

Katherine A. Uttich

September 24, 2018

Indiana State University
Residential Life Office 218
North 6th Street Terre Haute, IN
47809

Dear Selection Committee:

It is with great interest and enthusiasm I submit my application for the Residential Life Associate Director of Business Operations. As a current member of the Indiana State University Residential Life staff I know the great opportunities that exists within this role, and as a part of the overall department team. Additionally, I have a great interest to support student enrollment, retention and success at State through the benchmarking and utilization of best practices in housing operations, along with long term planning and forecasting to support overall business practices.

In my current role as Assistant Director for Residential Education at Indiana State University, I support student learning and development with oversight and supervision within our residential housing areas. This includes supervision of our full-time Area Coordinator staff who provide live-in building support, managing our recruitment and hiring of graduate and student staff, along with cultivating and maintaining various campus partnerships. I've also supported campus desk operations working with our building staff, IT department and utilization of StarRez our housing management system to create and support efficient desk operation procedures.

My three years at Indiana State University, along with my previous seven years in residential life positions have afforded me the opportunity to grow and expand my knowledge and experiences working collaterally with the business operations of a housing department. I have been supported by supervisors and mentors, willing to teach and include me in conversations and opportunities to better understand departmental business practices. With many responsibilities within residential education corresponding directly with the business operations, I've found myself gravitating to find and engage in opportunities to expand on those experiences. My time in the field at four different mid-sized public institutions having given me perspective and experience with summer campus and conference, desk operations, website and social media management, residential custodial and facilities management, as well as campus and community partnerships. During my time at Indiana State I've served on the Departmental Assignment Logistics committee, to help bring insight and knowledge to assist in the planning and execution of contracts, application processes, marketing, space allocation, housing system updates and other business procedures. I have been fortunate to expand my own professional development in these areas with attendance at business operation focused presentations at regional conferences, as well as the attendance at the 2018 StarRez Global User Conference, and 2018 ACUHO-I Business Operations Conference.

If given the opportunity I hope to show my ability to bring aspects of strategic and thoughtful management, partnership, quality communication and planning to the Associate Director of Business Operations position. I thank you in advance for taking time to consider my candidacy and hope you find my experiences well suited for your search. If you need any additional information I can be contacted at (815) 260-3469 or by e-mail at katherineuttich@gmail.com.

Respectfully,



Katherine Uttich