

**NRHH**



**THUNDERBIRD CHAPTER**

**ANNUAL REPORT**

The National Residence Hall Honorary (NRHH) is comprised of exemplary leaders in college and university residence halls who strive to build community through the values of recognition and service. Founded on the pillars of recognition, service, scholastics, and leadership, NRHH is a branch organization of the National Association of College and University Residence Halls (NACURH), the largest student run non-profit organization in the world. Throughout its 50 year history, NRHH has established NACURH-wide recognition initiatives in the form of bids and “of the month” (OTM) awards, and has recently started working at improving large-scale service initiatives for its over 350 affiliated chapters.

The UBC Thunderbird Chapter of the NRHH was established in 2010, and has been growing steadily in UBC residence ever since. To date, UBC has submitted nearly 400 OTMs, over 40 of which have won at the regional level, including 9 NACURH-winning submissions. In addition, the chapter has seen significant success with bids at conferences, gaining recognition for our residents and our institution at an international level. This year, the broader NRHH organization shifted from the four pillars of recognition, service, leadership, and scholastics to just two values: service and recognition.

This year, the UBC NRHH Thunderbird Chapter focused on developing professional branding and incorporating the new values of the organization through supporting service initiatives in residence, on campus, and in our community. To accomplish these goals, a website was created for UBC NRHH which houses chapter information and resources, an OTM writing guide was developed to assist in submitting quality OTMs, and the chapter’s executive positions were restructured with the intention of promoting the improvement of recognition and service while increasing member engagement. In addition to our new chapter logo and branding guidelines, we have made an effort to reach out to alumni and the broader UBC residence community through term-end newsletters and monthly videos.

Next year, UBC NRHH will continue to work at developing the service value on campus while seeking new and creative recognition initiatives. Our chapter has already begun setting up a pen pal program with UHill Elementary for next year, and is looking into boothing at Imagine Day and participating in the UBC Student Leadership Conference. For the first time in our chapter’s history, our President will be serving a second term, and will work with her executive team to continue moving NRHH in a positive direction.

This report represents a concerted effort to reflect on our chapter’s progress and evaluate trends, strengths, and areas of improvement moving forward. If you have questions about any of the material presented in this report, please contact the NRHH executive at [nrhh@mail.housing.ubc.ca](mailto:nrhh@mail.housing.ubc.ca).

Sincerely,

2015 / 2016 NRHH Thunderbird Chapter Executives:



Katie Bartel, President



Blair Smith, VP Communications



Sarah Richter, VP Internal





# MEMBERSHIP



NRHH Membership is capped at 1% of the on-campus population. NRHH welcomes members from all UBC SHHS Residence Areas, including RHA members and RezLife Staff, which is one of the unique aspects of NRHH.

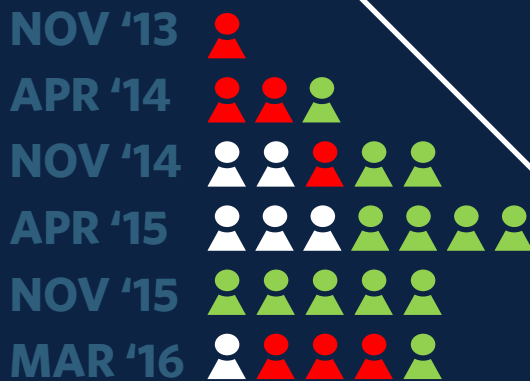
While we only host member induction ceremonies twice annually, all of our meetings are open to all residents, and are accordingly hosted in varying residence areas.

Membership applications are available on our website, [rha.housing.ubc.ca/nrhh/](http://rha.housing.ubc.ca/nrhh/)

There are currently 26 active members involved with the NRHH Thunderbird Chapter.

## ACTIVE MEMBERS AT A GLANCE

### INDUCTION



### MARINE DRIVE

### TOTEM PARK

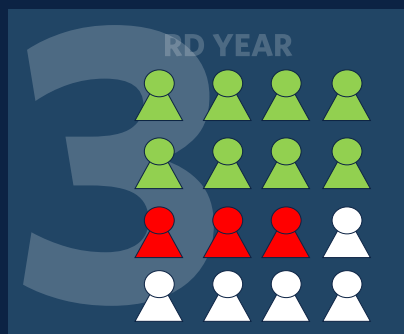
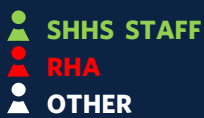
### PLACE VANIER

### FAIRVIEW/FRASER

### PONDEROSA

### WALTER GAGE

### DISTRIBUTION



# RECOGNITION

As one of the core values of NRHH, the UBC chapter works hard to promote recognition in residence. This year, the NRHH recognized outstanding leaders and programs in residence through “of the month” (OTM) awards, monthly residence videos, bids, and pins.

OTM awards are a NACURH-wide initiative that allows leaders from across the world to read about UBC’s residence leaders and successful programming, and in turn, allows UBC to access this information for other affiliated schools. This is a useful resource for inspiring new and creative residence programming that has been successful in other institutions. OTM submissions from all institutions are accessible through the OTM database. Strong submissions are read internationally.

This year, some of our members highlighted OTM nominations through a monthly video series entitled “This Month in Residence”, which featured OTM winners and additional information about our NRHH Chapter.

In term 2, UBC recognized OTM writers and winners through “Gerri Grams.” These notes acknowledged individuals who took the time to submit nominations and congratulated those who received an OTM for their hard work and contribution to UBC residence.



## OTMS AT A GLANCE



Each year, UBC NRHH & RHA create award bids to recognize outstanding individuals, organizations, and communities for their year-long contribution to UBC residence. These bids are read and voted on by NRHH Presidents, RHA Presidents, and National Communication Coordinators from across PACURH. This year, UBC submitted 8 bids, 4 of which were selected as regional winners! If you are interested in reading any of these bids in full, click [here](#) or email [nrhh@mail.housing.ubc.ca](mailto:nrhh@mail.housing.ubc.ca)

Every winning bid was written, by an NRHH member.



PACURH WINNERS



ADDITIONAL SUBMISSIONS

# RECOGNITION

UBC NRHH & RHA annually award NACURH white and bronze pins to deserving residents who have demonstrated outstanding leadership and service, respectively, throughout the year.

In the past, winners were selected by the NRHH active members; however, in the interest of collaborating with RHA and ensuring a fair process, active members submitted nominations from which the 7 NRHH & RHA Executives selected winners.

This year, we received 35 white pin and 16 bronze pin nominations, from which the executives could select up to 8 recipients each.

Winners received their pin and certificate at the annual NRHH & RHA Recognition Banquet.

Additional awards including the Samuel Yellin Award for commitment to NRHH, and NRHH Member of the year are also presented at the annual banquet.

## 2015 / 2016 PIN WINNERS



Carissa Kirk | PVRA House President

Chloe Lam | Thunderbird RA

Laurent Charette | PCRA VP

Leslie Tulett | PCRA President

Mustafa Nalwala | Place Vanier RC

Nathan Herrington | TPRA House President

Priyanka Lopez | PRC Advisor

Rita Wang | PVRA President

Aspen Dirk | FFRA President

Avery Wong | FFRA Treasurer

Crystal Sipila | RHA President

Danica Ferguson | Fairview RA

Icel Lee | PCRA Treasurer

Katie Bartel | NRHH President

Linzi Wong | Place Vanier RC

Both the RHA President of the Year and NRHH President of the year bids won at the NACURH level, the highest level of recognition! Congratulations to Crystal Sipila and Katie Bartel for this accomplishment!



# SERVICE

This year, our organization strove to engage with the service value of NRHH more effectively, specifically by promoting service in our community, our residence areas, and beyond.



For our first major project, the Thunderbird Chapter of the NRHH organized a residence-wide food drive. This initiative stemmed from a discussion of the success of the Residence Life “Mindful Move-Out” initiative, donating to organizations like the AMS Food Bank. While Residence Life facilitates the program in April, December also sees significant numbers of residents moving out, especially among co-op and exchange students. As such, the NRHH felt that December was an excellent time to organize a Food Donation project.

This initiative spanned all 7 of UBC’s residence areas—a large undertaking for such a small chapter. Residence Life Staff and RHA members demonstrated their support by incorporating food donation into residence events and programming, especially in Walter Gage and Ponderosa Commons.

Like any large undertaking, this initiative had its setbacks. The UBC SHHS Outstanding Workplace Committee had the same idea, and began their own food drive days before our boxes were set to be distributed. In communicating with SHHS, a collaborative partnership was formed, and we joined forces to alleviate logistical challenges, resulting in increased outreach in our community. There were also, unfortunately, a few instances of stolen food, which was unpreventable from our end. Overall, the project went very well! Many boxes of food were donated due to the support of our residents. Though it was hard to identify how much of that was due to our efforts, it was definitely a fantastic start for our chapter in terms of engaging more with the service value of our organization. This project has begun a momentum that will support us in moving forward with service in our community in the future.

## SERVICE FEEDBACK RESULTS AT A GLANCE

### Satisfied with amount of service programming this year?



### Want to see more service programming next year?



In addition to doing a service project directly in residence, our chapter members showed interest in being active in the greater UBC community, so we built on first semester's successes and focused more on community service in second semester.

# SERVICE

In September, nearly all of our chapter members helped with Residence Move-in Day. This was the first opportunity to interact with new residents and spread awareness of the NRHH.

In second semester, some of our members helped out with Suicide Awareness Day. We distributed Suicide Awareness pens and resource cards to students throughout campus with the intention of increasing mental health awareness and decreasing the stigma by making campus resources more accessible.



Our chapter also volunteered for UBC Recreation events and the Mental Health Awareness Club's Defeat Depression 5K run/walk. Our volunteers helped ensure that the events were fun and successful while interacting with other campus groups and building supportive relationships.

In the future, we hope to compile an easily accessible list of monthly volunteer opportunities for residents. We truly believe in the rewarding experience one can get from helping others, so we look forward to encouraging all residents to take part in service.

## SERVICE IMPACT AT A GLANCE\*

\*NUMBER OF INDIVIDUALS IMPACTED BY OUR CHAPTER'S VARIOUS SERVICE INITIATIVES

3000  
MOVE-IN DAY & SUICIDE AWARENESS

5  
DEFEAT  
DEPRESSION

five hundred and twelve  
UBC RECREATION

# BUDGET

The Thunderbird Chapter receives 4.5% of the UBC RHA Executive budget (approximately \$450), which amounts to less than 5¢ per resident at UBC. Per RHA and SHHS regulations, we are unable to retain a running budget into the following academic year, and thus all purchases must be sustained by this annual budget with no carry over. All financial transaction pass through the NRHH Vice President Communications to the RHA Treasurer. Unfortunately, there were few and inaccurate financial records from the previous years, so with support from the NRHH Executives, the annual budget was created from scratch by category rather than by line item, resulting in a budget which appropriately served the values and needs of the NRHH.

In considering that no money would be recoverable after the RHA transitioned to the proceeding council in April, it was prudent to spend the entirety of our budget prior to that deadline. All purchases not included in the initial budget were reapproved by the council at the time of purchase to ensure continued support and conversation with the NRHH Executive and Membership, ensuring that the purchases remained true to the goals of RHA in granting the budget and the values of the NRHH in its allocation.

## RECOGNITION

*For recognition of outstanding residence leaders and programming, including expenses such as award pins (purchased from NACURH; prices in USD), PRC certificates, and OTM award tokens*

## MARKETING / BRAND

*For advertising and purchase of a promotional display which is beneficial for the future use of the Chapter and promotion of the NRHH values in residence for years to come.*

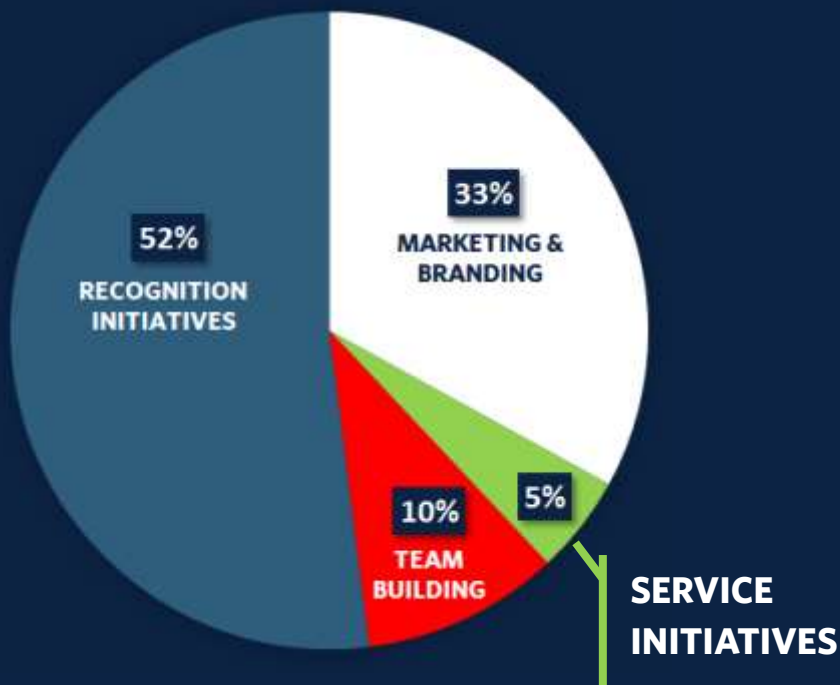
## SERVICE

*For promotion of service in our community, to be used for the facilitation of service and philanthropic programming specifically geared toward both engaging and supporting residents*

## TEAM BUILDING

*For recruitment and retention of NRHH membership, including advertising and induction costs, to foster strong residence leaders and encourage engagement with the broader UBC residence community*

## BUDGET SPENDING AT A GLANCE



Goals for next year include:

- Budget ready for approval by the first week of the academic term
- Expansive financial transitional documents
- Funds allocation aligned with the NRHH values and UBC residents



# OUTREACH

There were a number of ways our chapter was able to directly impact residents this year.

Between office hours, boothing, social media, and rotating meetings, we were successful in reaching out to residents in all areas.

General members volunteered to booth to engage with residents at the UBC involvement fair and in commonsblocks to increase membership and involvement with the NRHH.

Office hours allowed the executives to further interact with chapter members, Residence Life Staff, RHA members, and any general residents. Executives used the time to provide tips and constructive criticism on OTM drafts to help ensure the highest quality of this recognition form, create bids for UBC and discuss membership. Executives each hosted office hours on different days and in different residence locations for maximum impact and convenience.



Our Facebook page had professional, but fun and engaging posts, advertising meetings, service opportunities, recognition awards, and event photos. The chapter website was also a well-used outreach platform this year, developed with the intention of creating a more transparent chapter. Many resources are available on the website, including meeting agendas and minutes.

This year our chapter worked hard to promote our open meetings. We focused on being inclusive by advertising and inviting everyone we knew in residence. Additionally, meetings were held in a different residence area every week. This was a great way to provide outreach in the residence community so we could improve our visibility and have more people attend our meetings if distance or accessibility was ever an issue.

## MEETING LOCATIONS AT A GLANCE



- TOTEM PARK
- MARINE DRIVE
- WALTER GAGE
- PLACE VANIER
- PONDEROSA
- FAIRVIEW/FRASER
- THUNDERBIRD

# PACURH & NACURH

As NRHH is a branch organization of NACURH, UBC NRHH plays an important role in the PACURH region. The UBC NRHH President attends the NACURH, PACURH and PACURH No Frills Conferences each year, as well as monthly regional chats with PACURH NRHH representatives, speaking and voting on behalf of UBC NRHH. This year, there were some significant changes made to the organizational structure and new initiatives at the PACURH and NACURH levels that had a significant impact on the UBC Campus.



## PILLARS TO VALUES

This year, the NACURH NRHH board passed legislation to shift from the organization's original four pillars to the two values of service and recognition. Leadership and academics are retained in the organization's structure as a leadership honorary with a GPA requirement.

## COMMITTEES & TASK FORCES

Each year, PACURH & NACURH have various committees that UBC NRHH members can join. This year, PACURH began implementing task forces as well for time-sensitive projects with a smaller time commitment. This year, NRHH members were involved in several committees and task forces (see below).

## PACURH SERVICE MONTH

This year, the PACURH Service Task Force organized PACURH Service Month to help chapters struggling to focus on the service value of NRHH. Each week of the month focused on a different type of service, from volunteering to philanthropy!

## NRHH COMMITTEE MEMBERS



**BLAIR SMITH**

PACURH OTM  
COMMITTEE



**SARAH RICHTER**

PACURH OTM  
COMMITTEE



**ANDY JEUN**

PACURH & NACURH  
OTM COMMITTEES



**KATIE BARTEL**

PACURH OTM &  
REGIONAL SERVICE  
COMMITTEES



**CRYSTAL SIPILA**

RBD POSITIONAL  
RESTRUCTURE & RHA  
COMPENSATION  
COMMITTEES

# PACURH & NACURH

## CONFERENCES

This year's conferences were useful in learning about how to implement service programming following the shift to two values. We also passed legislation to align the PACURH governing documents with the new NRHH policy book, and discussed the NRHH value statement.

## STRATEGIC PLANNING

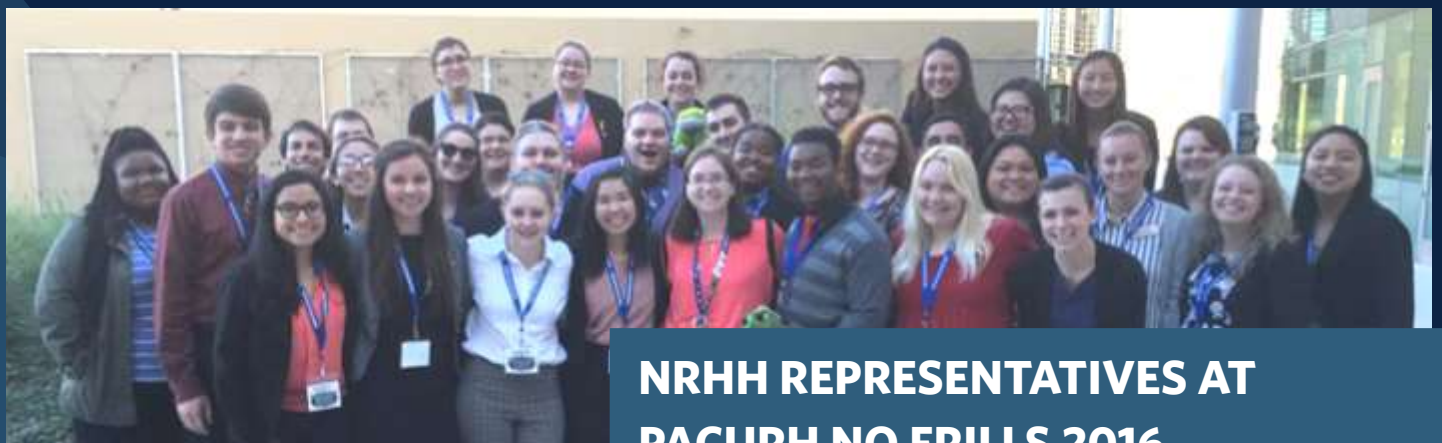
The NACURH NRHH Board is in the process of developing a 3-year strategic plan to assess, evaluate, and implement improvements to the NRHH organization as a whole. The plan aims to unify NRHH chapters across NACURH, develop resources and standardize aspects such as membership across all Chapters.

## LIVE-ON REQUIREMENT

In April, the NACURH NRHH Board passed legislation changing the live-on requirement from one year to one academic term, allowing NRHH Chapters to induct members who have lived on campus for just one term, meaning that now the Thunderbird Chapter is able to induct first year students.



Pictured above: UBC & USC Executives at the 2016 PACURH No Frills conference at California State University, Monterey Bay.



**NRHH REPRESENTATIVES AT  
PACURH NO FRILLS 2016**



# RE-BRANDING



This year, the Thunderbird Chapter decided that in order to become more visible and relevant to the UBC student housing community and the PACURH region, it was necessary to create one unified and unique brand identity for our chapter.

Originally, our chapter used the NACURH NRHH logo; however, this logo was printed in an inconsistent array of colours and styles in fairly low resolution, which negatively impacted our Chapter brand. To address this, we reached out to our members for input on our branding and what they thought would be beneficial moving forward.

Over the course of this review, the Chapter determined that we needed to both show our position as a chapter of a larger organization (NRHH) as well as display the uniqueness of the UBC community. The Chapter then underwent a process of rebranding in order to meet this vision, with input from both active and alumni members.



Photo credit: Kaitlyn Tissington-Turner

As a result of the re-branding process, our Chapter has adopted an official branding policy that adheres to both existing UBC and NACURH NRHH branding policies. This brand guide includes a new Chapter logo featuring the letters and the diamond symbolism of NACURH NRHH as well as elements of the UBC logo: the setting sun and the waves representing British Columbia itself. We have also adopted an official font and colours for use in all NRHH Thunderbird Chapter publications and updated our document formatting in the interest of consistency and professionalism.



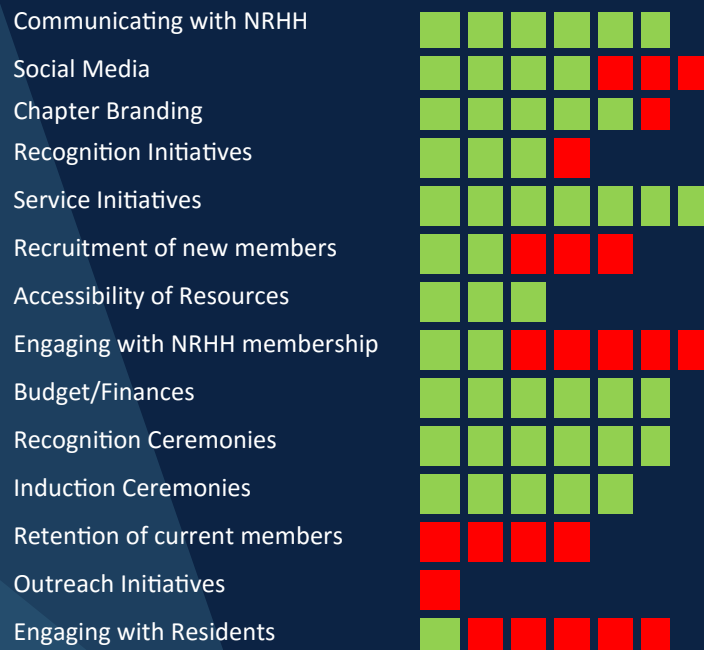
# SQUAD GOALS

A few years ago, the NRHH Chapter spent time reflecting and setting goals for the future of the Chapter. This year, our Chapter reviewed those goals:

- |                                     |                                |                          |                               |
|-------------------------------------|--------------------------------|--------------------------|-------------------------------|
| <input checked="" type="checkbox"/> | More international OTM wins    | <input type="checkbox"/> | New name without “National”   |
| <input checked="" type="checkbox"/> | More visibility on Campus      | <input type="checkbox"/> | Bid for “Chapter of the Year” |
| <input checked="" type="checkbox"/> | More non-staff members         | <input type="checkbox"/> | Members from each Residence   |
| <input checked="" type="checkbox"/> | More RezLife awareness of NRHH | <input type="checkbox"/> | Host a regional AD-NRHH       |
| <input checked="" type="checkbox"/> | More OTMs each month           | <input type="checkbox"/> | 30 committed members          |
| <input checked="" type="checkbox"/> | Closer relationship with RHA   | <input type="checkbox"/> | Increased use of mascot       |

While not all goals have been met, our chapter is much closer to meeting these achievements. In order to do so, our chapter continues to work with other on-campus organizations, our members, and general residents. We have also set new goals including more first and second-year members, increased member involvement and dedication, more activity in the UBC community, increased service projects, and financial independence.

What did the executives do well; what can they improve?



At the end of the year, the NRHH Executives created a survey to analyze how the membership felt about the year and identify areas for improvement next year. The full report is available upon request; however, two of the more actionable responses are shown here.

What did you like and dislike about the website?



The executives have analyzed these results and others, and will use them to make significant improvements for next year’s Chapter! The 2016/2017 executive team will place more focus on engagement, both with active members and UBC residents, while continuing to work at outreach, branding, and recruitment.

In other news, UBC NRHH has been granted a new website URL! The executives are working to develop and re-organize the new site, improving the layout and accessibility for the new year. The NRHH will maintain a short “About” page on the RHA website, with a redirect link to the new URL. Visit our new site at [nrhh.housing.ubc.ca](http://nrhh.housing.ubc.ca)!





## **THUNDERBIRD CHAPTER**

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