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NORTHWEST PASSAGES

ASSOCIATION OF COLLEGE UNIONS INTERNATIONAL REGION 14

High energy at regional conference in Boise

Test tubes, petri dishes and fusion - what is this all about?

By Leah Barrett, Region 14 2001 Conference Chair

Boise State University is turning into a research lab and leading an experiment on the best method to "bring college unions together." We grow stronger as professionals by learning from and interacting with each other. At "Union Fusion" - the theme for the Region 14 Conference - energy will be high when college union and student activities professionals and students gather on Oct. 18-20, 2001.

The conference's educational program is the protons and electrons (the heart and soul) of your trip to Boise. Featured speakers will open the conference program on both Friday and Saturday morning.

Several workshop sessions are planned with a variety of choices based on the ACUI core competency areas: campus

life and program management; auxiliary services; facility and operations; and administration, finance and management.

A new component of the educational program is a two-hour block on Saturday afternoon devoted to extended learning sessions, competency-based tours, and facilitated

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Interested in flying to Boise from the Portland area for the 2001 regional conference?

\$90 round trip tickets are available between Portland and Boise. The flight leaves at 6 a.m. on Oct. 19 and returns the morning of Oct. 21. Call Mandy Ellertson at (503) 614-7261 to reserve space for your school.

Security personnel use balanced approach for good customer service

By Steve Fordice

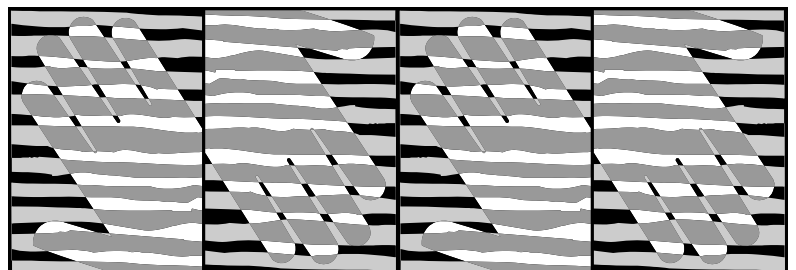
Balancing the often-conflicting responsibilities of assuring personal safety and providing customer service challenges both Security Managers and Union Directors. Security services may be provided in-house or outsourced but the need for proper balance remains. One size really does not fit all. Many

variables need to be considered but any successful program depends on the perception of the individual service provider and the individual customer served.

Too often Security personnel are undertrained and over stimulated. The failure to define job duties and properly

train personnel forces security workers to "invent" their own methods and persona. Television, movies and even the local mall all provide role models that may not meet the needs of a modern, diverse campus community. A training program based on the concepts of service, civility and safety can.

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Take the challenge

By Mandy Ellertson,
Region 14 Regional
Director



The way in which the Association of College Unions International does business has officially changed. Past practices used on the regional level no longer exist and it is up to the membership in this LARGE geographical area to make its own way.

Thanks to the work of Lincoln Johnson and the region's steering committee, a structure based on the new model was developed at the regional conference in Missoula, Mont.

But it is up to us to implement it and make it work. In Toronto, I had the opportunity to hear from the Board of Trustees, Educational Council Chairs, other Regional Directors, and ACUI staff about their vision of the new ACUI.

Initially, the message aggravated me. As a new Regional Director I wanted structure, direction, and a rule book. Instead, I heard the following responses to questions over and over: "We don't know!" and "Hey, it's up to your region" or "ACUI is a nimble association - make it work for your region."

I truly felt like I was being put on a boat and sent out into the ocean surrounded by thick fog. Fortunately, the risk-taker in me surfaced, coupled with meaty discussions between many of the standouts in our region.

Lincoln Johnson and Candy Holt assured me that they would share their wisdom as past regional representatives (yesterday I filed Candy and Lincoln's e-mail addresses under HELP).

Through the course of the conference, my thinking about the new structure evolved into an optimistic outlook and the fog began to lift.

The Board of Trustees set a clear direction for ACUI: become an association famous for being competent in all aspects of the field of college unions and student activities. This is to be ex-

pressed through our literature, workshops, conferences, and resources on the international and regional levels.

How we make that happen in Region 14 is our challenge as well as our opportunity.

Working for a nimble organization with a clear direction has its advantages. Fluidity in an organization reminds me of my volunteer work with the Chief Joseph PTA. Our rag-tag group of parent volunteers were given a rigid structure to work under.

When we told the state organization that we wanted to do it differently, the reaction was very negative. We did what we wanted anyway and received notices that we were "not in good standing with the organization."

Our group decided to tell the state organization what they wanted to hear, but do it our way regardless. This way we received the benefits of belonging to the national organization while being responsive to our school.

The only problem was that we had to manipulate the structure to get the work done. I am so glad the ACUI leadership has the wisdom to allow the heart of the association the opportunity to manage in a manner best suited for each region.

Our professional association has changed for the better and those of us agreeing to take a leadership role in the region need to take the ACUI challenge.

Many talented professionals in Toronto told me they were willing to take the Region 14 challenge! Your applications for the Regional Leadership Team (RLT) are in the mail. Those who did not attend the annual conference and are interested in serving on the RLT, please contact me.

In particular I am searching for individuals who are interested in Finance/Administration and Auxiliary Services. We also need someone to take on development.

In summary, I look forward to the ACUI Region 14 challenge! Together, we can do it!

Volunteer experience full of hidden gifts

By Christi Courian, Region
14 Newsletter Co-editor

I've had the pleasure of artistic freedom, the stimulation of intellectual curiosity and the satisfaction of using my talents for the greater good during my six-year stint as newsletter editor for Region 14.

It's time for this exciting volunteer position to be filled by someone new, who will give this publication their own style.

I worked in the student activities field during the first year or two that I was editor, then moved into the private sector. From that vantage point, I can see many advantages to an alliance between the business and the academic community.

For one thing, the business community often has more money to spend on administrative support, like leadership training and human resources, than some colleges do.

Communication of business practices, with ways of applying them in the college setting, are important exchanges for student activities personnel who are training budding leaders who may end up in the business world.

ACUI provided a great service to me as a volunteer newsletter editor. Each year, a panel of journalists, designers and student activities professionals meet to review regional newsletter submissions for the Earl Whitfield Regional Newsletter award.

Their analysis and comments have helped me to improve my editing skills each year. That was just one of the benefits of this position that isn't apparent from the job description.

I encourage all of you to take on a volunteer project soon and find its hidden gifts.

College Bowl gathering a success

By Carrie Dershin,
Region 14 College Bowl
Coordinator

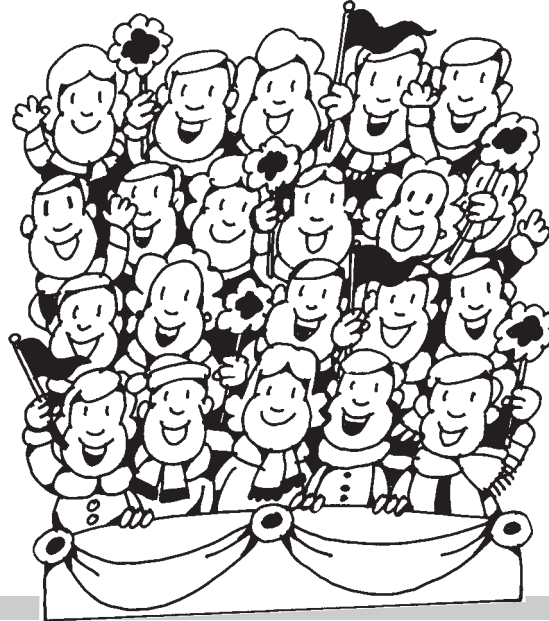
What an awesome tournament! During the weekend of Feb. 16 - 18, the Washington State University campus was full of energy, not to mention over 55 enthusiastic participants in the annual Region 14 College Bowl Tournament. Carolyn Ashby, Kari Tutwiler and their staff at the Compton Union Building rolled out the red carpet for College Bowl and Recreation teams from all over the region.

A total of nine teams came together in Pullman, Wash., to display their talents in literature, science, history, ge-

ography, religion, social sciences, multicultural topics, the arts, popular culture, sports and current events.

A huge congratulations and thanks goes to the teams representing Albertson College of Idaho, Idaho State

University, Portland Community College, Boise State University, University of Alaska Fairbanks, Washington State University, University of Idaho, Whitworth College and the University of Washington.



Recreation tourney scores with students

By Stephan Langley,
Region 14 Recreation
Tournament
Coordinator

Thanks again to all of you who made it to this year's regional Recreation Tournament in Pullman, Wash.

A total of 13 schools were present! Recreation teams came from Boise State University, Idaho State University, Oregon State University, Pacific University, Portland Community College, Spokane Falls Community College, The University of Idaho, The University of Montana, The University of Washington, Montana State University, Washington State University, Western Oregon University,

and Willamette University.

I would also like to thank Mike Hoobler for all his help with the tournament as well as directing the bowling tournament with Greg Hampton.

A BIG thank you to the Event Directors, Carla Beers (Billiards) and Yassir Farooqui (Table Tennis), for running the tournaments so smoothly.

The consolation pool tournament was a big hit, thanks to Erin Winterrowd, who directed it side-by-side with the second day bowling tournament directed by Greg Hampton.

Remember, next year's regionals will be held at Oregon State University in Corvallis, Ore. I would love to see more participation in the events with no national tournaments, so keep foosball, air hockey and chess in mind when planning your

qualifying tournaments! Also, try to get in your tentative hotel reservations early to ensure you get the group rate. I will send out a letter as soon as I have lodging information.

The University of Alaska Fairbanks has offered to host the tournament in 2003 (feedback appreciated).

Once again, thanks to all of you for helping me make this year's Recreation Tournament a success!

Please contact me at (406) 243-2733 or e-mail me at: stephan@selway.umt.edu if I can provide you with any additional information!

See you all at Oregon State University in beautiful Corvallis!



Thanks to the many dedicated volunteers from the Washington State University community, who gave tirelessly throughout the weekend. Were they ever fun! It was a weekend filled with fun and friendly competition.

Let's wish the best to Jason Brown, Larry Kirby, Spencer Barlow and Ryan Kyle from the University of Washington, who will be representing Region 14 at the ACUI National College Bowl Tournament April 27-29 at California State University-Los Angeles. Go Huskies!

If you have any questions about participating in College Bowl at your campus, please contact Carrie Dershin, Region 14 College Bowl Coordinator, at fncjd@uaf.edu!

Pocket Billiards 9-Ball Men's Division

First Place
Brent Kirschenmann,
Washington State University
Second Place
James Mason, The University
of Montana
Third Place
Todd Speakman, Spokane Falls
Community College
Fourth Place
Robert Hansen, The University
of Montana

Pocket Billiards 9-Ball Women's Division

First Place
Anna Kirschenmann,
Washington State University
Second Place
Heather Sterret, Washington
State University
Third Place
Cheryl Yamada, University of
Washington
Fourth Place
Natalie Woodland, Idaho State
University

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Strengthening the survival skills of students who are culturally different

Part 2: The Staff Perspective

by Adrian Rodriguez,
Lane Community College

When it comes to dealing with issues of diversity and working with students who are culturally different, there are many approaches. It is important to know that there is no "cookie cutter" approach to this. As a first step to strengthening the skills of students who are culturally different, we need to identify the issues that students face.

When I presented the second session of the "Strengthening the Survival Skills of Students Who are Culturally Different" workshop, union staff were given the opportunity to voice what they felt were the issues that students face. They also heard a summary of what the students had voiced in the first workshop.

Staff perspectives in many ways were aligned with the student perspectives on the issues that students who are culturally different face. The staff articulated well the following issues they perceived students facing:

- Not having a sense of "home" on campus
- Isolation and not fitting in
- The student being on an island
- Being misunderstood
- Burned out
- Being asked to represent their group, rather than seen as an individual
- Growing sense of cynicism
- Expectation of students to educate the university
- Students are angry that they have to fix the problem
- Tokenism is easy for students

to see through

- Factions: students competing for resources

- Family versus education

Once staff shared their perspective, they had the opportunity to hear what students had to say from session one. Upon reflection, the staff came up with the following strategies on how they can be more supportive of students.

- Student services as advocates for culturally different students

- Be visible; make the first approach and introduce yourself

- "Let's do it" approach - don't let lack of funding become an obstacle

- Stay ahead of system to make change - empowerment

- It takes teams to change an institution

- Don't just change minds but hearts

- Work on yourself - be a good role model

- It's not what you say but how you say

As one of the students noted, "change isn't going to happen overnight." Diversity and interculturalism is an ongoing process. There are many resources that we as staff can use to continue our development.

A couple of resources to consider are The National Conference on Race and Ethnicity in American Higher Education (NCORE), which offers an intensive annual conference. The 2001 NCORE conference will be held in Seattle at the end of May.

The Association of American Colleges and Universities publishes the Diversity Digest, a quarterly publication, with many resources, that can be found online at www.diversityweb.org.

Campus diversity and student self-segregation: Separating myths from facts

By Debra Humphreys, Association of American Colleges and Universities

This article has been excerpted from a longer article for the Ford Foundation Campus Diversity Initiative. The full text can be found at www.diversityweb.org/Leadersguide/SED/studeseq.html

When students went off to college this Fall, they entered more diverse campuses than ever before. For many students, in fact, their college community is the most diverse they have ever encountered. Most students entering college today come from high schools that are predominantly or exclusively one racial or ethnic group.

Given this reality, how are students interacting with one another educationally and socially in college? How socially segregated are college campuses? Is campus diversity leading to educational benefits for today's college students or are students too separated into enclaves on campus to benefit from campus diversity?

A survey of the most recent research suggests that, indeed, campus diversity is leading to significant educational and social benefits for all college students. It also suggests that, contrary to popular reports, student self-segregation is not, in fact, a dominant feature of campus life today...

This new research is little known outside of the academic community and critics have ignored it as they describe campus life today to reflect their own political agendas. Critics of both affirmative action and campus diversity programs are skeptical about the educational benefits of campus diversity; they allege that racial and ethnic self-segregation among students is widespread and that it undermines the educational promise of a genuinely multicultural college community.

In addition, some critics suggest that campus diversity programs themselves, including African American and Ethnic Studies programs, racial/ethnic student groups, theme houses and dorms, encourage separation rather than community and undermine intergroup contact and the learning that can result from it.

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The latest educational research suggests a very different picture of campus life...Contrary to many commentators' claims...research suggests that this [racial/ethnic] clustering isn't widespread; it doesn't prevent students from interacting across racial/ethnic lines; and it may be an essential ingredient in many students' persistence and success in college.

In a recent study, Anthony Lising Antonio, assistant professor of education at Stanford University, examined the extent to which students perceive racial balkanization at the University of California, Los Angeles (UCLA) and whether their perceptions reflect the reality of actual close friendship patterns.

Compared to many American colleges and universities, UCLA is a very diverse campus. When this study was conducted (between 1994 and 1997), the undergraduate student body was approximately 40% white, 35% Asian American, 16% Latino, 6% African American, and just over 1% Native American.

Antonio found that students at UCLA do, indeed, view their campus as racially balkanized.

More than 90% of students in his surveys agreed that students predominantly cluster by race and ethnicity on campus. A small majority (52%) said that students rarely socialize across racial lines.

Antonio, however, didn't stop at just measuring perceptions. He also calculated the actual racial/ethnic diversity or homogeneity of close friendship groups on campus. Antonio categorized the racial diversity of each student's friendship groups as one of the following:

- 1) Homogenous: the largest racial/ethnic group makes up 100% of the friendship group;
- 2) Predominantly one race/ethnicity: the largest racial/ethnic group makes up 75-99% of the friendship group;
- 3) Majority one race/ethnicity: the largest racial/ethnic group makes up 51-74% of the friendship group; and
- 4) No majority: the largest racial/ethnic group makes up 50% or less of the

friendship group.

Just 17% of UCLA students, or about one in six, reported having friendship groups that were racially and ethnically homogenous.

Racial diversity in a college or university student body provides the very features that research has determined are central to producing the conscious mode of thought educators demand from their students.

The most common friendship group on campus (46%), however, was racially and ethnically mixed with no racial or ethnic group constituting a majority...

Patricia Gurin, professor of psychology at the University of Michigan, recently compiled a report...[that] demonstrates that the diverse environment provided by many colleges today contributes to students' intellectual and social development. She suggests that racial diversity in a college or university student body provides the very features that research has determined are central

to producing the conscious mode of thought educators demand from their students...

Diversity experiences during college had impressive effects on the extent to which graduates in the national study were living racially and ethnically integrated lives in the post-college world. Students with the most diversity experiences during college had the most cross-racial interactions five years after leaving college...

The reality is that while there is still a long way to go before American higher education will truly reflect the full diversity of American society, college campuses are becoming much more diverse and their diverse campus environments are having a significant positive effect on this generation of students.

College campuses are not dominated by widespread racial/ethnic segregation and the racial/ethnic clustering that does occur isn't impeding intergroup contact. In fact, the existence of racial/ethnic groups and activities, along with other comprehensive campus diversity initiatives, is contributing to the success of today's college students and preparing them to help build a healthier multicultural America for the future.

Debra Humphreys is Vice President for Communications and Public Affairs at the Association of American Colleges and Universities in Washington, DC. To contact her, call (202) 387-3760 or e-mail dh@aacu.nw.dc.us.



Union philosophy puts "students first"

By Christi Courian, Region 14 newsletter co-editor

"Students first" is the top priority for Phil Campbell, Director of Stevenson Union, Food Service and Auxiliary programs at Southern Oregon University (SOU) in Ashland, Ore. This philosophy has fueled his 33-year career, which is ending with his retirement this summer.

"Give students an opportunity to expand their horizons and advance their ideas. Give them a sense of ownership," said Campbell. "Continue to reinforce their ideas and efforts, and get out of the way."

Campbell has done much to support student life on the SOU campus. One of his proudest accomplishments is the construction of 165 units of affordable and attractive family housing apartments on acreage owned by the college. "Other people said it couldn't be done but the housing units amortize their own debt and expenses," said Campbell.

Facilities in the Stevenson Union have been completely upgraded since its construction in 1972. New carpeting, furniture and decor create an attractive environment for studying or conducting meetings by a wide range of campus and community groups. Walls are not an obstruction when a new use of the union space is identified. Office spaces change as new student groups and needs emerge.

Student art is featured in hallways through purchases of work from the annual student art show for the union's permanent collection.

Across campus, Campbell was responsible for remodeling the Cascade Food Court from a cafeteria-style floor plan to a contemporary setting for residence hall students.

"I got into the student development field by accident. I originally worked for Saga Food Service at Idaho State University, Rocky



Mountain College and Boise State University," recalled Campbell. "In 1968, I became Food Service Director at SOU. Then I took over duties as Housing Director in 1978 and the Stevenson Union in 1983. Finally, in 1991, all those programs were combined into the Auxiliary Director position."

Campbell's undergraduate degree is in sociology from Northwest Nazarene University and he pursued graduate studies in business from the University of Oregon. "My intuitive decision-making skills have helped me in this field," said Campbell. "It's important to me to be humanistic and empathetic as an administrator. A major challenge in this position is being a student advocate while also supporting the University administration's position on issues where there are differences. How do you get over the hurdle? Work toward a reasonable compromise."

Campbell is a member of several professional associations for auxiliary directors, food service directors, and ACUI. "One great benefit of belonging to ACUI is you can call any union director, even if you do not know them, and ask for advice, solicit information, and discuss ideas," said Campbell. "You meet great people, some who become friends for a lifetime."

"It has been a wonderful journey," said Campbell. "You come to work in a park-like setting, interact with enthusiastic, bright, talented and motivated students, are part of a learning environment, and have at your fingertips an extensive variety of cultural, educational, social and recreational programs. It doesn't get any better!"

Workshops offered to train union staff

The 2001 Professional Development Series offers a wide variety of educational opportunities for union staff.

To register, contact ACUI at (812) 855-8550, acui@indiana.edu or www.acui-web.org.

For more information about ACUI's professional development program, contact Danielle De Sawal, ACUI Educational Program Coordinator, at (812) 855-5144 or ddesawal@indiana.edu.

For People of Color

May 30-June 3, 2001

LaMoyné-Owen College
Memphis, TN

Programmers' Institute

June 8-11, 2001

Georgia Institute of Technology
Atlanta, GA

Interiors & Furnishings: Selection and Purchasing

Hosted in conjunction with NeoCon:
World's Trade Fair

June 17-20, 2001
Chicago, IL

Second Forum on Volunteerism, Service, and Learning in Higher Education

June 23-26, 2001

University of Maryland-College Park,
College Park, MD

Renovation and Construction

July 6-9, 2001

University of Pennsylvania
Philadelphia, PA

Indiana Professional Development Seminar: IPDS

June 22-27, 2001

Indiana University-Bloomington
Bloomington, IN

Institute for Leadership Education and Development (I- LEAD)

Session I: July 14-18, 2001

Session II: July 28-August 1, 2001

Bloomington, IN



Leadership opportunities in ACUI

By Carol Gies, Southern Oregon University

ACUI will begin soliciting applications for President-Elect and At-Large members of the Board of Trustees on May 1, 2001. The recruitment and application period lasts until September 30, 2001. Election policies and procedures and application materials can be found online at acuiweb.org/indexn.asp.

As Region 14's representative on the Election Committee, I encourage you to consider applying for one of these positions. Some of my most rewarding professional experiences during the past 13 years came while serving in a variety of volunteer positions for ACUI.

I've gained so much from my involvement, far more than I'll ever be able to contribute. Please consider what you can offer your professional association and apply for one of these leadership positions.

If you have any questions about the process, feel free to contact me at gies@sou.edu or (541) 618-9179. I'll be calling many of you myself in the very near future.

REC TOURNAMENT, CONTINUED FROM PAGE 3

Table Tennis

Men's Division

First Place

Komatsu Masaaki, Washington State University

Second Place

Wie-Chong Gho, The University of Washington

Third Place

Phong Ho, Pacific University

Fourth Place

Zachary Knorr, The University of Idaho

Table Tennis

Women's Division

First Place

Yuan Hua, Portland Community College

Second Place

Chun-Ting Chuang, Idaho State University

Third Place

Jamie Yeh, Portland Community College

Fourth Place

Yu-Xiang Zhu, Portland Community College

Table Tennis Doubles

Women's Division

First Place

Chun-Ting Chuan, Idaho State University and Yuan Hua, Portland Community College

Second Place

Yu-Xiang Zhu and Jamie Yeh, Portland Community College

Table Tennis Doubles-Men's Division

First Place

Wie Chong Gho and Alexander Tkachuk, The University of Washington

Second Place

Komatsu Masaaki and Chong Wing Yip, Washington State University

Chess

First Place

David Bragg, Willamette University

Second Place (tie)

Owen Carver, Willamette University, and Quang Bui, Portland Community College

Table Soccer/Foosball

First Place

Michael Smith, Portland Community College

Second Place

Ian Hartwig-Morris, Portland Community College

Third Place

Aaron Colyar, Washington State University

Fourth Place

Chad Kehn, Washington State University

Air Hockey

First Place

Lee Schwendiman, Idaho State University

Second Place

Tracey Brown, The University of Montana

CONFERENCE, CONTINUED FROM PAGE 1

discussions on key issues in the profession or with like professionals.

You'll want to sign up for back-of-the-house tours of local venues and of the Boise State University Student Union. Facilitated discussions on program boards, marketing, and community colleges, to name a few, offer a lot of information to both students and staff. Union Directors will have time set aside to meet together. Regional subject experts will lead extended workshops on student leadership, multiculturalism and student employment.

Conference registration begins about 2:00 p.m. on Thursday, Oct. 18. The conference kick-off is "A Night in the SUB," which will include Glow Bowling, karaoke, movies, comedy, music, food and much more. Expect an international adventure on Friday night with food, song and dance from around the globe. We conclude our conference on Saturday night at Albertson College of Idaho with a night of jazz and recognition of our regional leadership.

We are creating a distribution list so we can communicate regularly with those interested in attending "Union Fusion." If you are not already on the list and would like to receive regular updates, please send an e-mail to jan-derso@boisestate.edu. We will continue to send information by mail, but to receive more frequent updates, please join the e-mail list. We also have an informative web site where information is added daily at www.boisestate.edu/acui.

We are thrilled to be hosting the 2001 Region 14 Conference. We think "bringing college unions together" is an experiment that will end up changing your campus community.

Watch for workshop solicitation materials coming by mail soon. Your contributions of information and knowledge make the conference's educational program successful. Please take time to review the materials and consider presenting a workshop.

Bringing College Unions Together



Service is the state of mind that allows an employee to behave in a manner consistent with the mission of the college union and the union's customers. The worker serves those two masters simultaneously. The Union Director and Security Manager must work together to provide security personnel with a mental picture of whom the Union serves and the scope of acceptable services. Ultimately, student unions and all their employees are at the service of the students who fund, occupy and use the building and its programs.

Student unions can be thought of as ecosystems within the larger college campus. Union employees manage the ecosystem to assure infrastructure, equipment and people are maintained and protected. Rooms must be opened on time. Promised equipment must be present and functioning and customers have to feel welcome. Security personnel must know how to solve problems including how to get replacement equipment, how to answer questions and how to direct visitors to bathrooms, parking or other services.

Student union security personnel also act as a liaison to campus-wide security services and the local police force.

Civility is the quality of providing face-to-face service that makes the other person (their customer) feel welcome. Civility begins with the worker understanding that students are renting the worker's time and while on-duty their time is no longer their own. Civility begins when security personnel understand they are not police: they do not carry guns, make arrests or have to act tough.

Let me offer a mental image to describe the role that might best serve most college union security organizations:

- Imagine the union is your parents' home and imagine the union's customers are guests invited to their home.
- Enforce the rules. If your little brother's friend were to stand on your mother's couch, you would know how to make him or her get down without being demeaning. Be firm but fair.
- Make everyone feel welcome. It is acceptable to smile at people. If unable to smile, at least do not frown or stare at people. It is acceptable to greet people or open doors for others. Everyone welcomes courtesy.

Security personnel should craft their persona to best meet the needs of the person with whom they are interacting. They need to approach and treat the University President differently than they would a visiting legislator, a visiting parent or a visiting homeless person. Each has different expectations and needs. All need to be treated with respect.

Be reasonable especially if the person you are dealing with is not. The first step is to listen. Most people want to be heard. That may be all they want. At least listen before saying "No." And say "No" in a way that is not demeaning to the other person. Be ready to offer options.

Civility should be the standard when security personnel initiate contact with union visitors or staff. I recommend the following procedure:

- Briefly greet the person.
- Identify yourself and explain the reason for the contact.

· Inquire about the justifications of the confronted person's behavior or presence.

· When asking for identification, request that documents be removed from wallets.

· Communicate enforcement decisions immediately and make closing remarks.

Safety is the state of mind that allows security personnel to be aware of their surroundings to assure the physical well-being of themselves and others. Security personnel should be trained to understand the limitations of their training, their authority and capability. Personnel should be trained not to swagger, bluff or attempt to intimidate. These actions antagonize others.

Security personnel should not arrest people. Most security departments are not equipped to fight, bite, mangle or maim. And they should not. The use of force by government in the United States is strictly controlled.

In the United States, sworn police officers may only lawfully use the amount of force reasonably necessary in the performance of his or her official duties. The use of force is legally used only under specific circumstances and whenever possible should be progressive. (Contact your local law enforcement provider for more information.)

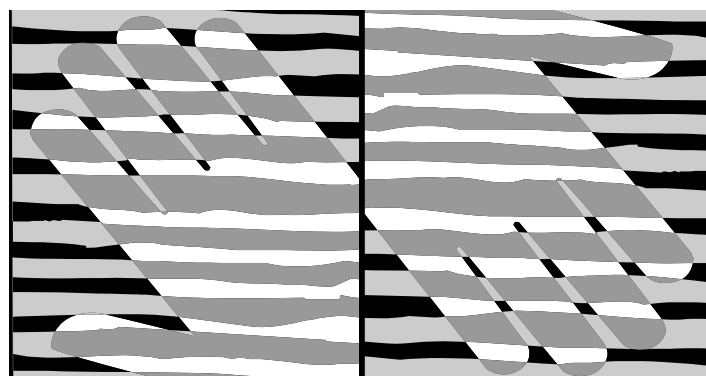
The "use of force" continuum identifies seven progressively escalating levels of force beginning with officer presence and culminating with deadly physical force.

Union security personnel need to be aware of these levels of force if only to protect themselves and avoid violating the rights of others.

Security personnel should be trained to identify and report conditions that could injure others: wet floors, lights that need to be replaced or people who do not belong in the building. They need to be observant and smart. They need to request assistance from the proper authorities when confronted with situations for which they are neither trained nor equipped.

If security personnel imagine their union as their "parents' home" and remember to treat their "invited guests" with a balance of service, civility and safety, everyone will be better served.

Steve Fordice will be retiring from the Oregon State Police after 27 years of service. He is also the Alumni Representative to the Southern Oregon University Student Union Advisory Committee.



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2001 Conference

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Region 14 I-LEAD scholarship awarded

Trevor Irish has been awarded this year's Region 14 I-LEAD scholarship. Trevor is a sophomore at Boise State University (BSU) majoring in communication, with an emphasis on training and development. He has served as a Senator and is now the Election Board chair for BSU Associated Students. He also helped coordinate BSU's student leadership program and is on the planning committee for the 2001 Region 14 Conference hosted at BSU on Oct. 18-20.

Region 14 Web Site

[http://depts.
washington.edu/acui14](http://depts.washington.edu/acui14)

Submission Schedule

Northwest Passages welcomes submission of articles and letters to the editor.

Please send submissions for the Sept. issue to Mandy Ellertson, Portland Community College-Rock Creek, P.O. Box 19000, Portland, OR 97280-0990 or e-mail melletso@pcc.edu

**Region 14 includes Alaska,
Alberta, British Columbia,
Idaho, Montana, Oregon,
Saskatchewan,
and Washington**

To subscribe to Region 14's listserv:

Submit a subscription request from ACUI's web site – www.indiana.edu/~acui – in the "Forums and Listservs" section of the site.

Leave the subject line blank. In the body of the message, type the following: subscribe acui_14 (your e-mail address)

If you would prefer to subscribe from your regular e-mail program, address the message to: majordomo@indiana.edu. Then follow the steps outlined above.

Listserve on a variety of topics are hosted by ACUI. You can submit a subscription request to any of the list-serves that interest you directly from the web site.

Nominate peers for Solbach Award

Student services professionals are invited to nominate candidates for the Vern Solbach Outstanding Service to ACUI award. The award was established in 1998 to honor Solbach's 37-year career in student services and his 30 years of service to ACUI at the regional and international level. The award acknowledges significant leadership, volunteer service, and commitment to Region 14.

Nominees are evaluated on their regional and international leadership in ACUI, length of service in the student union or student activities field (minimum of 10 years), activity as mentor to students and others in the profession, and employment at a member institution of ACUI Region 14.

A selection committee is appointed by the Regional Director. The award is presented at the region's fall conference, not necessarily on a yearly basis.

Here's how to nominate an individual. Submit a nomination that includes:

- Nominee's name
- Nominee's current position
- Nominee's school, address, and phone number
- Nominee's current resume

■ Your name, title, school, address and phone number

Also, answer the following four questions about the nominee:

- How has this person demonstrated significant leadership to ACUI at the Region 14 and International level?
- In what ways does this person hold the esteem of colleagues and peers? Please be specific.
- Describe how this person extends his - or - herself to others as a role model.
- In what ways has the nominee sustained the professional service in student union and/or student activities?
- And add any other information that will help the awards committee in its decision.

In addition, letters of support from colleagues are encouraged.

Mail nominations to Leah Barrett, Director, Student Union and Activities, Boise State University, 1910 University Drive, Boise, ID 83725-1335; (208) 426-1551; FAX: (208) 426-1391; lbarrett@boisestate.edu. Deadline is June 30, 2001.

Q&A: How do you evaluate your programs?

"First of all I go back and look at what our objective or purpose in doing the program was and ask those who helped organize the program or event to do the same. Then I look at the program in terms of attendance, any feedback from the audience, performers and staff who attended the event and in some cases worked the event.

After gathering this information, I then sit down with the people who had a part in building the program and we review it: what worked, what might not have, what needs to be changed and how, who should have been included. After this is all done, a determination is made whether we go forward and do it again."

Paul Zuchowski
University of Washington

"We evaluate our programs by a combination of attendance or income figures and market surveys done on an occasional basis."

Al Bertelsen
Director, Strand Union, Montana State University Bozeman

Become an ACUI member

Send this form to ACUI, One City Centre, Suite 200, 120 W. Seventh St., Bloomington, IN 47404-3925, with check payable to the Association of College Unions International.



Association of College Unions International

Name of applicant _____

Title _____

Name of union _____

College or University _____

Address _____

Mailing Address (if different from office) _____

Telephone _____

Fax _____

E-mail _____

Dues:

Professional \$50 Student \$42

American Express Card No. _____

MasterCard Expiration Date _____

Visa

Check enclosed

Signature of Applicant _____

Date _____