discuss application of program on different campuses

V. Clean up (3min or remaining time)

Blurb: How can you bring diversity issues to your campus in a fun and interesting way? Come participate in our activity by engaging in one of your favorite childhood games in a whole new way...with a whole new meaning! Come away with the experience and resources necessary to apply this program on your own campus, and the personal development, which comes with participating yourself.

Communication

Again, it is extremely important to submit all of your materials on time. Your conference team will provide application materials; make sure they are completed in full with your outline and blurb. Good rule is to submit your program at least five days before deadline to avoid program tardiness. From this point keep in constant contact with your NCC to make sure everything is running smoothly. Make contacts with your conference staff to ensure the arrival of your materials before the deadline.

Should you not receive confirmation of your program, be that an acceptance, alternate, or declination letter within two weeks of the conference, be sure to personally contact the conference programming chair. Should you receive an alternate position, this requires you to

prepare as if you have been accepted and attend the conference ready to present. Should you not wish to be an alternate, notify your conference staff with plenty of time.

Attend the conference ready to present. Often conflicts will arise; many alternates are called within 24 hours of the scheduled program. Be Prepared!

Preparation

Before the conference:

What materials do you need, and do you have enough? Even if you have a maximum attendance on your program, delegates will still attend regardless. Be prepared with enough materials to handle at least a 25% surplus.

Conferences have ranking competitions, any where from 10 to 30 top positions. If you are selected as a top program may be required to present up to two additional sessions. Clarify with your conference team, and attend with enough materials to undertake as many as three presentations. Should you not want to be considered for the top ten, let your conference staff know with the submission of your application.

Practice your program. Whether in front of a mirror or in front of your friends this is by far the most important step in the process. If you are not prepared, the delegates will know! Practicing will provide you with more confidence, and help you to trouble shoot any problems, which you may not have anticipated.

Packing your bags/van/plane/train/etc. Have a checklist. Forgetting one material can mean disaster to your presentation. Check upon your departure and arrival.

Day of your presentation:

Find your assigned room ahead of time and plan your routes from the programs you are attending to the programs you are presenting. You should arrive to the room before any of your audience. Arriving early will allow time to set up your presentation, or rearrange the furniture if necessary. Having that time will also allow you time to calm and mentally prepare yourself.

Be sure to leave your assigned room how you found it. Pick up all trash and do not leave anything behind.

SAMPLE CONFERENCE PROGRAMMING EVALUATIONS

The below evaluation is for your school's benefit only. The purpose of these evaluations are to review programs your school attends so they can bring back more detailed information on how to bring back programming to your school.

Delegate Name _____

[Insert Conference] PROGRAM REVIEW SHEET

Name of Program:

Name of Presenter(s) and School:

Contact Info (If Provided):

BRIEFLY SUMMARIZE THE MAIN POINTS OR THEMES OF THE PRESENTATION:

HOW COULD WHAT YOU LEARNED IN THIS SESSION BE APPLIED TO OUR SCHOOL?

WHAT CHANGES WOULD YOU MAKE TO THIS PROGRAM TO IMPROVE THE QUALITY OF IT(If Any)?

RATE THIS PROGRAM 1-5 (5 BEING THE BEST):

Make any additional comments or ideas about this program on the back of the page. ☺