

CUBO & ACUHO-I Residence Life Conference & Masterclass Tuesday 4 & Wednesday 5 May 2021 Virtual Conference

Tuesday 4 May

9.15-9.40 am **Welcome**

Hosted by Jan Capper, CUBO Chief Executive Officer

- [James Greenwood](#), Student Experience Manager, University of the Arts, London
- David McKown, CUBO Board Member and University Hospitality Seminars Ltd
- Ian Jones, CUBO Board Member and Deputy Director, Accommodation and Commercial Services, The University of Sheffield

10.00 am

Plenary Session 1

Exploring Gender within Communities

Tommi and Blu to open the CUBO Residence Life Event

Tommi is a trans woman and Blu is non-binary male.



Tommi went to university for a year or so but decided it wasn't for her. She lived in halls and had mixed experiences. She now works in theatre and is creating a new piece of theatre about transgender issues.



Blu is currently studying at university and they are actively involved in supporting other young transgender individuals.

Two contrasting experiences to be shared at Conference by Tommi and Blu in the opening session at the conference. This session will be facilitated by Charlie from Dead Earnest Theatre Company.

11.10 am

Break

- 11.30 am** **Responding to Incidents of Sexual Violence in our Student Communities**
[Claire Slater, Director of Student Life and Wellbeing, University of Bristol](#)
- This session will look at the importance and impact of specialist support. Having recently completed the MA in Student Affairs, her research into the experiences of survivors of sexual violence showed the importance and impact of specialist support. The Residential Life, Student Wellbeing and Accommodation Team at the University of Bristol now includes externally trained Sexual Violence Liaison Officers.
- 12.10 pm** **Lunch**
Grab your lunch then enjoy online in small groups to facilitate networking discussions.
- 1.30 pm** **Diversity Matters**
[Hazel Marie Francis, University of Arts, London](#) and [Betty Anyika, The University of Sheffield](#)
In this session we'll explore what diversity means, the importance of inclusion, what we have started to do in marketing our res life programme at the University of the Arts, and what we need to do to improve.
- 2.10 pm** **Break**
- 2.30 pm** **Changing Residence Life at The University of Manchester**
[Stephanie Fisher, University of Manchester](#)
This session will explore the process of moving the service from part time honorarium positions (Wardens/Residence Life Officers) to a full time Residence Life structure in September 2019. The continued evolution of the service and the creation and delivery of a Residence Life Programme and including a central Halls Disciplinary Panel will be shared.
- 3.10 pm** **Break**
- 3.30 pm** **Residence Life a Passion or a Career presented by ACUHO-I**
[Grant Walters](#) and [Rebecca O'Hare](#)
- The housing and residence life profession will always need enthusiastic people who are committed to student success and contribute to the inclusive, supportive communities in which they live and learn. Campus housing staff are expert generalists, able to use their skills and talents in a number of ways, and there are so many possibilities for their future growth and development. This session will focus on the important experiences and issues that comprised their career paths, and will explore how training, on-boarding, academic preparation, and employing many widely available tools and resources can open doors to long-term opportunities within the housing and residence life field.
- 4.15 pm** **Close of Day 1 - Feedback**
- 5.30 pm** **Awards Presentations**
- 6.15 pm** **Awards Close**

Wednesday 5 May

- 8.30 am** Conference Energiser with [Bami Kuteyi](#)
A Virtual Diversity & Inclusion, Wellbeing and Productivity Session like you've never seen before. You will be encouraged to participate in some light exercise in this session that will enhance your mood.
- 9.00 am** Break
- 9.30 am** Opening session - Mental Health Matters
[Rosie Tressler](#) OBE, CEO Student Minds
Rosie will share what Student Minds has been learning throughout the pandemic, from the development of online support and the Student Space programme to sustaining long term change through the University Mental Health Charter.
- 10.10 am** Break
- 10.30 am** An audience with Residence Life Winners
Panel discussion hosted by [James Greenwood](#), University of the Arts, London
(Living on a Covid Campus and other aspects of student life)
- 11.10 am** Break
- 11.30 am** Dealing with Anti-Social Behaviour during Covid in Student Accommodation
[Tom Martin](#), Head of Residency Living - Sodexo Student Living
This session aims to give an insight into our Residency Living Program and illustrates how we capture ASB issues and measure the impact of our Residency Living initiatives. A key focus on our response to Covid-19 and how we reacted to student breaches and the proactive steps we took to influence future behaviour on site.

There will be a short Q&A session at the end of the session which will look at best practise in the sector and share examples.
- 12.10 pm** Lunch
Grab your lunch then enjoy online in small groups to facilitate networking discussions.
- 1.30 pm** Applying the Science of Wellbeing to University Accommodation
[Tony Coggins](#), Director - Thrive Wellbeing Consultancy
"Being responsible for 1250 Uni students 24/7, 44 weeks a year may be many people's idea of a nightmare, but it's a health promotion dream".
- 2.10 pm** Break
- 2.30 pm** Understanding Chinese Students - Campuslife
[Oliver Harrison](#), Campuslife
In this session, delegates will:
- see life in university accommodation in China
- understand what Chinese students want to get out of their UK university experience
- see examples of events ran by Campuslife which have proven popular with Chinese students during lockdown
- have the opportunity to ask questions to a group of Chinese students live

- 3.10 pm** **Break**
- 3.30 pm** **Closing Plenary Session with ACUHO-I**
[Liz Gordon-Canlas](#), senior housing officer at the Columbus College of Art and Design
Liz will lead participants in a case study exercise connected to the issues of diversity/equity/inclusion participants will learn during the conference and will supplement by presenting on some strategies and practices they can implement as they work with diverse populations of students in their role.
- 4.15 pm** **Closing Remarks from Host**
- 4.20 pm** **Conference Close**

BIOS

Conference Host - James Greenwood

Student Experience Manager

University of the Arts, London



James Greenwood has spent nearly 7 years at University of the Arts London developing one of the UK's leading and multi-award-winning Residential Life programmes. James also recently project managed the task force behind UAL's covid-19 recovery readiness project to safely re-open all buildings across London including several brand-new student support services.

Prior to Residential Life James had several roles in student recruitment, social media, marketing, and major events management including academic studies in this area.

Claire Slater

The University of Bristol

Director of Student Life and Wellbeing



Claire Slater is the Director of Student Life and Wellbeing at the University of Bristol with responsibility for the Residential Life, Wellbeing and Accommodation Services. This includes working in collaboration with colleagues from across Student Services to introduce Wellbeing Access, an initial triage service to ensure students can easily access appropriate services and support. Claire is also responsible for leading on the delivery of a range of inclusive campaigns, activities and events to provide opportunities for students to make connections and build communities, working in partnership with teams from across the University and Bristol Students' Union. Claire is also a member of the AMOSSHE Executive Board and was a member of the UUK Working Group on tackling Sexual Violence. She has just completed an MA in Student Affairs which included research on the experiences of survivors of sexual violence and the importance and positive impact of specialised support.

Stephanie Fisher

The University of Manchester

Senior Residential Life Coordinator



Since Graduating from University Stephanie has always worked within Student Support, joining The University of Manchester in 2008. In September 2008 she became a Halls Warden in addition to her day role, then Senior Warden in 2013 taking responsibility for community development and giving support to the elected Residents Associations. During her time as a Warden, Stephanie gained wide experience by working in self-catered Halls and a smaller catered Hall. Following a restructure in 2016 she began working full time in Halls of Residence as a Senior Residential Life Coordinator.

Rebecca O'Hare

Head of Residence Life

University of Leeds



Rebecca O'Hare has worked in student accommodation for 12 years and recently took up the post of Assistant Director (Residence Life & Accommodation Office) with the University of Leeds. She also acts as an external student experience consultant for Student First Group and recently completed the MA in Student Affairs in Higher Education where her research 'Working in purpose built student accommodation: An Exploration into the Induction and Training Practices of Accommodation Managers & Deputy Accommodation Managers' was recently awarded a distinction. Rebecca is chair-elect of the ACUHO-I Global Initiatives Network, a former member of the ASRA committee and was awarded the CUBO Residence Life

professional award in 2019.

Grant Walters

Director of Educational Programs
ACUHO-I



Grant currently serves as ACUHO-I's Director of Educational Programs, and is responsible for creating and implementing rich resources and experiences within the association that support and develop residence life and housing professionals - including online coursework, institutes and conferences, global initiatives, volunteer engagement, and the advancement of the association's professional standards and core competencies. Grant also serves as the producer and frequent host of the *ACUHO-I Stories* podcast.

Oliver Harrison

Creative Director
Campuslife



Oliver Harrison is currently Creative Director at Campuslife, co-founding the business over 10 years ago with the pioneering digital platform [studentcooking.tv](https://www.studentcooking.tv). The website showed students the importance that good food and a healthy lifestyle has on communal life at university and quickly won a prestigious Royal Television Society award. Oliver manages the video production team at Campuslife, regularly creating content to promote Residence Life initiatives through YouTube, Instagram and Facebook and filming with students at universities all over the UK. This close contact gives him and the rest of the team at Campuslife an unrivalled, qualitative insight into the lives of students, truly understanding how they study, socialise and live in today's Higher Education sector.

Hazel Marie Francis

Communications & Marketing Manager

University of Arts, London



Hazel Marie Francis has enjoyed a varied career in marketing for over a decade and has worked in several industries including the charity sector, e-commerce, and higher education, both in the U.K and France. She currently manages all communications and marketing strategies for the Accommodation Services department at the University of Arts, London; a role she describes as her most challenging yet rewarding to date. Hazel has also recently taken over as Chair for the CUBO Marketing Steering Group and looks forward to bringing in initiatives to increase the diversity of HE campaigns and internally within the group. Alongside her career, Hazel is studying a Creative Writing MA at Brunel University and is a mentor with [The Girls Network](#). She has also recently launched [Twice as Hard](#); a collective that shines a spotlight on the experiences of people of black origin in the workplace.

Bami Kuteyi

Entrepreneur

Bam Bam Boogie

Bami Kuteyi is a Young Fearless Entrepreneur, having founded International dance fitness brand Bam Bam Boogie when she was only 22 years old. In February 2018, Bami decided



to risk it all and leave her full-time job at Google as an advertising executive, to focus on empowering women and young girls all around the world through "Fearless Female Fitness". She aims to transform the way that Women feel about their bodies but most importantly their minds. In turn, enabling them to feel the confidence needed to chase after their dreams, no matter how big or small. Since then, Bami has launched her own app, partnered with top global brands such as Facebook, Google, Shopify, Stripe, Eventbrite and more...

She also won "Fitness Queen of the Year" at the 2019 Precious Lifestyle awards and has shared her story with over 14,000

people around the world.

Rosie Tressler OBE

CEO

Student Minds



Rosie is the CEO of Student Minds, the UK's student mental health charity. Student Minds develops innovative approaches to support healthy university communities, collaborates on research, and empowers students, university professionals and connected communities to create change. Rosie has been working on the issue of student wellbeing for several years. She became the charity's Chief Executive Officer in 2015, following a number of different roles at Student Minds managing volunteering, campaigns and university relationships, and she has been undertaking a Churchill Fellowship to explore preventative approaches to student mental health in Canada and Australia. She was awarded an OBE in 2019 for services to Mental Health in Higher Education. Rosie is currently overseeing the Student Space programme, designed to provide additional support for students during the coronavirus pandemic.

Tony Coggins

Director

Thrive Wellbeing Consultancy



Tony is Director of Thrive Wellbeing Consultancy. He has worked in the field of mental health and well-being for over 30 years in both the public and voluntary sectors. He spent twelve years as Head of Mental Health Promotion at The South London and Maudsley NHS Foundation Trust, where he designed, developed and delivered a wide range of well-being services and evidence-based approaches. Tony has since supported Public Health Departments in Australia, Qatar and the UK to successfully develop and deliver population mental health strategies. Tony has a particular interest

in systems and their impact on wellbeing and in 2017 he moved to Australia to take up the challenge of establishing a system of university accommodation based on the principles of positive psychology and flourishing. Most recently Tony has been working with the housing sector focusing on hotel quarantine and crisis housing to maximise mental health and wellbeing for staff and customers during the pandemic.

Tom Martin

Head of Residency Living

Sodexo Student Living



Tom began his career with Sodexo in 2014 helping a new team mobilise a flagship 1,000 bed site in Newcastle Upon Tyne (UK). Fulfilling a variety of roles during his time with the business it became clear that his passion was the resident's experience. As the Head of Residency Living for Sodexo Tom's role focuses on enhancing the quality of life for residents across the UK and is responsible for delivering a positive student experience to all students. Tom is key to supporting the growth of Sodexo's Student Living brand in the UK and Ireland, developing and delivering its Residency Living Model supporting students from applicant to alumni.

Liz Gordon-Canlas

Director of Residence Life and Housing

Columbus College of Art & Design, Columbus



Liz Gordon-Canlas is the Director of Residence Life and Housing at the Columbus College of Art & Design in Columbus, Ohio, USA. Prior to arriving at CCAD, Liz worked in residence life programs at The Ohio State University, Miami University and Ohio University. She earned her B.A. from Wright State University (Organizational Communications) where a major in theatre somehow shifted into a desire to work in Student Affairs. Liz has a Master of Education in College Student Personnel from the Patton College of Education at Ohio University. Liz is passionate about innovative residential programs, equitable university policies, shared governance, and staff wellness. If in-person conferences were happening today you'd find her presenting on the experiences of transracial adoptees in college, radical parenthood, or executive presence. She loves practicing anything that makes her healthier, stronger, and more resilient and has never met a barbell she didn't like. Liz is grateful to share life with her husband Francis, and children Lorenzo and Paloma.

Charlie Barnes
Creative Director
Dead Earnest



Charlie trained at Bretton Hall, gaining a First Class degree in Acting, and has since worked as a theatre maker, performer, writer and director with a wide and varied client group. She then went on to work with Point Blank Theatre Company, and freelanced with a number of organisations including Proper Job. Back in 2001, Charlie returned to Dead Earnest as a drama project worker and hasn't looked back; running and managing projects in Education, Community, and Health settings.

Charlie stepped up to the role of Creative Director for Dead Earnest in 2012, where she leads on the creative vision and general running of the company. Charlie writes bespoke scripts for clients, directs, project manages and occasionally performs. She is also an associate lecturer at Sheffield Hallam University on the Performance for Stage and Screen degree.

Betty Anyika
Student Engagement and Development Manager, Residence Life
The University of Sheffield



Betty joined the University in 2014 as the Sheffield Project Manager for the Postgraduate Support Scheme and then worked on the Equivalent Qualifications Project. Both of these projects focused on helping under-represented groups access Higher Education and aimed to better understand and address the barriers that may prevent this.

Betty helped to set up the BAME Staff Network alongside Dr Tony Williams and Nishat Awan to ensure that staff are represented at all levels and feel valued across the University. As Joint Events Officer for the Network, with Tariq Zaman, Betty worked on bringing Afua Hirsch and Ade Solanke to the University as part of Black History Month.

Betty now works in Residence Life creating and managing inclusive engagement programmes for students.