

Rita M. Wiley

Education:

Valdosta State University, May 2015
Master of Education
Higher Education Leadership
Valdosta, Georgia

Ball State University, December 2012
Bachelor of Arts, Cum Laude
Journalism Education | Leadership Studies Minor
Muncie, Indiana

Professional Experience:

Residence Hall Director | Ball State University, Muncie IN | July 2015- Present

- Manage daily operations of a semi-private, co-ed residence hall of 600 undergraduate residents
- Train, supervise and evaluate one graduate Assistant Residence Hall Director utilizing a director team approach
- Indirectly supervise one graduate student working with Living Learning Communities and 20 student staff working as front desk workers and in-hall tour guide
- Select, supervise, train and evaluate 11 undergraduate resident assistants and one administrative assistant
- Maintain accurate records of housing occupancy including room moves, consolidation and housing assignments
- Advise residence hall council governing body in their implementation of programs and their personal growth
- Adjudicate residence hall and university policy violations, including the assignment of sanctions
- Manage departmental initiatives for student success including MAPworks, midterm deficiencies and course enrollment to contribute to the university's retention goals
- Present at trainings related to hall and departmental initiatives for colleagues and student staff members
- Participate in the on-call duty rotation for an area of 2,000 residential students
- Manage and track programming and office supply budgets of combined \$8,000

Graduate Residence Hall Director | Valdosta State University, Valdosta GA | July 2014- June 2015

- Oversaw all operations of the Honors Living Learning Community of 100 co-ed residents and an upperclassmen apartment-style community of 60 co-ed residents
- Supervised six resident assistants and four desk workers
- Maintained the daily operations of the front desk's administrative responsibilities and processes
- Advised and provided leadership development for two separate hall councils
- Processed and conducted in-hall disciplinary meetings with residents
- Participated in the on-call duty rotation for a nine building area of 3,000 residential students
- Facilitated and assisted with educational trainings and programs for student staff
- Performed building walk-throughs to maintain the upkeep of facilities
- Facilitated semester-long resident assistant course as a co-instructor

Camps and Conferences Graduate Assistant | Valdosta State University, Valdosta GA | July 2014- June 2015

- Marketed and created promotional materials, updated social media accounts and UniqueVenues Marketing website to recruit potential summer conferences
- Collaborated with campus departments to coordinate reservations and program conference cards
- Communicated with facilities to ensure appropriate setup of camps needs
- Organized and ran daily operations of all conference planning and scheduling
- Recruited, supervised, trained and evaluated four conference assistants and five desk workers
- Oversaw billing statements and generated collective revenue of over \$125,000
- Troubleshoot pertinent issues to provide quality customer service to guests
- Participated in the summer on-call duty rotation for a 3 building area of 500 residential students
- Served as interim Residence Hall Director for 250 co-ed residents from October-December 2014
- Restructured residency card implementation and distribution system for 3,000 residential students
- Facilitated resident assistant recruitment timeline and process for over 150 applicants

Senior Coordinator for Summer Conference Staff | Purdue University | West Lafayette, IN | January- July 2013

- Coordinated the hiring process for six ACUHO-I interns and 75 student conference staff
- Created and planned two separate week long training programs for professional and student staff
- Developed learning outcomes and objectives for summer conference staff
- Supervised, mentored and provided professional development for six summer interns
- Securely handled and distributed conference keys, meal and purchasing cards
- Served on the OPE recruitment team for University Residences Department

Related Work Experience:

Honor's College Practicum Student | Valdosta State University | Spring 2015

Disability and Access Office Practicum Student | Valdosta State University | Summer 2014

ACUHO-I Intern | Purdue University Main Campus | May- August 2012

Resident Assistant | Ball State University | August 2010- May 2012

Summer Conference Assistant | Ball State University | Summer 2011

Epsilon Sigma Alpha International | Ball State University | January 2009- May 2012

Related Professional and Organizational Experience:

Ball State University

Summer Operations Committee (Chair: Spring 2017, Member: 2015-Present)

- Review and develop policies and procedures for all operations focusing on customer service initiatives
- Update interview process, selection and training processes for summer student staff
- Coordinate and prepare professional staff training for summer conferences and orientation
- Supervise 15-20 desk workers which included scheduling shifts through When 2 Work software and manage six fully operational desks for summer conferences and orientation (Summers 2016, 2017, 2018)
- Served as liaisons to conference and orientation groups between 50-2,000 guests assisting with on-site check-in, check-out, problem-solving issues to provide quality customer service.

Lambda Chi Alpha Fraternity Faculty Advisor (Spring 2016- Present)

- Advise 50-60 person chapter to maintain good academic and university standing
- Meet individually with executive board officers for leadership development and strategic planning
- Ensure chapter members are completing necessary risk management reports, forms, and training sessions
- Maintain and develop relationships with Lambda Chia Alpha employees and advisors
- Served on Division of Student Affairs and Enrollment Management IFC task force to review national and campus trends related to risk reduction management, and educational training materials and presentations.

Student Rights, Ethics, and Standards Committee (Spring 2017- Present)

- Initiate, review, and recommend policies and procedures on matters related to student rights and responsibilities, standards of conduct, and discipline
- Evaluate and review student rights and responsibilities, ethics and standards

Cardinal Training Committee (Spring 2018- Present)

- Created and organized comprehensive 5 week professional training schedule for full time and graduate staff
- Organized social opportunities for colleagues to welcome them in the Muncie community
- Created assessment and evaluation tools to measure learning outcomes, satisfaction, and comprehensive knowledge

Student Staff Training Committee (Fall 2017- Spring 2018)

- Managed and updated database for student staff members to attend ongoing training sessions
- Organized mid-year student staff training schedule, logistics, and provide learning outcomes and objectives for program presentations
- Created and developed mid-year student staff hiring transition materials for incoming student staff

Student Staff Advisory Council Advisor (Fall 2017- Spring 2018)

- Advised five undergraduate students who serve as student staff liaisons to departmental committees
- Served as a mentor for students interested in pursuing Student Affairs and Higher Education as a career

EDHI 200 Instructor (Spring 2016- Spring 2018)

- Instructed undergraduate level course focusing on interpersonal communication and group dynamics to prepare candidates applying for leadership positions in Housing and Residence Life

Professional Staff Development Committee (Chair: Fall 2016-Spring 2017, Member: 2015-2016)

- Planned a series of development sessions for full-time and graduate staff
- Coordinated institutional visits to local universities for graduate staff to learn more about differing institutions

Living Learning Communities Advisory Council (Fall 2016- Spring 2017)

- Assessed and reviewed current living communities to improve on-line marketing
- Trained full-time staff on academic retention initiatives to improve student success
- Participated in the entire selection process for 15 academic peer mentors

Great Lakes Association of College University Housing Officers (GLACUHO)

Communications and Marketing Committee (Spring 2016- Present)

- Design Trends quarterly magazine articles and organization initiatives
- Work with authors and other committees to review and revise article content
- Collaborate with committee members for social media postings and content
- Spring 2018 Professional Development Institute (PDI) Member

Skills

Adirondack Conduct Coordinator | Banner Web Systems | Blackboard Course Software | Maxient Conduct Software
StarRez | Adobe InDesign and Photoshop