

Culture



“Learning from others’ shared experiences empowers you, and opens your eyes to other inspirational people. The synergy around this kind of connection is exactly what ACC fosters not just to enhance our culture, but to build the momentum to achieve our company goals.”

– Sarah Prescott, VP of System Solutions

Flamingo Crossings Village, Walt Disney World Resort
Orlando, FL





Team Members

ACC is dedicated to delivering the best possible experience for students. Fulfilling that commitment starts with delivering the best possible experience for our team members, who are the force behind our exceptional communities and customer service. We work hard to provide a workplace where all team members feel valued, connected to our values and mission, and inspired to do their best work and grow their careers with ACC.



2024 Newsweek's Most Trustworthy Companies in America (3rd year in a row)

This award measures public sentiment to determine our level of customer trust, investor trust and employee trust. We were the #2 ranked company nationwide in the real estate and housing category.



2024 Fortune's Best Workplaces in Texas (4th-time recognition)

This award reflects our ability to create a positive workplace culture with exceptional employee satisfaction; it's based wholly upon how current team members rate their experience working with us.



“As we celebrate our recognition as one of Newsweek’s Most Trustworthy Companies in America for the third consecutive year, it’s clear that our commitment to fostering trust starts within our own team. By prioritizing a supportive and inclusive workplace, we empower our employees to excel and deliver exceptional experiences for our students and communities. This award reflects not only our dedication to our mission, but also the strong relationships we build with our team members.”

— Rob Palleschi, CEO



Workplace Environment

Service and growth are the hallmarks of ACC's workplace culture. We want our team members to be inspired to do their best work in service of our students, parents and partners, knowing they will be rewarded and have fun along the way. We nurture this culture by providing clear paths to success, comprehensive professional development programs and an environment that is motivating yet supports wellbeing. We believe in promoting from within whenever possible, which is a win-win for our company and our team members alike.

A Strong Culture

We work hard to ensure all team members stay connected to our culture and to each other. In 2024, we launched programs designed to increase overall company transparency and facilitate one-on-one relationships between corporate and property-level team members.

Our Culture Committee

Our culture committee is key to fostering our approach to service and team spirit, organizing events such as Employee Appreciation Day, holiday parties, concerts and donation drives to benefit our primary charity partners. Additionally, they spearhead efforts to recognize team members' achievements and milestones, like birthdays, marriages and welcoming new family members.





Culture of Inclusion

Cultivating a culture of inclusion helps ACC be more innovative and ready to serve today's diverse college population. We maintain diverse teams by promoting equitable access to career opportunities – most notably, by hiring within our local markets, then investing in our talent and promoting from within. Additionally, our inclusive culture ensures everyone feels empowered to contribute, knowing their unique voices will be heard and valued.

Inclusive Representation

Our overall team has long represented the residents and communities we serve. We are proud to report substantial inclusivity among our leadership.



Inclusive Procurement

Our commitment to inclusion extends to our relationships with partners, professionals and contractors. In our requests for proposal, we ask potential suppliers for information about their ownership and certification.

We work to create an environment where diverse suppliers can thrive. We utilize resources to facilitate the identification of suppliers, including small businesses, to encourage their participation in the bidding process.



Property Spotlight

xučyun ruwway Apartments

In August 2024, the University of California Berkeley held a grand opening for its newest and largest dedicated graduate-student apartment complex and the first UC Berkeley building with an Indigenous-language name. xučyun ruwway (pronounced HOOCH-yoon ROO-why) Apartments – a beautifully designed five-building complex – honors the heritage of the East Bay Ohlone peoples while providing a unique living experience for over 700 grad-student residents.

[Read more ↗](#)



Talent Recruitment & Development

Developing and managing student housing communities is an intense business with a huge influx of new customers every school year, a wide variety of operational functions and multiple stakeholders. We recruit team members with varied and flexible skillsets, and are dedicated to helping them build long, satisfying careers with us.

Talent Recruitment

In 2024, we succeeded in filling our open positions compared with 2023, thanks to our efforts to develop a more efficient and appealing recruitment process. Our new applicant tracking system offers more advanced interview scheduling and candidate communication features, including additional bilingual communication capabilities.

LEAD Internal Recruitment Program

Our LEAD (Lead-Equip-Advance-Develop) Program helps our graduating population and RAs transition into their careers by experiencing a variety of full-time opportunities at our communities nationwide. Some participants choose full-time positions with ACC after one assignment; others try multiple assignments to gain an assortment of experiences. In 2024, we gained 4 new LEAD specialists; 51 team members have completed the program since it launched in 2015.

Team-Member Development

To further our culture of developing future leaders from within our existing workforce, we invest in comprehensive career-development programs for team members at every career stage. Through our ACC University platform and other programs, we tailor learning plans to each team member's goals and often connect them with mentors. Team members are auto-enrolled for the appropriate courses when they are hired for or promoted into new positions.

600

on-demand training
courses offered through
ACC University

126,346

courses completed
by ACC team members





ACC Leadership Conference

In 2025, ACC's Leadership Conference brought together more than 200 property managers for professional development in Austin, Texas. Themed "Success Reimagined," the conference challenged team members to explore every facet of their work in search of potential improvement, and offered a prime opportunity for participants to celebrate ACC people, passion and performance.

Attendees shared their perspectives and ideas, applauded each others' achievements and looked forward together to the year ahead. Highlights included a lively Women in Business discussion and Hi, How Are You Project activations.



ACCelerate

In 2024, we continued holding regional ACCelerate events to help entry- to mid-level ACC team members learn about our mission and values, career opportunities and trends within student housing and the real estate industry. At the events, 132 team members from 45 markets learned from ACC leaders and networked with each other in breakout sessions. More than 70 participants completed a voluntary certification program for further professional development, and 34% of team members who completed it were promoted by year's end.

Team Member Recognition

In addition to our annual Leadership Conference awards ceremony recognizing the year's top achievements in innovation and talent, we continue to hold quarterly companywide ACC Spotlight - Celebrating Team and Achievements calls. Company leaders share ACC news and recognize individuals and property teams who are exemplifying exceptional performance and leadership.



Spotlight

Sarah Prescott

Sarah Prescott began as a CA at an ACC community; today, she serves as our Vice President of Business Solutions and so much more. Last year was a noteworthy one for Sarah, as she spearheaded the development of new software with a vendor partner, won our companywide AI Acceleration Challenge, and co-chaired the 2024 Austin Pride Festival following years as an ACC volunteer for the event.

[Read more ↗](#)



Benefits & Wellness

ACC strives to foster all aspects of our team members' health and wellbeing, helping them thrive both on and off the job. We provide a comprehensive benefits package that features ample vacation and sick time, health coverage for domestic partners and 401(k) plans including funds that meet our criteria. We also offer an educational assistance program of \$5,000 annually, as well as an employee assistance program (EAP) for all team members. And in 2024, we introduced paid parental leave (expanded from paid maternity leave) for both birth and non-birth parents, paid compassion leave and paid military military leave, as well as enhanced short-term disability coverage.

Team Members' Mental Health Support

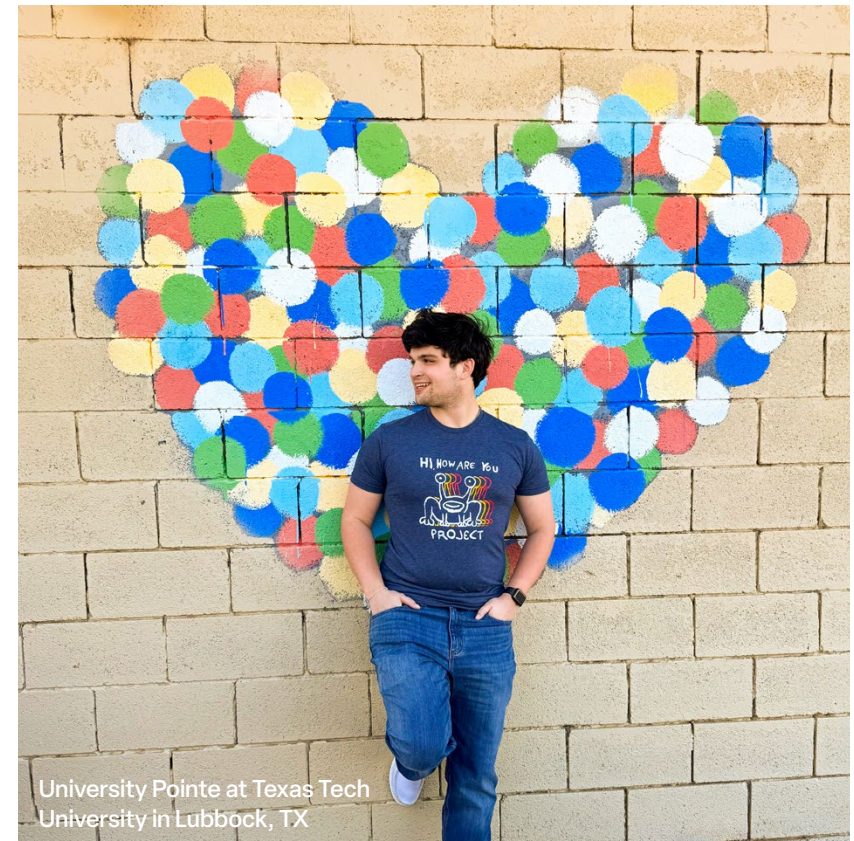
Our on-site team members implement our mental health support initiatives, and they are also on the frontlines every day, helping residents deal with both common challenges and personal crises. We are equally dedicated to supporting our team members' mental health so they can serve others well without sacrificing their own wellbeing.

Our EAP enables team members to get support 24 hours a day, seven days a week from a licensed clinician and access up to six face-to-face counseling sessions. We also have on-site crisis support available as needed for all of our property teams. The EAP has provided guidance for coaching managers through times of loss and crisis, with additional support information and webinars. And we promote resources from our partners at the Hi, How Are You Project.

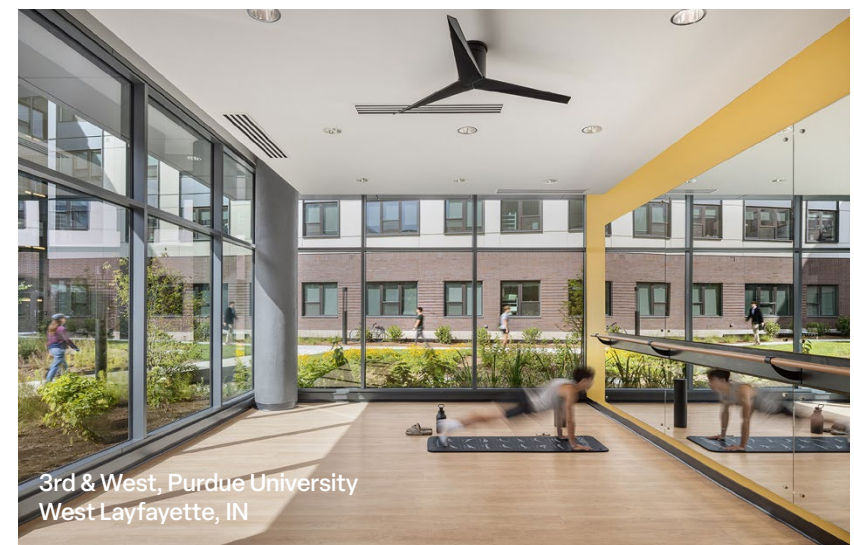
Wellness at Work

In 2024, we held our annual Health and Wellness Month – including giveaways – with each week focused on raising team members' awareness of a different aspect of their wellbeing. We provide ongoing educational newsletters to help team members learn about strategies and resources for improving their health and wellbeing. And we sponsor companywide wellness challenges; team members logged more than 30,000 miles during Million Mile Month in April 2024.

Additionally, we provide free flu shots, CPR classes and several options for discounted gym memberships to corporate team members.



University Pointe at Texas Tech
University in Lubbock, TX



3rd & West, Purdue University
West Lafayette, IN



Environmental, Health & Safety

ACC is dedicated to providing a healthy, safe work environment and helping our team members to follow best practices, whether they work at our properties or from a home office.

Safe Work Practices

We take a comprehensive approach to safety-related work practices for team members, contractors and subcontractors. Our programs empower supervisors to keep their teams safe and individuals to take responsibility for following the safety practices outlined in our comprehensive Product Health and Safety Plan:

- Obey safety rules and safe job procedures
- Attend safety meetings and training sessions, in person or online
- Keep work areas clean and free from slipping or tripping hazards
- Immediately report all malfunctions to a supervisor
- Use care when lifting and carrying objects
- Observe restricted areas and all warning signs
- Know emergency procedures
- Report unsafe conditions to supervisors
- Notify supervisors of every accident or injury

In our required service contract agreements, we mandate all contractors and subcontractors who perform work in our facilities or on ACC-controlled property abide by safety rules and follow safety procedures. We also maintain contractor safety-training records that property staff can access and review.

Our objective is to keep the number of injuries and illnesses to an absolute minimum – with the goal of zero – to surpass the best experience of operations like ours.



“Safety and security in student housing is not just a priority – it’s a foundation for learning and growth. When students feel secure in their environment, they can focus on what truly matters: their education and personal development.”

– Mark VanBeest, SVP of Safety & Security and External Affairs

Safety Training

Our supervisors are responsible for administering safety training with their team members. All team members are required to complete ACC University’s Safety Training for All Employees online modules. The course includes video instruction, a completion test and supervisor verification that training was completed on time.

All on-site maintenance team members, as well as facilities specialists and facilities directors, are also required to complete Safety Training for Maintenance Employees.



Residents

ACC's number-one priority is delivering the best possible experience for students. We have three key objectives guiding all of our resident programs and initiatives:

- 1 Create inclusive communities where students feel connected, are involved in the university community and are academically successful.
- 2 Develop and nurture partnerships with our affiliated universities to support residents' academic and personal goals.
- 3 Support the financial objectives of our properties by creating vibrant and desirable student communities.

Student Staff Team Members

The resident experience is heavily shaped by our student staff team members – our community assistants (CAs) and RAs – who use their training and their relatability to build strong communities and promote academic success.

Residence Life Program

Our residence life program is the cornerstone of our communities. We offer engaging educational, recreational and social events, as well as ongoing initiatives such as our Hi, How Are You Project mental health support and For the Greener Good sustainability programs.

Pillars of Residence Life

- Academic Success
- Health and Wellness (physical and mental)
- Sustainable Living and Education
- Employability/Career Focus
- Giving Back/Charity
- Financial Literacy
- Community Engagement (both property community and local community)
- Resident Appreciation

Community Service

We encourage our team members and residents to volunteer regularly within their communities. We also organize companywide initiatives, such as CoreGiving Day, a day-long event where the company and its ownership entity portfolio companies, along with their employees, volunteer to fight childhood hunger.

3,000+

Nationwide volunteers participated in CoreGiving Day, including those helping with relief efforts for Hurricane Milton.



Property Feature

Currie Hall

ACC's Community of the Year, Currie Hall at the University of Southern California, consistently goes above and beyond in caring for and easing life for their student residents. Whether it's creating the smoothest possible move-in experience, managing a huge renovation project with minimal disruption or ensuring safety and security during the devastating Los Angeles-area wildfires, the team at Currie Hall is there for their residents with essential resources and vital support.



From left to right: Angela Testa (EVP - Property Operations), Noe Nava (Senior Service Manager), Rikki Young, Tosha Bowles (SVP, Property Operations)



Listening & Learning

Student housing is a fast-paced business, and each new school year brings an influx of new residents to ACC communities. We continually seek residents' input and feedback to understand their needs and use these insights to shape all of our decisionmaking.

Our listening and learning begins on day one, asking residents to share their opinions about the move-in process. We maintain an open-door policy, encouraging residents to engage with our team in-person at events and online through social media. We monitor social media and review sites to respond to questions and issues, as well as to identify trends. We also conduct formal surveys, including our resident satisfaction survey. Additionally, we use the Thriving College Student Index through the College Student Mental Health Wellness Advocacy Coalition.

Annual Resident Satisfaction Survey

Residents agreed or strongly agreed with the following statements:

I can be
academically
successful at
this property:

85%

I am
comfortable
being myself
where I live:

84%

I recommend
this community
to friends:

81%



Better Value for Parents & Students

We understand affordability is important to both parents and students. We offer units at a wide variety of price points and build in budget-friendly features. Almost all our communities offer fully furnished units at no extra fee. Fitness centers, academic success centers and other amenities are also included with no additional membership fee, and more than 70% of our communities are within walking distance of public transit. Additionally, our individual liability leases mean each student is responsible for only their own rent, even if their roommate transfers or graduates.





Mental Health

ACC believes emotional wellbeing is foundational to student success. As part of our commitment to social impact, we invest in proactive, data-driven mental-health partnerships and programming, creating residential environments where students feel safe, supported and empowered to thrive. It's the cornerstone of our residence life program.

Hi, How Are You Project

Since 2019, we have partnered with the Hi, How Are You (HHAY) Project, a mental-health nonprofit, to provide peer-to-peer support training for community assistants and on-site team members. In 2024, we expanded this training across all ACC communities, strengthening our frontline response capabilities.



Also in 2024, our communities observed these mental health-related occasions:

- Hi, How Are You Day (Jan 22)
- Mental Health Awareness Month (May)
- Suicide Prevention Week (Sept)
- World Mental Health Day (Oct 10)

College Student Mental Wellness Advocacy Coalition

In 2022, ACC co-founded the College Student Mental Wellness Advocacy Coalition to unite student-housing providers in support of mental health across the industry. The Coalition has now grown to include 29 members representing over 800,000 students nationwide.

Thriving College Student Index Report

Commissioned with HHAY and Ipsos market research, our Thriving College Student biannual survey gathers insights from almost 25,000 students across the U.S. and Canada.

Key Findings:

1 in 3

students felt lonely most of the time

59%

reported their mental health negatively affected their academics

72%

would seek mental-health support if it came from a peer

89%

agreed housing providers should prioritize mental wellness



Suicide Postvention Resource

In 2024, we partnered with The Jed Foundation and HHAY to launch [Responding to a Suicide: Postvention Guidance for Student Housing Managers](#), a first-of-its-kind guidebook offering best practices for off-campus housing operators navigating the aftermath of a resident's death by suicide. Topics covered in the guide include:

- Coordination with law enforcement and university officials
- Support for residents and staff
- Memorial planning and respectful communications
- Long-term postvention and prevention strategies



Entrepreneurship

ACC’s commitment to academic success extends beyond traditional coursework to include nurturing students’ creative and entrepreneurial potential.

LaunchPad

Our ownership’s LaunchPad program partners with universities nationwide to equip students with entrepreneurial skills and internship pathways, emphasizing minority-serving institutions to bridge the opportunity gap.

In 2024, ACC joined with Prairie View A&M University to launch a dedicated hub, backed by Blackstone’s broader \$10-million Texas commitment and a \$500,000 grant. Through PVAMU’s Summer Bridge Program, 234 students participated in modules on growth mindset, creativity, critical thinking and leadership. This collaboration underscores our dedication to equipping students for success and empowering them to become tomorrow’s job creators.

Scholarship Programs

ACC supports our residents by offering scholarship programs at many of our communities.

Folds of Honor

On Veterans Day – November 11, 2024 – we awarded \$25,000 in scholarships to five University of Texas at Austin students through Folds of Honor, which helps students from military and first-responder families access higher education. ACC has partnered with Folds of Honor since 2018 and has awarded more than \$175,000 in scholarships to support these students’ education while paying tribute to America’s heroes.

Prairie View A&M University

We continued our “Success by Design” scholarship program at Prairie View A&M, providing support for students pursuing degrees in architecture and design. Since 2021, ACC has awarded two \$5,000 scholarships annually, along with a \$15,000 “Next Step” scholarship for students with significant financial need.

Arizona State University

We continued providing funding for the Mark Jacobs Scholarship Endowment at Arizona State, one of our longtime partners. This scholarship fund celebrates Dr. Mark Jacobs, Dean of Barrett, The Honors College, for almost 20 years of service to the university, and supports outstanding undergraduate students at Barrett.



Folds of Honor presentation at The University of Texas on Veteran’s Day 2024



Neighbors

ACC communities are a vibrant part of the campuses, neighborhoods and cities they call home. We support our neighbors by hiring local residents and contractors, engaging local businesses in the ACC portfolio, and giving back to campus and nonprofit initiatives that help people thrive.

Retailers Support

Thirty-four of our communities are mixed use, featuring more than 460,000 square feet dedicated to retail spaces. We support our retail partners through co-marketing programs and promotions on our social media channels – a wonderful way to build community with our residents while also reducing the packaging waste involved in deliveries. Since 2021, we have offered a Neighborhood Business Nurturing Program to support small, local businesses.

In 2024, we celebrated National Small Business Day – May 10th – by spotlighting local businesses in our communities, offering local-business discounts to students, and doing prize giveaways. Our social media showcased these local companies and resident engagement activity.

[Click here ↗](#)

Supporting Nonprofits

ACC is passionate about helping people thrive in our hometown of Austin and the other cities we serve. We give back by supporting local charities, providing scholarships and volunteering.

In 2024, the ACC Foundation contributed hundreds of thousands to charities focused on disadvantaged youth and education. Additionally, many members of our senior management team serve on the boards of nonprofits, including those of ACC's primary charities.

Our Primary Charities

- Boys & Girls Clubs of the Austin Area
- CoreGiving
- Folds of Honor
- Hi, How Are You Foundation
- LifeWorks
- Rise School of Austin



The Home Office Team volunteering at the Central Texas Food Bank Austin, TX



Fundraising Celebration for Nonprofits

ACC demonstrates its dedication to social responsibility by partnering with impactful nonprofits. This dedication culminated in our inaugural Rhythm of ATX: A Night of Giving, a vibrant event that brought together leaders from various sectors to raise funds for CoreGiving, which addresses childhood hunger, and the Hi, How Are You Project, which promotes mental-health awareness among college students.

CoreGiving

In 2023, we launched a partnership with CoreGiving, a nonprofit dedicated to eliminating child hunger by providing nourishing meals to children and families through collaborations with food banks and hunger-relief organizations across the U.S. As one of CoreGiving's 11 corporate partners in the real-estate sector, we provide both financial and volunteer support.

In October 2024, on our second annual CoreGiving Day, Team ACC showed up in a massive way, with almost 100 team members volunteering at food banks nationwide.

In Austin, our home-office employees helped out at the Central Texas Food Bank, processing, sorting, and packing more than 4,300 pounds of food – equivalent to over 3,600 meals – to feed our neighbors in need.

Team-Member Contributions

We are in our third year of using the YourCause platform, which makes it easier for our team members to support their favorite causes through volunteering and donations. Team members can use YourCause to find local volunteer opportunities, whether with ACC charity partners or other nonprofits, and we match any donation to an approved charity submitted through YourCause – up to \$500 per team member each year.

In 2024, 28% of all eligible ACC team members contributed through YourCause, volunteering a total of 13,218 hours and donating a total of \$64,824 to charitable organizations across the country.

