

Laura Newhouse



## **EDUCATION**

Bachelor of Science – Psychology, 2009

University of Wisconsin – Parkside – Kenosha, WI

Master of Education – Counseling, 2012

Wichita State University – Wichita, KS

## **PROFESSIONAL EXPERIENCE**

### RESIDENCE LIFE COORDINATOR

*August 2014 - Present*

Pennsylvania State University – State College, PA

- Provide supervision, training, and evaluation for up to 16 paraprofessional resident assistants and participate in paraprofessional and professional staff selection processes.
- Educate students on residence hall and university policies and serve as a case manager for on-campus conduct cases. Resolve student conflicts and handle room assignment changes as needed.
- Provide crisis intervention for students in crisis situations, refer them to the appropriate campus resources (Counseling/University Police/Academic departments, etc.) and follow up as needed.
- Assist in the development, implementation, and assessment of the co-curricular learning plan for Residence Life.
- Promote and maintain a safe, secure, and inclusive living environment for all residents. Participate in 24/7 on-duty coverage in a residence hall area of up to 4,300 students. Work closely with various offices (housing, OPP, University Police, health services) and external partners (parents, the hospital, etc.) to ensure each resident is receiving a high-quality living experience.
- Perform tasks for the area and/or unit that may include: instruct resident assistant course, plan RA/CA training for area, serve on the co-curricular committee, oversee area cultural lounge programs and diversity initiatives, act as safety and security liaison, and serve on welcome week committee. Serve on unit and division committees as needed.
- Administer a programming budget of \$550.00.
- Summer Responsibilities that include but are not limited to: Supervision of 28 Summer Conference Assistants and 4 Student Commons Desk Managers. Participate in on call duty rotation. Provide exceptional guest service to conference attendees.

### Academic Consultant for New Student Orientation

*May 2016 – July 2016*

Division of Undergraduate Studies (DUS), Pennsylvania State University - State College, PA

- Assisted exploratory students in defining their educational interests and goals.
- Shared resources with incoming students to help prepare for the transition to college.
- Guided new Penn State students through the course selection and registration processes.

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## GUEST SERVICE TEAM LEAD

*August 2012 – July 2014*

Target – Bellevue, WI

- Lead a fast, fun and friendly checkout team.
- Act quickly to resolve guest concerns.
- Supervise team of cashiers, guest service team members, cart attendants, and Starbucks/Target Café team members.
- Manage team schedules and checkout traffic.
- Maintain a clean, great-looking store.
- Cross train and work in other areas of store as needed.

## PARAEDUCATOR – PEER MENTOR

*October 2010 – May 2012*

Heartspring – Wichita, KS

- Working with students with developmental disabilities and maladaptive behaviors to improve their quality of life by providing a safe and nurturing environment that fosters independence.
- Promote independence in the areas of communication, self-help, social skills, and functional living skills, and assists in the development and implementation of a highly structured schedule of activities.
- Effectively communicate with other members of the team so that the needs of the student are met.
- Peer Mentors assist with the training and supervision of incoming Paraeducators.

## ASSISTANT RESIDENCE LIFE COORDINATOR

*July 2009 – September 2010*

Wichita State University – Wichita, KS

- Supervision of the information desk, security desks, mailroom, and computer lab staff and operations.
- Liaison to maintenance and custodial staff with regards to building maintenance and facility upkeep.
- Assists with staff supervision and judicial affairs.
- Assists in community development by providing leadership with programming and government.
- Serve as a member of Senior Staff and participate in On Call duty rotation.

## **ACHIEVEMENTS**

- Created and presented training materials for Resident Assistant training (Compassion Fatigue, Room Inspection, and True Colors)
- Adviser for Soles 4 Souls philanthropic student organization fall 2015 – present
- Advisor for National Residence Hall Honorary – Nittany Chapter fall 2016 - present
- Staff partner for Alternative Spring Break program (Appalachian Service Project, Guyan Valley, West Virginia Spring 2015)

## **CERTIFICATIONS**

- Mental Health - University of Wisconsin-Parkside May 2009

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**SELECT COMMITTEE WORK**

- Member ASA Search Committee - Pennsylvania State University
- Member MACUHO Conference Planning and Host Committee - Pennsylvania State University
- Member Co-Curricular Committee - Pennsylvania State University

**AFFILIATIONS**

- Mid-Atlantic Association of College and University Housing Officials (MACUHO)
- National Residence Hall Honorary (NRHH)