

Katherine A. Utlich

Education

Arkansas Tech University

Master of Science in College Student Personnel

May 2010

Western Illinois University

Bachelor of Arts and Sciences in Biology

May 2008

Higher Education Experience

Indiana State University

Terre Haute, IN

Assistant Director for Residential Education

August 2015-Present

- Participate in campus crisis response as part of a 5 member central leadership duty rotation, serving a full diverse campus community up to 4,400 residential students
- Provide leadership to 3 residential areas, containing 8 buildings, comprised of first year, sophomore and upper-classmen housing facilities with community, suite, and apartment style layouts
- Supervise 3-4 full-time Area Coordinators and indirectly supervise 3 fulltime Hall Coordinators, and 4 graduate Assistant Hall Directors
- Support student development and learning, utilizing a Residential Curriculum focused on Self-Efficacy, Inclusive Excellence, and Professional Success
- Manage recruitment and hiring for graduate staff (13), student staff (150), and desk staff (95) positions
- Serve on the Departmental Assignment Logistics committee, meeting weekly to discuss plans for contracts, applications, space allocation, assignments, and other operational management processes
- Strategic oversight of campus desk operations, including development of procedures for key management, mail and package processing, utilizing StarRez system, and customer service
- Utilize campus systems such as StarRez (housing management), CS Gold (card access), Qualtrics (surveys & forms), Banner (campus data), Maxient (conduct system), Campus Labs (student organizations), XProtect Smart Client (video security)
- Facilitate fundraising partnerships as liaison with bedloft.com rental and OCM care package providers
- Promote marketing on departmental social media platforms (Facebook/Instagram/Twitter)
- Oversight and Advising of Residence Hall Association Advisor and National Residence Hall Honorary
- Instructor for Student Staff Pre-Hire Course (SAHE 317) and Leadership Learning Community (UC 110)

Supplementary Experiences

Campus Partnerships

- Meet weekly with Student Conduct & Integrity and Public Safety to discuss student behavior, trends and establish appropriate follow-up and support for the on campus communities
- Collaborate regularly with Housing Facilities Operation's leadership, custodial, and maintenance staff to address work facility concerns, and strategize scheduled maintenance and custodial needs
- Planning for opening, move-in parking lot management and Welcome Week logistics with New Student Transition Programs and University Public Safety
- Partner with the Office of Fraternity and Sorority Life to help support the unique needs of the sorority residential community
- Represent the department on the University Special Events Committee and Family Day Committee
- Serve as a campus Sustainability Fellow, with a project focus on reduction of single use plastic items

Summer Operations

- Direct summer school housing operations, with support of Area Coordinator and ACUHO-I Intern
- Manage summer staff hiring processes for Summer RAs, Conference Assistants, Desk staff
- Support marketing and recruitment at orientation check-in tables, resource fairs, and panels
- Structured the Move-In Crew volunteer process, consisting of 733 students from across 45 student organizations during a 3-day move-in weekend
- Assist with hosting large, Special Olympics of Indiana,

Old Dominion University

Norfolk, VA

Interim Assistant Director for Residence Education

January 2015-July 2015

- Served on the Assistant Director level on call rotation for campus emergency and crisis response
- Oversaw a residential area of 5 buildings, with direct supervision of a full time Residence Hall Director

- Facilitated Living-Learning Community focus group, contributing to departmental assessment
- Advised professional staff on the Student Staff Training Committee, utilizing the ADDIE training model
- Chaired the Residence Hall Director Search Committee

Residence Hall Director [Live-In]**August 2012-July 2015**

- Oversaw a traditional freshman hall consisting of 600 students and a multiple class suite-style complex
- Supervised 1-2 Graduate Assistant Hall Directors, staffs of 8-22 Resident Assistants, 15 Desk Attendants
- Participated in campus wide crisis response as part of an 8-member Pro-Staff duty rotation, serving a full diverse campus community up to 4,700 residential students
- Collaborated with AD for Academic Initiatives and academic and faculty partners working directly with the Honors College, Monarch Teach, Safe Space [Spectrum], Business and Major/Career Explorers Living-Learning Communities
- Maintained accurate occupancy data, managing check-ins, room changes and housing withdrawals
- Administered weekly staff meeting and one on ones focusing on staff updates and development
- Served as Conduct Manager & Hearing Officer for Office of Student Conduct & Academic Integrity
- Advised students of academic concern for the Universities Early Alert Response program
- Supervised desk operations and community council which are directly managed/advised by AHD's
- Met regularly with custodial and maintenance staff to discuss facility operations
- Informed residents of community updates utilizing Black Board and Org Sync online systems
- Managed a budget of \$1,500 supporting RA programming, office needs and Community Council
- Utilized CS Gold (card access), StarRez (management system), Maxient (conduct system)
- Presented on Staff Development utilizing RA Council at SEAHO 2014 conference

Collateral Experiences**Student Staff Leadership Initiatives-Chair****August 2012-Present**

- Advise Resident Assistant Delegation [RA Council]
- Prepare and advise RA VACUHO Conference Delegation for 2013 & 2014 conferences

Service Initiatives-Committee**August 2013-Present**

- Coordinate campus-wide hunger awareness program-Haunted Halls
- Identify and develop opportunities for the department and residents to participate in service-learning

ODU Safe Space-University Committee**August 2013-Present**

- Participate in campus wide social justice and diversity initiatives focused on the LGBT community
- Partner with the Office of Intercultural Relations to create opportunities for student involvement
- Completed University Safe Space Ally Certification (Spring 2013)

Resident Assistant Recruitment and Selection-Committee**August 2013-May 2014**

- Developed and implemented Spring and Fall RA & DR recruitment

Summer School Hall Director**May 2013-August 2013**

- Supervised 8 RAs, 8 DRs in both Summer Apartments and Residence Hall
- Presented to incoming students and families on housing during Summer Preview
- Reviewed applications and allocated assignments for incoming Living-Learning Communities students across campus

Resident Assistant Training-Committee**August 2012-August 2013**

- Coordinated both Spring and Fall RA training for staff of 128

Tunnel of Oppression-Committee**January 2013-February 2013**

- Coordinated campus wide diversity/inclusivity program

Boise State University**Boise, ID****Resident Director [Live-In]****September 2010-June 2012**

- Oversaw traditional freshman co-educational residence halls consisting of 244-420 students
- Supervised staffs of 9-11 Resident Assistants, and 10 Desk Attendants
- Participated in campus wide duty crisis response, serving a campus community of 2,200 students
- Collaborated with the faculty and staff working in the Health Professions Living Learning Community and Life Time Recreation Residential College, Honors College, and First Year Experience communities
- Administered weekly staff meeting focusing on the development of the RA staff
- Oversaw building functions such as room changes, key inventories, petitions & damage billing
- Utilized Millennium (card access), Adirondack & RMS (housing management), Symplicity-Advocate (conduct system), Key Pro (key entry)
- Communicated regularly with maintenance and custodial staff on building conditions

- Responsible for hiring, training, scheduling and supervision of hall front desk assistants
- Managed the front desk which functions 148hrs per week, responsible for mail and packages, building work orders, equipment check out and scheduling RD appointments
- Tracked and assisted with the implementation of hall programming supporting the personal growth, academic success, civility, and commitment to citizenship of our residents
- Served as primary Judicial Officer for the cases generated in the hall
- Managed a budget of \$3,500 supplementing RA programming, office needs and Hall Council.
- Advised Residence Hall Council, National Residence Hall Honorary, and RA Council groups
- Nominated for 2011 AIMHO Outstanding New Professional

Collateral Experiences

Resident Assistant Recruitment and Selection-Committee Chair *August 2011-June 2012*

- Coordinated a three-day selection process (Returner/Group/Individual), processing 180 candidates to fill a RA/CA campus team of 70 student staff members
- Developed activities for new candidate group process interviews
- Publicized position using a variety of marketing techniques

Conference Guest Services *May 2011-July 2011*

- Supervised and trained a staff of 22 Conference Assistants
- Assisted with the organization of camp registration, arrivals and departures
- Provided emergency response for all conference facilities across campus
- Learned and utilized Conference Programmer (Web Registration Module)

Resident Assistant Training -Committee *September 2010-August 2012*

- Planned, coordinated and executed Spring 2011, Summer 2012 homework and Fall 2012 training for a 70 member RA/CA campus staff
- Developed and integrated creative themes and scheduling to support learning and staff connections
- Facilitated post training assessment and evaluation of training material utilizing Qualtrics

Admissions Office *September 2010-August 2011*

- Presented to High School students and faculty about University Housing during campus visits
- Participated in resource fairs and presentations during orientations over the summer and regular school year for traditional, transfer and non-traditional students for both students and parents
- Promoted BSU and Housing during regional High School admission and acceptance trips

Arkansas Tech University *Russellville, AR*

Resident Director [Live-In] *July 2008-June 2010*

- Participated in campus wide duty crisis response serving a campus community 2,000 students
- Supervised staffs of 4 and 9 Resident Assistants, supporting staff development and hall programming
- Served as primary judicial officer for incidents occurring within the hall
- Oversaw administrative responsibilities such as room and key records and room changes
- Advised Hall Government in their pursuit of building development and participation in RHA
- Completed Connections NOW, a customer service focused development training
- Mentored ten first year students in the Bridge to Excellence Retention program
- Managed a hall budget of \$5,000 and \$2,500 for RA and Hall Government programming
- Contributed to department committees for RA Training, Resident Director Recruitment and Training

Collateral & Practicum Experiences

Campus Volunteer Service and Leadership *July 2009-June 2010*

- Organized and advised Alternative Spring Break trip to New Orleans for the campus students
- Planned a Campus Leadership Summit in collaboration with the Student Government Association
- Prepared volunteers and served on planning committee for community River Valley Heart Walk

Student Service Web Development *July 2008-July 2009*

- Managed content on web pages for the Office of Student Services
- Assisted with the planning and design of Resident Director Recruitment web page
- Became proficient in the use of Luminis Content Management Suite program

International and Multicultural Student Services *May 2009-August 2009*

- Assisted with summer orientation for an incoming group of Japanese students
- Coordinated and supervised students on local cultural trips
- Met weekly with IMSS Program Director to discuss office functions and processes