Deanna Merino Contino, Ed.D.

Educator, Innovator, Student- Centered, Equity-Focused
Top Five Strengths: Achiever, Belief, Strategic, Responsibility, Empathy
Pronouns: she/her/hers/ella
LinkedIn: https://www.linkedin.com/in/deanna-merino-contino-8b29872

KEY QUALIFICATIONS

- Extensive experience with retention, persistence, and graduation programs at the statewide and local campus level utilizing a strength-based and identity-conscious framework
- Providing innovative leadership at Hispanic Serving and Minority Serving Institutions to enhance and nurture a sense of belonging.
- Budget forecasting and strategic planning implementation knowledge.
- Supervisory, leadership, and human resources experience in hiring and overseeing professional and student staff, conducted in-service training, implemented policies and procedures, and managed a complex and large unit.
- Utilize a Faith-Centered and servant leadership approach in providing support and care to students.
- Hold certification in the Noel Academy for Strengths Approaches to Higher Education, Leadership, and Student Success.
- Experience with recruitment, outreach and branding of University programs with the goal of increasing program enrollment and quality of program outcomes.
- Knowledge of advancement strategies, student development, campus environments, enrollment management, community development, and student learning theories and application.
- Ability to build cooperative working relationships with a wide variety of faculty, staff, and administrators to improve program design, implementation and outcomes.
- Experience with developing and leading small and large teams to reach a desired goal and/or outcome.
- Demonstrated leadership with utilizing current and national research to inform and achieve division, department, program, event and initiative objectives.

INSTITUTIONAL EXPERIENCE

- Miami University (Oxford, Ohio)
- The Ohio State University (Columbus, Ohio)
- California Polytechnic State University, Pomona (Pomona, California)
- California State University, Fullerton (Fullerton, California)
- Whittier College (Whittier, California)
- University of Nevada, Las Vegas (Las Vegas, Nevada)

CERTIFICATIONS

- Strengths Quest Certification, 2019
- Babson College, Entrepreneurial Certificate, 2022
- University of Pennsylvania, Collegiate Leadership in Athletics, 2022-2023

EDUCATION

Educational Doctorate, Higher Education Leadership
Azusa Pacific University *Azusa, CA* **2020**
Dissertation: Utilizing an Identity Conscious Approach to an Early Alert System at a Small Private Liberal Arts

Master of Science in Counseling, Student Affairs in Higher Education **2000**
Miami University *Oxford, Ohio*
Research Topics: Latina/o Identity Development at Predominately White Institutions

Bachelor of Arts, Communication **1998**
San Diego State University *San Diego, CA*

TEACHING EXPERIENCE

University 100: President Scholar and The University: Developed for the President's Scholar Program as a first-year transition experience. Developed in spring 2009 and implemented in Fall 2010. Course is based on the Strengths Finder Inventory curriculum. *California State University, Fullerton, Fall 2010-Fall 2016.*

International Studies 101 (ITS 101): GAP: Global Awareness Program. Building Cross-Cultural Understanding: Designing a Global Future. *Miami University. Spring 2003.*

Educational Leadership (EDL 100): Health Enhancement and Lifestyle Management Living Learning Community Class. *Miami University, Fall 2001, Spring 2002.*

Educational Leadership (EDL 207): Business Leadership Class. The Leadership Challenge. *The Ohio State University. Winter Quarter 2000.*

Resident Assistant Class: *The Ohio State University. Spring Quarter 2001.*

Budget Management Class, Guest Lecturer: *Azusa Pacific University, Master's Program. Ongoing.*

PROFESSIONAL AFFILIATIONS

National Association for Academic Advisors, NACADA

- Presented at National NACADA conference in Orlando, Florida

National Behavioral Intervention Team Association, NaBITA

- Received certification in Threat Assessment and Behavioral Intervention Teams

National Association for Student Personnel Administrators, NASPA

- NASPA Undergraduate Minority Fellow
- Past Chair for the Region VI Latino/a Knowledge Community
- Past Leadership Board member for the Region VI Latino/a Knowledge Community
- New Professional Institute attendee
- Alice Manicur Institute attendee, Women's senior leadership
- Escaleras Institute attendee, Latinx leadership

PROFESSIONAL CONFERENCE TRAININGS

- National Association for Student Personnel Administrators, Alice Manicur Institute **2018**
- National Association for Student Personnel Administrators, Escaleras Institute **2016**
- American Association of Hispanics in Higher Education, Annual Conference **2012**
- National Association for Student Personnel Administrators, New Professional Institute **2009**

SELECTED COMMITTEES AND INVOLVEMENTS

UNLV Committee Involvement

- Seal of Excellencia Committee
- Jewish Task Force Committee
- USC Shared Equity Leadership Committee
- Rebel Ready Week Core Committee
- First Generation Advisory Board
- Chair, Non-Credit Microcredential for Students
- Minority Serving Institution Task Force, Core Committee Member
    - Chair, Identity Committee, Subcommittee MSI Task Force
    - Co-Chair, MSI Student Success Task Force

Past University Committee Involvement

- Enrollment and Student Affairs Committee **2018-Present**
- Academic Advisors Professional Development Committee **2011-2018**
- Campus Wide Probation Advisement Team **2011-2018**
- University Honors Board **2010-2018**
- Business Honors Advisory Board **2010-2018**
- Chair, WASC Advisory Task Force, Student Engagement Committee **2008-2009**
- Titan Degree Audit, Grad Check **2007-2009**
- DARS Rollout Committee **2007-2008**
- Mandatory Online Transfer Orientation Development Committee **2007-2010**

PROFESSIONAL EXPERIENCE

Associate Vice President, Student Life

University of Nevada, Las Vegas *Las Vegas,NV* **2023-Present**

Reporting to the Vice President for Student Affairs, this position exists to provide unit leadership for Student Life, a unit within the Division of Student Affairs. The Student Life unit is comprised of Campus Recreational Services, Housing and Residential Life, Service Learning and Leadership, Student Diversity Programming, Student Involvement and Activities, Student Life Business Services, Student Life Maintenance, Student Life Technology, Student Union Operations and Events Services, and the Associate Vice President's Office.

Executive Leadership

- Direct a comprehensive Student Life portfolio serving 30,000+ students across multiple functional units, aligning initiatives with institutional strategic priorities and student success goals.
- Lead 10 department directors and 200–500 classified staff, professional, and student employees, fostering a culture of accountability, collaboration, innovation, and continuous improvement.
- Develop and implement a five-year strategic plan that increases cross-divisional collaboration by 40% and improves organizational effectiveness and operational efficiency.

Budget & Financial Management

- Manage a $40M annual fiscal portfolio, ensuring sound financial stewardship, compliance, and balanced budgets across multiple operational units.
- Identify operational efficiencies that reduce annual expenses by 12%, reallocating savings to strategic capital improvement initiatives.
- Oversee $10M+ in capital improvement and renovation projects, ensuring completion on schedule, within budget, and aligned with institutional priorities.

Student Engagement & Success

- Increase student engagement by 35% through expanded campus programming, leadership development, and student organization initiatives.
- Grow registered student organizations from 420 to 450, increasing student involvement.
- Implement assessment strategies that improve student satisfaction that tracks retention, persistence, and sense of belonging.
- Partner with Academic Affairs to develop co-curricular initiatives in Housing and Residential Life and Service Learning and Leadership.

- Expanded belonging and engagement initiatives, increasing participation among historically underserved student populations by 20%.
- Develop comprehensive student success strategies that strengthen persistence, leadership development, holistic wellness, and student achievement.

Partnerships & Fundraising

- Cultivate partnerships with alumni, community organizations, and corporate sponsors that generate $700,00 in philanthropic support and program funding.
- Negotiate vendor and service contracts to enhance student programs and operational effectiveness.
- Represent Student Affairs on Rebel Ready Week initiatives.

Assessment & Accreditation

- Develop and implement unit wide assessment dashboards that track key performance indicators (KPIs) related to engagement, retention, learning outcomes, operational effectiveness, and student success.
- Produce executive reports that inform senior leadership and governing boards on strategic planning, performance outcomes, and resource allocation.

Vice President/Dean of Students

Whittier College *Whittier, CA* **2021-Present**

In June 2021, I was asked to serve as the Vice President/Dean of Students role in June 2021. In this role I provided leadership to the Division of Student Life and worked in collaboration with the COVID task force chair to manage the COVID response, in fall I piloted the Student Life Curriculum, created, and developed the Associate Dean/ Title IX position, and currently provide leadership to the Scott Fund grant initiatives. The Division of Student Life includes the following departments: Athletics, DIII, Bias, Response Team, Conduct, Compassion, Affirmation, Resilience and Empowerment (CARE) program. Counseling Center, Office of Student Engagement, Office of Equity and Inclusion, Housing and Residential Life, Student Health and Wellness, and Title IX.

Strategic Leadership

- Directed a comprehensive Student Life division serving approximately 1,700 undergraduate and graduate students, overseeing Athletics, Residential Life, Student Engagement, Counseling Services, Health & Wellness, CARE, Equity & Inclusion, Restorative Practices, and Campus Life.
- Supervised 8 department directors and 50+ professional and support staff, providing leadership in strategic planning, performance management, professional development, and succession planning.
- Managed an annual Student Life operating budget exceeding $8 million, maintaining fiscal accountability while aligning resources with institutional priorities.
- Led division-wide strategic planning initiatives that improved operational effectiveness, enhanced cross-campus collaboration, and strengthened student success outcomes.
- Established comprehensive assessment plans for Student Life departments, increasing the use of data-informed decision-making and continuous program improvement.
- Supervised the Title IX Coordinator and served on the College's Title IX Team, ensuring institutional compliance with federal and state regulations.
- Served as an executive officer of the College, upholding fiduciary responsibility, institutional governance, and ethical leadership.
- Represented Student Affairs on the Institutional Diversity Committee and numerous Cabinet- and Board-level committees.

Student Success, Retention & Student Support

- Directed the development and implementation of a comprehensive Student Life Curriculum that aligned co-curricular learning with institutional student success goals.
- Enhanced first-year and transfer student success through coordinated orientation, living-learning communities, first-year programming, and targeted interventions, contributing to a 5% increase in first-year retention.
- Partnered with Academic Affairs to improve student satisfaction, streamline service delivery, and strengthen academic support initiatives across the institution.
- Oversaw the annual revision of the Student Handbook and implemented policy updates affecting 100% of enrolled students, improving compliance and student understanding of institutional expectations.
- Led campus-wide policy and procedural changes addressing student conduct, behavioral intervention, crisis response, and student well-being.
- Directed planning and implementation of Fall and Spring Orientation, Family Weekend, and Baccalaureate, engaging more than 2,500 students, families, and guests annually.
- Expanded parent and family engagement through strategic communications and digital resources, increasing participation in family programming by 30%.
- Provided executive oversight of the CARE Team, supporting students experiencing academic, behavioral, financial, and personal challenges while improving case management response times by 25%.
- Created a campus Food Insecurity Committee and Emergency Student Assistance Fund, securing resources that supported 300+ students experiencing financial hardship.
- Directed student engagement, leadership development, and residential education initiatives that increased co-curricular participation by 35%.
- Served as senior administrator for the Dean-on-Call crisis response rotation, providing leadership during student emergencies and institutional incidents.

Revenue Generation & Strategic Partnerships

- Secured and supported grant proposals that generated more than $1 million in external funding for student success, equity, and wellness initiatives.
- Developed post-baccalaureate certificate programs in partnership with Academic Affairs and Advancement, expanding continuing education opportunities and creating new institutional revenue streams.
- Directed and managed more than $2 million in revenue-generating student success programs serving current students, prospective students, and families.
- Negotiated a strategic housing partnership with Rio Hondo College, creating a residential pathway for community college students while expanding transfer enrollment opportunities.

Institutional Innovation & Strategic Planning

- Represented Student Affairs throughout institutional strategic planning, budget development, and enrollment planning processes.
- Presented student success initiatives and outcomes regularly to the Board of Trustees Student Success Committee.
- Chaired and participated on numerous campus-wide committees focused on enrollment, strategic planning, accreditation, and student success.
- Co-chaired the College Strategic Planning Task Force, leading implementation of institution-wide priorities that advanced student success, organizational effectiveness, and fiscal sustainability.

Inclusive Excellence

- Served as the President’s Cabinet representative to the University of Southern California Racial Justice & Equity Liberal Arts Consortium, strengthening collaborative equity initiatives across peer institutions.
- Directed the College's Bias Response Team and provided executive leadership for campus response, education, and restorative practices.

- Chaired the Liberal Arts Colleges Racial Equity Leadership Alliance Task Force, advancing institutional equity strategies and accountability measures.
- Co-chaired development and implementation of the College's Racial Justice and Equity Action Plan, establishing measurable institutional goals and accountability metrics that increased participation in equity programming by 40%.

Associate Dean of Students for Campus Life **2018-2021**

Whittier College *Whittier, CA*

Whittier College, a private liberal arts college with 1,732 undergraduate students and 120 graduate students. The College is a Hispanic Serving and Minority Serving Institution.

The Associate Dean of Students for Campus Life works closely with the Vice President and Dean of Students in providing leadership and support to the Student Life team. The Associate Dean serves as the senior student affairs officer. This position provides strategic planning and implements of programs and services and is responsible for delivering services to students that promote their academic and personal development. The Associate Dean directly supervises the work of the Campus Life Cluster team, comprised of the Veteran Resource Center, Office of Equity and Inclusion, Office of Student Engagement, and Office of Residential Life and Housing.

Strategic Leadership

- Provided equity focused and visionary leadership to the Office of Equity and Inclusion, Office of Student Engagement, and Housing and Residential Life. Work with Directors to provide a Cluster focused model to create innovative student support that promotes academic and personal success.
- Collaborated closely with New Student Orientation including managing collaborations with the Associate Dean for First Year Programs. Responsible for oversight of pre-orientation and supporting effective and impactful transition programs for new and transfer students.
- Worked in collaboration with the Office of Equity and Inclusion and Orientation team to develop a pre-orientation for men of color and first-generation incoming freshman and transfers.
- Served as the Chair and provides leadership and direction for the Poet Early Alert Program (PEAP) and committee. Currently working with faculty and staff to create an asset-based culture of care. Poet Early Alert Program (PEAP) provides timely and appropriate intervention to students who may demonstrate academic, physical, or emotional behaviors that may impede personal and academic success.
- Responsible for building community and providing developmental/educational programming by enhancing current efforts and coordinating new initiatives, theme housing/halls and living-learning communities.
- Developed first-generation and leadership themed learning communities for fall 2019 with cross campus collaboration.
- Utilized historical and institutional data, national research and student feedback to anticipate emerging trends and changes to support student success.
- Collaborated and served as a partner with departments on campus to support the mission of our College and student learning. Departments include; Registrar, Information Technology, Admissions, Financial Aid, Center for Advising and Academic Success, Business Office, Advancement, Conference Services and Dining Services.
- Partnered with students and alumni to review New Member Education guidelines for Societies to implement guidelines for the 2019 New Member Process that included student and alumni input and feedback.

Budget Management/Operational Leadership

- Currently supervise, lead, and coach 5 direct reports, 14 full time staff, 60 student staff.
- Hire, train, and on board new professional and graduate staff.
- Lead, oversee, and work closely with the Division budget manager to provide leadership for four departmental budgets at 1.5 million dollars.
- Provide strategic leadership and budget oversight of the Ahmanson Foundation grant for the Veteran Resource Center. The College received $50,000 a year to support Veteran initiatives.
- Collaborate closely with University Advancement and Financial Aid to manage and provide oversight to Ortiz programs, Black Student Association scholarships, and College funding campaigns.

- Managed Housing and Residential Life budget. Developed multi-year occupancy and revenue projections for consideration by the College Budget Committee.
- Partnered with Campus Safety, Facilities, and Housekeeping partners to identify and respond to immediate maintenance and safety needs, as well as develop a plan for deferred maintenance and capital requests consistent with the College's annual budget proposal process.
- Worked this year with Finance and Administration to do a refresh of the quiet and active spaces, common spaces, and develop a media technology alcove in Stauffer Hall.

Policy Development

- Oversaw the implementation of existing policies and develops effective policies and procedures to ensure a safe, healthy, and developmentally appropriate general campus and residential learning community.
- Collaborated with campus partners to review and update current college and department policies.
- Reviewed and updated internal policies such as student organization handbook and residential life crisis management.

Assessment

- Collaborated closely with our Institutional Research and Assessment office to assess trends, demographics, and metrics to provide programs and initiatives that support student success.
- Provided leadership in developing student learning outcomes and measurable learning objectives for cluster wide initiatives and training for students and staff.
- Developed appropriate learning strategies to assess learning and program effectiveness.

Title IX

- Trained as a Level 1 Civil Rights Title IX investigator.
- Worked with the Director of Student Rights and Responsibilities/Lead Title IX investigator to provide investigative support to Bias Response Incidents.
- Served as an intake investigator for current Title IX cases.

Director, Center for Scholars **2015-2018**

California State University, Fullerton *Fullerton, CA*

California State University, Fullerton is one of the 23 California State University campuses. CSUF currently serves 40,280 students including 34,860 undergraduate and 5,420 graduate students. The University also holds the following designations: Hispanic Serving and Minority Serving Institution.

Provided the vision for the following scholarship transformational scholarship retention programs; Guardian Scholars-serves current and former foster youth; Abrego Future Scholars and Nicholas Academic Scholar-serves low income, historically underrepresented, and first-generation; and President's Scholars-services merit based students.

Leadership/Supervision

- Provided leadership, supervision and coaching to 10 professional staff members, 15-20 student assistants, student coordinators and leaders.
- Supervised, lead and provide continual development and support to scholarship program staff and on-campus partners.
- Hired, trained, and on-boarded new professional staff, graduate, student and intern staff.
- Developed and implemented the first CSU system-wide Veteran Scholar program for high achieving transfer eligible Veteran students.

- Collaborated with campus partners in facilities, construction and design and the Division of Academic Affairs to open and operationalize the Center for Scholarship and Scholarships for fall 2015. This Center provides cutting edge retention and support services for the Future Scholars, Guardian Scholars, President's Scholars and University Honors Program students and staff.

Budget Management and Operational Leadership

- Lead and made decisions regarding operational and budgetary functions over scholarship and department program which consists of grant, state allocated and privately raised funds totaling over a million dollars.
- Projected budget needs for scholarship monies and planning in collaboration with University Advancement.
- Provided information on expenses incurred in previous years, current and projected needs for program development and maintenance.
- Provided leadership and guidance over Center operations including the student computer lab, administrative offices, community room and shared resources.

Scholarship Program Leadership

- Provided leadership, direction and vision for over 300 scholarship students. Sub populations served are: former foster youth, merit based, need based, AB 540 and first-generation students. This includes the recruitment, selection and providing innovative retention focused programming efforts and initiatives.
- Developed, in collaboration with the Business Honors and University Honors program, to create a unified and seamless application process for high achieving students seeking admission to these programs, in addition to the President's Scholars program.
- Served as campus liaison for the Hispanic Education Endowment Fund, The East Los Angeles Community Union scholarship fund and Southern California Edison scholarship.
- Provided updates to scholarship donors, assisted University Advancement with fundraising by providing programmatic information, coordinating scholarship student volunteer efforts and attended meetings with donors.

Outreach and Recruitment

- Developed and re-branded scholarship programs, in collaboration with the University's Strategic Communication department, to market the scholarship and Titan experience to prospective students, community college partners and high school administration.
- Partnered with Educational Partnerships TRIO programs and local high schools and that had predominately underrepresented populations to increase applications to merit and needs based scholarship programs. As a result, there was a 50% increase in applications from Latino/a students and a 62% increase from African American students.
- Worked collaboratively with campus partners to coordinate a recruitment program integrated with University outreach efforts that specifically prospect and attract students to apply for the President's Scholars and Future Scholars scholarship program. Developed the first yield event for President's Scholars by hosting a reception at Welcome to Cal State Fullerton Day.
- Developed and facilitated a one-day outreach event focused on recruiting African American students to CSUF and CSUF's scholarship programs. Hosted 150 students in partnership with the Council of African American Parents and Young Black Scholars of Los Angeles.
- Developed and implemented the Diploma 2 Degree program in partnership with the Boys and Girls Club of Fullerton. This program has served over 20 youth and teens in providing workshops focused on entry to a two year or four-year college. As a result, we have created a college going culture that is embedded in the educational programming curriculum for the Boys and Girls Club.

Collaboration and Engagement

- Led and facilitated partnerships that created curriculum to improve and enhance student engagement and recruitment; University 100 for President's Scholars was created and implemented in 2010 and Reading 201 was created and implemented in the Fall of 2014. Both courses are first year transition courses for first time freshman.
- In partnership with the University Honors Program created the first themed floor, for 40 students, in Housing and Residence Life for honors students.
- Built strong relationships and intentionally collaborated with campus partners such as Academic Advisement Center, Admissions and Records Athletics, Alumni Relations, Career Center, Colleges (Deans, Associate Deans and Assistant Deans) Cultural Centers, Department of Reading, Educational Partnerships Ethnic Studies Department, Financial Aid, Housing and Residence Life, New Student Programs, Student Academic Services, Student Health and Counseling Center, Student Life and Leadership, Student Financial Services, University Advancement, University Honors Program, University Outreach, Veteran Student Services and WoMen's and Adult Reentry Center and to increase student engagement, retention and persistence for scholarship students.

Events

- Led, supported, and oversaw the Incoming/Graduating Dinner for President's Scholars at the residence of the University President.
- Worked collaboratively with University Advancement to provide scholarship students as volunteers for Front and Center, Concert Under the Stars, University Convocation and other donor related events.
- Coordinated volunteers and provided logistical support for the annual University Convocation for University Honors and President's Scholars students.
- Created and implemented the first Center for Scholars Welcome Day for fall 2016.

University Involvement

- Served as a university Title IX investigator for fall 2015.
- Served as a member of a sub-committee for the Food Insecurity and Homeless Task Force. Attended the California State University system conference for students experiencing food insecurity and homelessness this past summer.

Interim Director, Outreach and New Student Programs **2014-2015**

California State University, Fullerton *Fullerton,CA*

Leadership/Supervision

- Provided leadership, supervised and coaching to 12 professional staff members, 50-80 student assistants, student coordinators and leaders.
- Created, designed and implemented first strategic planning between University Outreach and New Student Programs.
- Provided leadership and coaching for both departments in the implementation of the University and Student Affairs strategic plan.
- Served as a representative for CSU, Fullerton at the Chancellor's office for the systemwide Director of Outreach meetings and initiatives.
- Collaborated with University Advancement to develop branding and common messaging strategies for University Outreach and New Student Programs.
- Developed and coordinated implementation of policies and procedures related to University Outreach, New Student Orientation programs, Campus Tours, and Freshman Programs.
- Planned and managed University Outreach and New Student Program budgets and operations.
- Recruited, hired, trained, and evaluated professional and student staff. Developed and implemented for spring 2015 a department wide student staff training curriculum; this will include in-service training for student staff department wide and at a program level. The first student staff retreat incorporated both University Outreach and New Student Programs will be held on January 14th.

- Provided leadership across campus for the design, development, and delivery of services to incoming students. Work with various department directors and college deans to provide services to new students.
- Served on the AVP's management team and supports programs and services of the Vice President for Student Affairs Office.

Budget Management/Operational Leadership

- Lead and facilitated decisions regarding operational and budgetary functions to ensure the department and programs operate within allocated funding levels for a budget totaling over $900,000.
- Responsible for accurate and timely monitoring, maintaining and reconciling office accounts. Coordinated budget allocation process in accordance with budget guidelines and procedures. Responsible for year-end reconciliation of office general fund and vendor accounts.
- Worked in collaboration with senior leadership and team members to establish department priorities, delegate workload and manage multiple activities to meet departmental goals, objectives, and deadlines.

Department Leadership: University Outreach, New Student Orientation, Information Services and Campus Tours

University Outreach

- Provided leadership and oversight in university outreach services including services to local high schools, community colleges, and regional partners. Implement strategies to augment counselor engagement in high schools and to more clearly articulate academic pathways to college in collaboration with the Office of Academic Programs.
- Collaborated and work in partnership with University Advancement to provide leadership of our Asian American Pacific Islander Initiative through the CSU Chancellor's office.
- Ensured compliance with campus guidelines and regulations and is responsible for the preparation of reports related to outreach efforts.
- Provided visionary leadership for yield events such as Next Steps Workshops, Welcome to Cal State Fullerton Day and Titan Senior Rallies.
- Represented the department and/or university at district, regional, and statewide meetings, intersegment advisory committees, and task forces in the area of outreach and recruitment programs.
- Work closely with the Assistant Vice President for Enrollment Services to develop an integrated and strategic outreach and recruitment services plan. Provided leadership and oversight in the production of mandatory Freshman New Student Orientation, Parent/Family Orientation, Transfer Student Orientation including On-Line Transfer Overview, Student Life Orientation (NSO Part II), and Titan Weeks of Welcome.

New Student Orientation

- Collaborated and partnered closely with units in Academic and Student Affairs to ensure clear communication of academic pathways for new students. Nurture existing partnerships and develop new partnerships with college-based success teams to implement retention strategies.
- Established and measured learning outcome goals for NSO participants.
- Lead and collaborated with Admissions and Records to design a new database management for all program participants.

Information Services

- Supervised, lead and coach staff responsible for all student Information services functions provided by New Student & Parent Programs, including operation of the New Student Information Center (NSIC) and the Student Information and Referral Center (SIRC).
- Oversaw implementation of service evaluation and assessment components.
- Oversaw management of area budgets.
- Coordinated and consulted with other information services on campus, including Admissions and Records and University Outreach.

Campus Tours

- Supervised, lead and coach staff involved in providing campus tours to prospective students and their families.
- Reviewed and assessed goals and quality control of all Campus Tours programs. Currently collecting baseline information that includes number of tours provided, partners and programs served and quality of tours given.
- Supervised implementation of program evaluation and assessment components.
- Oversaw management of program budget.
- Coordinated and consulted with Financial Aid, Undergraduate Advisement, Assistant Deans, Freshman Programs, University Outreach and Admissions and Records. Assesses additional areas of partnerships as it relates to our Campus Tour program. These partners include Diversity, Center for Scholars and Scholarships, WoMen's and Re-Adult Reentry Center and academic departments.

Collaboration and Engagement

- Collaborated and worked in partnership with the College of Engineering and Computer Science and the College of Natural Science and Mathematics to design and develop an orientation experience for STEM majors that will assist in recruitment, persistence and graduation of their student population.
- Building strong relationships and consulting with on campus partners of how ways we intentionally partner and increase and enhance coordination of pre-collegiate outreach and college readiness efforts that assist, coach, welcome and recruit first generation, low-income, underrepresented or educationally disadvantaged backgrounds access higher education, thus creating a pipeline to CSUF.
- Partner with Freshman Programs to facilitate Titan Senior Rallies for our Titan Choices programs. These rallies provide critical information in a dynamic and interactive format for our high school seniors who have been accepted to CSU,Fullerton.
- Collaborate closely with Educational Partnerships to coordinate community partnerships, pre-collegiate outreach and program events.

Director Future Scholars and President's Scholars **2013-2014**

Director President's Scholars **2010-2013**

California State University, Fullerton *Fullerton,CA*

Leadership/Supervision

- Provided visionary leadership, supervision and coaching to scholarship program professional staff, student assistants, and graduate interns; five staff members (2 professional staff, 1 graduate assistant, 1 student assistant, and 1 intern).
- Supervised, lead, and provided continual development and support to scholarship program staff and on-campus partners.
- Hired, trained, and on boarded all new professional staff, graduate, student and intern staff.
- Developed and implemented the first CSU system-wide Veteran Scholar program for high achieving transfer eligible Veteran students.
- Collaborated with campus partners in facilities, construction and design and the Division of Academic Affairs to open and operationalize the Center for Scholarship and Scholarships for fall 2015. This Center provides cutting edge retention and support services for the Future Scholars, Guardian Scholars, President's Scholars and University Honors Program students and staff.

Budget Management/Operational Leadership

- Led and made decisions regarding operational and budgetary functions of the Future Scholars and President's Scholarship program which consisted of State Funds and Philanthropic funds totaling over $700,000.
- Served as the budget officer for the President's Scholars program. Responsible for accurate and timely monitoring, maintaining and reconciling office accounts. Coordinated budget allocation process in accordance

with budget guidelines and procedures. Responsible for year-end reconciliation of office general fund and vendor accounts.
- Projected budget needs for scholarship monies and planning in collaboration with University Advancement. Provided information on expenses incurred in previous years, current and projected needs for program development and maintenance.
- Conducted research and authored proposals to include budget development, application procedures, eligibility requirements, and administration for scholarship programs.

Scholarship Program Leadership

- Provided leadership, direction and vision for over 300 scholarship students within the Future Scholars and President's Scholars programs. This included the recruitment, selection and providing innovative retention focused programming efforts and initiatives. Future Scholars provides scholarship opportunities and retention support programs for first generation students, undocumented and AB540 students. President's Scholars program is a merit-based scholarship four-year renewable scholarship program for first time freshman and transfer students who have served in the military.
- Developed, in collaboration with the Business Honors and University Honors program, to create a unified and seamless application process for high achieving students seeking admission to these programs, in addition to the President's Scholars program.
- Served as campus liaison for the Hispanic Education Endowment Fund, The East Los Angeles Community Union scholarship fund and Southern California Edison scholarship.
- Provided updates to scholarship donors, assisted University Advancement with fundraising by providing programmatic information, coordinating scholarship student volunteer efforts and attended meetings with donors.

Outreach and Recruitment

- Developed and re-branded scholarship programs, in collaboration with the University's Strategic Communication department, to market the scholarship and Titan experience to prospective students, community college partners and high school administration.
- Partnered with Educational Partnerships TRIO programs and local high schools and that had predominately underrepresented populations to increase applications to merit and needs based scholarship programs. As a result, there was a 50% increase in applications from Latino/a students and a 62% increase from African American students.
- Worked collaboratively with campus partners to coordinate a recruitment program integrated with University outreach efforts that specifically prospect and attract students to apply for the President's Scholars and Future Scholars scholarship program. Developed the first yield event for President's Scholars by hosting a reception at Welcome to Cal State Fullerton Day.
- Developed and facilitated a one-day outreach event focused on recruiting African American students to CSUF and CSUF's scholarship programs. Hosted 150 students in partnership with the Council of African American Parents and Young Black Scholars of Los Angeles.
- Developed and implemented the Diploma 2 Degree program in partnership with the Boys and Girls Club of Fullerton. This program has served over 20 youth and teens in providing workshops focused on entry to a two year or four-year college. As a result, we have created a college going culture that is embedded in the educational programming curriculum for the Boys and Girls Club.

Collaboration and Engagement

- Co-chaired, lead and provided leadership for the 25 President's Scholars Selection Committee that included faculty, staff, students, community partners and donors.
- Co-chaired, lead and provided leadership for the 40 Future Scholars Selection Committee that included faculty and staff.
- Led and facilitated partnerships that created curriculum to improve and enhance student engagement and recruitment; University 100 for President's Scholars was created and implemented in 2010 and Reading 201 was created and implemented in the Fall of 2014. Both courses are first year transition courses for first time freshman.
- In partnership with the University Honors Program created the first themed floor, for 40 students, in Housing and Residence Life for honors students.

- Built strong relationships and intentionally collaborated with campus partners such as Academic Advisement Center, Admissions and Records Athletics, Alumni Relations, Career Center, Colleges (Deans, Associate Deans and Assistant Deans) Cultural Centers, Department of Reading, Educational Partnerships Ethnic Studies Department, Financial Aid, Housing and Residence Life, New Student Programs, Student Academic Services, Student Health and Counseling Center, Student Life and Leadership, Student Financial Services, University Advancement, University Honors Program, University Outreach, Veteran Student Services and WoMen's and Adult Reentry Center and to increase student engagement, retention and persistence for scholarship students.

Events

- Led, supported, and oversaw the Incoming/Graduating Dinner for President's Scholars at the residence of the University President.
- Worked collaboratively with University Advancement to provide scholarship students as volunteers for Front and Center, Concert Under the Stars, University Convocation and other donor related events.
- Coordinated volunteers and provided logistical support for the annual University Convocation for University Honors and President's Scholars students.
- Re-designed the Welcome Day for President's Scholars.
- Created the first Scholarship Orientation Day for Future Scholars students.
- Led and provided leadership for the scholarship interview process for President's Scholars, Veteran Scholars and Future Scholars.

Assistant Director of Academic Advisement **2007-2010**

California State University, Fullerton *Fullerton,CA*

Position Responsibilities

- Served as a visionary academic advising leader for the Academic Advisement Center and provided cutting edge advisement services for 38,000 students.
- Recruited, selected, trained, assigned, and evaluated five full time and 6 paraprofessional academic advisors.
- Served as a liaison and collaborated with colleges and academic programs, participated in projects related to academic policy, freshman programs, admissions, and retention.
- Developed faculty training program and recognition event to recognize faculty and staff who have completed the Academic Advisement Certificate in Excellence program.
- Oversaw the monitoring of students' academic progress and works with probation students, including academic goal setting and contract fulfillment.
- Collaborated with Freshman Programs and Honors to provide first semester advisement for new students in group advisement format. Assess, evaluate and provide recommendations for further programmatic enhancements.
- Provided training support and information for faculty advisors, including newsletters and workshops.
- Chaired and provided leadership for the Campus Wide Probation Advising Team that provided recommendations, programmatic interventions and solutions to provide support and services for students on probation.
- Led the development of a campus-based conference that invited community college counselors to participate in a one day conference to learn about current advisement practices to enhance the transfer process for incoming transfer students.
- Collaborated with assistant deans for student affairs, department chairs and New Student Programs in providing academic leadership in planning and implementing integration of Major and General Education requirements in the academic advising presentations for Orientation programs.
- Developed and maintained a Web presence for four audiences: advisors, faculty, current and prospective students.

Coordinator of Greek Life **2005-2007**

California State University, Fullerton *Fullerton,CA*

Position Responsibilities

- Served as the sole administrator and campus contact for CSUF Greek Life functional area within the office of the Dean of Students.
- Implemented the Pursuit of Excellence program to create academic, personal and chapter standards that would be assessed annually.
- Developed objectives and goals as they relate to the mission and vision of Greek Life and the Greek Community.
- Advised the governing councils and member organizations of the fraternity and sorority community (27 chapters, 3,000 students): Interfraternity Council, Multicultural Greek Council, National Pan-Hellenic Council (NPHC), Greek Presidents Council, and the Panhellenic Association.
- Recommended policy and procedures to Greek Alumni Advisory Council for programmatic enhancements of Greek events and initiatives.
- Provided advice and direction to officers and council representatives in areas of leadership development and effective programming.
- Oversaw $10,000 programming budget and four University Planning Initiatives.
- Supervised graduate student assistant and undergraduate student assistant.
- Collected and analyzed grade report data (approximately 3,000 students) from Admissions and Records Office; compiled this data and formatted in semester and annual reports shared with the Dean of Students, Greek Organizations and National Organizations.
- Assessed fraternity and sorority student leadership development needs and provided direction and advisement to meet those needs through quarterly events such as leadership retreats, conferences, workshops, and symposia.
- Drew on national research and data, initiates new programs and innovative approaches to addressing emerging issues impacting the Greek community.

Coordinator for Student Activities and Greek Life **2003-2005**

California State Polytechnic University, Pomona *Pomona,CA*

California State Polytechnic University, Pomona is one of the 23 campuses within the California State University system. Cal Poly Pomona serves 27,915 students and prides itself on learning by doing philosophy.

Position Responsibilities

- Responsible for the leadership and oversight of 1,000 Greek Life community members.
- Increased number of women going through Panhellenic Recruitment by 20%.
- Provided leadership and advised eight Diversified Greek Councils, seven Interfraternity Councils, five African American Greek organizations, four Sorority councils, a Greek honor society and a Greek peer health education group.
- Worked and collaborated closely with a variety of partners consisting of student leaders, Greek chapters, administrators, alumni advisors, faculty and staff, community members, national headquarters and campus police to achieve community goals.
- Oversaw $23,000 programming budget.
- Served as a risk manager for all Greek activities.
- Provided leadership and direction for the following initiatives:
    - Developed and implemented a Greek Leadership and Scholarship Banquet.
    - Developed and implemented a Greek Chartering and Re-Chartering packet to track academic success, identify number of students involved and critical information needed for national reports.
    - In partnership with the Student Leadership Institute created a Greek Leadership Track that addressed the following topics; organizational leadership, health and wellness and risk management to chapters, student leaders and advisors.
- Provided visionary leadership in advising over 250 clubs and organizations on event planning, leadership retreats and multicultural programming.
- Responsible for guiding clubs and organizations through the chartering and re-chartering process, mailbox distribution and notification to councils and colleges on policy changes.

Coordinator of Residence Life and New Student Programs **2001-2003**

Miami University *Oxford, Ohio*

Miami University is a public institution located in Oxford, Ohio named after the Native American tribe who once lived in the Miami Valley region of Ohio. The University serves 17,327 undergraduates and 2,607 graduate students' study in Oxford, about 4,600 on the regional campuses and nearly 200 students per year in Luxembourg.

Position Responsibilities

- Supervised, trained and evaluated First Year Advisers (full-time), Graduate Resident Directors and Undergraduate Resident Directors. Managed and oversaw 8 residence halls, 64 student staff members, and 2,400 residents.
- Managed crisis and serious incidents in collaboration with various levels of staff members, university and community resources.
- As an active member of the University Community, I served on the University-wide Choice Matters committee which designed intentional programming on first-year student decisions-making.
- Supported in–hall academic advising provided by residence life staff for first year students.
- Provided guidance and support to staff in developing curriculum for living learning communities, which included serving on advisory councils for theme learning communities.
- Actively collaborated with faculty, staff and students in the following living-learning communities including; Service Learning, Scholastics Enhancement Program (academically challenged students), International Living Learning Hall and Student Created Programs. Created, taught and assessed seminar courses that supported these initiatives.
- Led and facilitated the recruitment, selection and training of full-time, graduate, and undergraduate staff members for the Office of Residence Life and New Student Programs.

First Year Adviser **2001-2002**

Graduate Resident Director **1999-2000**

Miami University *Oxford, Ohio*

Academic Advising Responsibilities

- Served as the primary first year academic adviser to 234 first year students on general education and major requirements.
- Assisted with improving resident's academic performance during their midterm grade intervention, the first semester probation period and served as a university resource, linking students to the services that will support retention and persistence.
- Presented four in-hall programs that educated residents on Liberal Education, University and college requirements; class scheduling planning; and the on-line registration process.
- Served on the Council of First Year Advisers that deliberated student academic petitions.

Living Learning Community Responsibilities

- Managed the daily operations of a residence hall of 234 first year students.
- Supervised and evaluated on graduate assistant, 8 resident assistants and 4 mailroom attendants.
- Managed a hall budget for Hall Council and resident assistants.
- Adjudicated all non-major university violations and assigned educational sanctions that occurred within the hall.
- Planned, implemented and created programs based on the Six Dimensions of Wellness, in the Health Enhancement Lifestyle and Management living learning community for 400 first year students.
- Actively participated in the formal assessment and evaluation of Living Learning Community initiatives.

- Created a Learning Community (HELM) training manual for 27 residence hall professional and student staff. This manual addressed the mission and vision of the Living Learning Community and suggested programming curriculum, in addition to current research.
- Participated in dual programming with faculty to provide educational programming in the residence hall.
- Led and facilitated the recruitment, selection and training of full-time, graduate, and undergraduate staff members for the Office of Residence Life and New Student Programs.

Hall Director **2000-2001**

The Ohio State University *Columbus, Ohio*

The Ohio State University is a large public University located in Columbus, Ohio. The University currently serves 68,300 students and is currently ranked 1st among Ohio public institutions.

Position Responsibilities

- Selected, trained and supervised a 54 member staff, 24 paraprofessionals and 30 office assistants.
- Managed the daily operations of a residence hall of 551 first year students.
- Provided academic, career and personal counseling for students.
- Designed and implemented customer service training for staff of a 24-hour residence hall desk operation.
- Assisted with recruitment standards, selections, placement, needs assessment and training.

Living Learning Community Responsibilities

- Coordinated and collaborated with faculty on three living learning programs in the hall. The departments I collaborated included Business, Undeclared and Social Science.
- Facilitated and taught Leadership Business Class associated with the Business Living Learning Community, EDL 207. Coordinated capstone marketing project with the Columbus City Center Mall and the Leadership Business class.
- Facilitated and taught paraprofessional class for resident assistants, that addressed diversity education, community and staff development.
- Planned and implemented programs, support services and activities that contributed to student and staff development.
- Key responsibilities included leading efforts in assessing, planning, implementing and evaluating current programs and initiatives building and department wide.

ORIENTATION/NEW STUDENT PROGRAMS

Interim Assistant Coordinator for New Student Programs, *temporary position* **2003**

California State University, Fullerton *Fullerton, CA*

- Assisted the Coordinator of New Student Programs in the implementation and delivery of Family New Student Orientation Programs. Provided leadership and facilitated workshops to parents and family members.
- Assisted with the training of New Student Orientation leaders.
- Assisted with the Office of New Student Programs with orientation preparation, registration and check-in.
- Was able to rapidly acquire a working knowledge of program operations, campus partnerships and expectations as a result of working in this role.

School of Education and Allied Professions Orientation Advisor, summer position **2002**

Miami University *Oxford, Ohio*

- Conducted presentations on liberal education requirements for first year students.
- Worked in collaboration with faculty from the School of Education and Allied Professions to academically advise first year students attending Orientation.
- Collaborated with college faculty advisor to plan Fall Advising Session in the Residence Halls as a continued orientation experience for first year students.

Intern for the Assistant Dean for Student Affairs, summer practicum **1999**

California State University, Fullerton Fullerton, CA

- Served as an intern for the Assistant Deans for Student Affairs in the College of the Arts and College of Humanities and Social Sciences.
- Conceived, created and developed job description for a new graduate assistant position to assist with the roles and responsibilities of the Assistant Dean for Student Affairs program.
- Assisted in New Student Orientation in an advising capacity.
- Key responsibilities included conducting job function analysis to determine needs and assessment of a graduate assistant position.
- Developed a training plan and performance support material which supported the department's needs and departmental charge initiatives.
- Collaborated with other University offices and Assistant Deans on new student orientation, diversity initiatives and recruitment strategies.

Program Coordinator, Orientation Programs **1998-1999**

Miami University Oxford, Ohio

- Assisted in the planning, implementation and evaluation of the First Year Institute. (A four-day series of programs focusing on transition for first year students, academic excellence, appreciation of diversity and responsible involvement in all aspects of student life.)
- Organized, implemented and planned the first ever Late Night Programming events for 4,000 first year students. Worked with local businesses, community members and university departments to plan alcohol and substance free events.
- Planned and implemented new student orientation for first year and transfer students.
- Designed, edited and created Newsletter series, First Things First, for first year students.
- Facilitated the recruitment, selection and training of the summer orientation student staff.

STAFF DEVELOPMENT AND TRAINING

Student Staff Training Committee

Advisory Training Committee

Miami University Oxford, Ohio

- Provided leadership on the comprehensive training and development of our undergraduate staff (RAs, CLAs, and CAs) and undergraduate resident directors (senior resident assistants).
- Implemented and created a comprehensive in-service student staff response piece that included a self-reflection exercise. In addition, create a model program for planning and preparing in-service training for student staff.
- Created the first ever student staff mini-conference for student staff members.
- Assessed and evaluated the current training model and created new training experiences conducive to the learning style and preferences of the student and full-time staff culture.
- Coordinated efforts department-wide efforts to provide quality and comprehensive training.
- Created a comprehensive training guide for full time advisors to enhance and supplement their training curriculum.
- Led and facilitated the training scheduled and organization of the training process.

Staff Development and Recognition Committee

The Ohio State University Columbus, Ohio

- Charged with implementing and improving needs assessment and training for groups, environments and individual student and full-time staff.
- Provided vision for a "workshop" type format and design for on-going training and new hire orientation.
- Implemented and created an in-service model for student and full-time staff.
- Facilitated and implemented reward, incentive programs and recognition events for all staff.

PROFESSIONAL CONFERENCE, LECTURE, and TRAINING PRESENTATIONS

National Association for Student Personnel Administrators Region V, VI, Conference
Pre-Conference Workshop
Session Title: Student Life Assessment and Key Performance Indicators
Palm Springs, CA, 2025

Session Title: Skip Level Meetings as an Associate Vice President
Palm Springs, CA, 2025

National Association for Student Personnel NASPA Region V, VI Conference
Administrators Mid-Level Institute, Faculty Member
San Diego, CA 2024

National Association for Student Personnel Administrators, National Conference
Session Title: Growth Mindset for Foster Youth Students
Philadelphia, Pennsylvania 2018

National Association for Student Personnel Administrators, National Conference
Session Title: Developing Just and Equitable Program Practices for Latinx students
San Antonio, Texas 2017

National Association for Academic Advising (NACADA), National Conference
Session Title: Coaching for Student Success: An Academic Coaching Model for First Generation Students
Atlanta, Georgia 2016

Knowledge is Power Conference, CSU, Fullerton
Coaching for Success: An Academic Coaching Model for First Generation Students
Fullerton, CA 2014

National Academic Advising Association
Integrating Technology in Academic Advising Services

NACADA Regional Conference Award Winner, Channel Islands, 2009
NACADA National Conference, Orlando, Florida, 2010

California State University, Excellence in Advising Certificate Program Conference
Excellence in Faculty Advising; Using the Titan Degree Audit
Fullerton, CA 2007

Counselor's Collaborating for Student Success Conference
Tips for Transfer Student Success
Fullerton, CA 2007