



Culture

“Sharing experiences cultivates education, inspiration and connection. Creating space for these connections is a cornerstone of ACC’s culture, deepening engagement and driving the collective momentum to achieve meaningful results together.”

— Michel Weathers, ACC SVP of Human Resources



Dundee Residence Hall, University of California, Riverside

Team Culture

Service and growth are at the heart of ACC's workplace culture. We want every team member to feel inspired to do their best in service of students, parents and partners — knowing they'll be rewarded and have fun along the way. Our workforce includes more than 325 corporate team members at our Austin headquarters and almost 2,700 on-site team members in approximately 75 cities.

Recognized for our culture

- 2025 Newsweek's Most Trustworthy Companies in America (4th year in a row) — measuring customer, investor and employee trust.
- 2025 GlobeSt. CRE Best Places to Work (2nd year in a row) — recognizing employee satisfaction, career growth and inclusive culture.



“ Our success begins with our people. By investing in leadership development, innovation and employee well-being, we’re building a high-performing culture that drives results for our partners and sets a new standard for excellence in student housing.”

— Rob Palleschi, ACC CEO



Photo caption xxxxxxxxx.



Inclusion

ACC cultivates a culture of inclusion to foster innovation and better serve our college population. We provide equitable access to opportunity — hiring within our local markets, investing in talent and promoting from within. Our commitment extends to partners, professionals and contractors with an internal committee overseeing long-term goals while a third-party consultant reviews our employment program.

Inclusive representation (2025)

	Women	Racially or ethnically diverse <i>(per EEO-1 reporting categories)</i>
All team members	52%	61%
Senior-level property managers	66%	42%
Senior-level (VP+)	39%	20%

“ Thoughtful partnerships are shaping the future of campus living. When universities and private partners come together with shared vision and accountability, we can deliver transformative, cost effective student-centered housing solutions.”
— James Wilhelm, ACC EVP & Chief Development Officer



Photo caption xxxxxxxxx.



Recruitment & Development

ACC recruits team members with a rich mixture of skill sets and is dedicated to helping them build long, fulfilling careers. Nearly 20% of ACC employees have been with the company five years or longer. Through our ACC University platform we customize learning plans to each member's goals and connect them with mentors; new hires and newly promoted team members are auto-enrolled in the appropriate courses.

ACC's 2026 Leadership Conference has evolved into the Impact Summit — a four-day event in Denver themed “Building Connection & Elevating Experience” that reconnected teams, shared ideas, celebrated leaders and successes, and enhanced operations across our communities.



ACC University

600

on-demand training
courses

138,255

courses completed by
team members in 2025

4.6 / 5

Average course rating
among completers



2026 Impact Summit, Denver, Colorado, SVP Operations
Tosha Bowles, and Chief Operating Officer Brian Bowers

Spotlight

Michel Weathers
ACC SVP of
Human Resources



Since 2018, Michel Weathers has led ACC's human resources division with a clear standard: trust is earned when decisions are consistent, fair and respectful. She cultivates a positive, inclusive environment, promotes well-being as an ethical essential, and aligns teams companywide by translating complex people topics into clear expectations and repeatable rhythms — known for strategic thinking and diplomacy in helping other leaders navigate complex issues.

“ I strive to ensure ACC's culture is durable, measurable and operationally effective. The systems I lead must keep a large, distributed workforce aligned so our team members can consistently deliver for our university partners, communities and students.”

— Michel Weathers, ACC SVP of
Human Resources



Benefits & Wellness

ACC provides a comprehensive benefits package including paid parental leave for birth and non-birth parents, paid compassion leave, paid military leave and enhanced short-term disability coverage. We offer educational and employee-assistance programs, including 24/7 mental-health support from a licensed clinician and in-person counseling. In 2025 we adopted the Bonusly platform, letting team members publicly celebrate one another's contributions and earn micro-bonuses through a monthly points system.



Environmental, Health & Safety

ACC is dedicated to a healthy, safe environment for team members, contractors and subcontractors. All team members complete ACC University safety modules, and on-site maintenance and leadership complete specialized training.

ACC Safe Work Practices

- Obey safety rules and job procedures
- Attend safety meetings and training
- Keep work areas clean and free from hazards
- Immediately report all malfunctions
- Use care when lifting
- Observe restricted areas and warning signs
- Know emergency procedures
- Report unsafe conditions
- Notify supervisors of every accident or injury



Spotlight

Mark VanBeest
ACC SVP of Safety &
Security and
External Affairs



With more than four decades in military, law enforcement and global security, Mark VanBeest is building a safety culture rooted in “preparation without paranoia.” His team has developed a crisis-communications library, a resident text-alert system, a 24/7 crisis hotline connecting properties directly to his team, and an online incident-reporting portal used to track incidents and study trends.

“Being prepared without being paranoid is the sweet spot. It’s like developing muscle memory — continually examining your situation in terms of safety before an issue arises.”

— Mark VanBeest, ACC SVP of
Safety & Security and
External Affairs



Resident Experience

ACC's top priority is delivering the best possible experience for students — shaped heavily by our student-staff team members, our community assistants (CAs) and resident assistants (RAs), who use training and relatability to build strong communities and foster academic success.

ACC Pillars of Residence Life

- Academic success
- Health and wellness (physical and mental)
- Sustainable living & education
- Employability / career focus
- Giving back / charity
- Financial literacy
- Community engagement (property and local)
- Resident appreciation



Sustainability Engagement

Residents are essential partners in reducing energy, water and waste — efforts that lessen our environmental impact while lowering their utility bills and building lasting habits. In most ACC communities, about 80% of total electricity usage comes from residents' personal consumption.

“ I see my role making a difference by creating a welcoming environment where residents feel supported, valued and connected. Whether it's through a conversation, an event, or simply being someone residents can rely on, I want to help make their college experience more enjoyable. If I can help make their college experience feel a little more like home, then I've made a meaningful impact.”

— Lacy Justice, ACC Senior Community Assistant



Spotlight

Meg Nicholson
ACC Director of
Residence Life



Meg Nicholson leads ACC's residence life program, building the on-the-ground community experience that turns a property into a home for thousands of student residents and supporting the student leaders who make it happen.

“ Residence life is where a big campus starts to feel like home. Our teams aren't just planning events — they're making sure every resident has someone who knows their name, notices when they're having a hard week, and shows up for the wins. That's how community actually gets built.”

— Meg Nicholson, ACC Director of Residence Life



Community Service

We encourage team members and residents to volunteer consistently, and we participate in companywide initiatives like CoreGiving Day to fight childhood hunger.

~3,500

Nationwide volunteers took part in CoreGiving Day

14,000+

Meals processed sorted and packed by ACC team members — more than 16,850 pounds of food



Listening & Learning

We seek resident input from day one (move-in survey) and throughout the year via our open-door policy, social-media monitoring, formal surveys and the Thriving College Student Index.

Annual Resident Satisfaction Survey

residents agreed or strongly agreed:

“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%



Spotlight

Tosha Bowles
ACC SVP of
Property Operations



Tosha Bowles has been with ACC for over 25 years, beginning as a CA at Prairie View A&M University. Her early experiences drive her to invest in and listen to her teams — more than 2,000 on-site members nationwide — trusting that the people who live and work at each property know it best.

“It’s easy to get caught up in the daily work, but at the heart of every decision is the student experience. When we lead with students in mind, every task becomes an opportunity to make a meaningful difference.”

— Tosha Bowles, ACC SVP of Property Operations



Spotlight

Herberger Institute Living-Learning Community, Arizona State University — Opening Fall 2026

Construction is nearly complete on an 820-bed living-learning community tailored to first-year students at ASU's Herberger Institute for Design and the Arts. The facility blends living, social and dining areas with state-of-the-art makerspaces, united by colorful design inspired by the surrounding desert — including a lobby gallery of student artwork, an adaptable central studio with enclosed workrooms, and a performance and movement studio. ACC's design partner SCB earned a Student Housing Business Innovator Award for the project.



Mental Health

ACC believes emotional well-being is essential to student success. We co-founded the College Student Mental Wellness Advocacy Coalition to unite student-housing providers in support of mental health; today it includes 30 members representing hundreds of thousands of students. Since 2019 we have partnered with the Hi, How Are You (HHAY) Project, providing peer-to-peer support training for CAs and on-site teams across all communities.

2025 Thriving College Student Index (over 11,000 residents)

93%

view mental health as vital
to overall well-being

53%

agree their residential environment
positively impacts their mental well-being

45%

have been diagnosed by a qualified
professional with a mental-health condition

28%

feel a personal connection to their
residential community



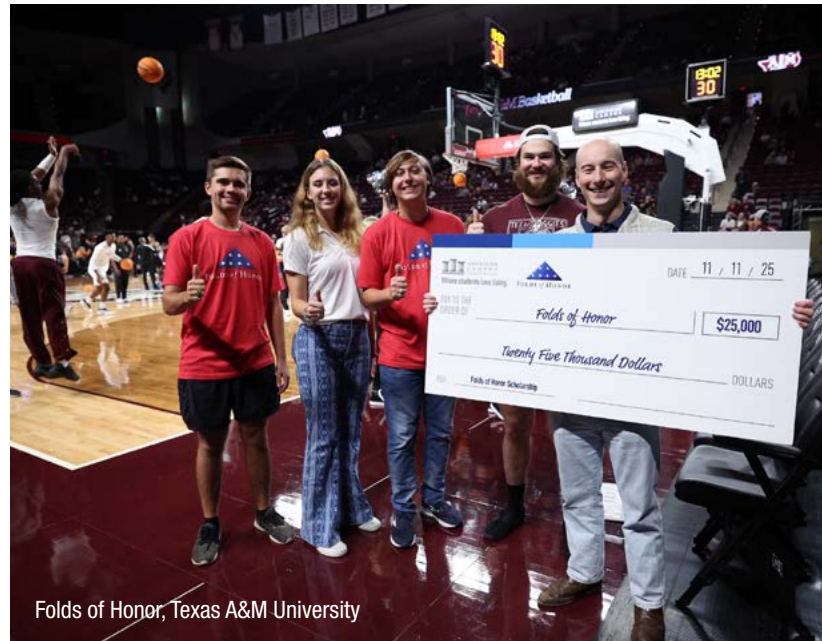


Entrepreneurship

Among the 56 graduates of the 2025 ownership-entity Analyst Accelerator cohort — a 10-month hybrid learning experience of training, mentorship and networking — ACC Director of Transactions Zach Waterman was recognized as one of only four Top Performers for his engagement, collaboration and proactive contributions.



Zach Waterman, far right, director of transactions, BX Analyst Accelerator 2025



Folds of Honor, Texas A&M University

Scholarships

Folds of Honor: in 2025, ACC awarded \$25,000 to five Texas A&M students from military and first-responder families, raising the total awarded since 2018 to more than \$200,000.

Prairie View A&M University: “Success in Design” program — two \$5,000 scholarships annually plus a \$15,000 “Next Step” scholarship for students with significant financial need (since 2021).

Arizona State University: continued funding for the Mark Jacobs Scholarship Endowment supporting outstanding undergraduates at Barrett, The Honors College.

Spotlight

Bilt

Resident loyalty program

In 2025, ACC partnered with Bilt, a loyalty program that lets residents earn points on every on-time rent payment — redeemable toward student-loan payments, essentials, rideshares or future rent — and opt into a free Credit Boost feature that helps build credit history. One ACC resident even won a full year of free rent through an interactive Bilt game show.



“Bilt Rewards provides genuine value to our residents by rewarding on-time rent payments while making rent collection easier for our team. I’m excited to partner with vendors like Bilt that help us elevate the resident experience.”

— ACC Property Manager, LightView Apartments at Northeastern University



Neighbors

ACC communities are a vibrant part of the campuses, neighborhoods and cities they call home. We cultivate giving and engagement through volunteerism, charitable giving and signature events. In 2025, American Campus Charity Foundation gave over \$517,000 to non-profit organizations. In addition, team members gave more than \$21,000 through YourCause (ACC matches up to \$500 per team member annually), and our annual Rhythm of ATX spring charity event brought together team members, partners and sponsors for live music, networking and philanthropy benefiting the Hi, How Are You Foundation and CoreGiving. As a CoreGiving Leadership Partner, ACC supports an organization that has provided more than 96 million meals since 2020.



Charley Crockett, Rhythm of ATX, 2024



\$517,000+

**Donated to non-profit
organizations by American
Campus Charity
Foundation in 2025**

\$21,000+

**Donated by team
members through
YourCause in 2025**

Spotlight

Villas at Babcock, The University of Texas at San Antonio ACC Community of the Year

ACC's Community of the Year Award recognizes a community that consistently exhibits excellence in financial performance, leasing, operations, and resident experience. Villas at Babcock not only provides students with impressive amenities – like a state-of-the-art fitness center, a fully outfitted recreation center, and pet-friendly accommodations – but also saved more than \$100k year-over-year in controllable expenses while achieving a 99%+ occupancy rate and positive rental-rate growth. Congratulations to the Villas at Babcock team for their disciplined budget management and strong leasing skills!

