

# Karolyn Raffaele Ismay

karolyn.netlify.com • Portland, OR • 503-###-### • <firstname>@pacificu.edu

## Education

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**Doctor of Philosophy in Education and Leadership**, *anticipated 2020*

*Pacific University, Forest Grove, OR*

**Master of Science in Education, Concentration: Student Affairs in Higher Education**, *2011*

*Colorado State University, Fort Collins, CO*

**Bachelor of Fine Arts in Graphic Design**, *2009*

*Oregon State University, Corvallis, OR*

## Current Experiences

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**Graduate Research Assistant and Teaching Assistant**,

*College of Education, Pacific University, Forest Grove, OR*

May 2018 - Present

- Created and administered the peer mentorship initiative for the PhD Education and Leadership program
- Coordinated the program's EDLD 702 & 704: Virtual Symposium
- Served as TA for:
  - EDLD 714 Qualitative Research Methods
  - EDLD 718 Communication, Negotiation, and Conflict Resolution
  - EDUC 612 Teaching and Inquiry I: Fundamentals (multiple semesters)
  - EDUC 673 Teaching Seminar
- Text Mining and Sentiment Analysis practicum in R, statistical software language
  - tidyverse, modelr, tidyr, ggplot2, dplyr

## Student Affairs Experience

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**Area Coordinator & Title IX Investigator**

*Departments of Residence Life and Conduct, Pacific University, Forest Grove, OR*

July 2015 - May 2018

- Participated in overall planning and management of the Department of Residence Life including directly supporting three halls
- Provided second-tier Residence Life on-call response managing crisis situations, severe emergencies, and consultations
- Increased RA programming budgets by 75% via a successful grant proposal
- Professional Selection Chair: Recruiting and selecting full time professional staff
- Recruited, hired, and supervised summer graduate student intern
- Served on First Year Seminar and Student Experience University Committee
- ASCA+NACCOP Sexual Misconduct Institute Training: Clery Act and Trauma Informed Title IX Investigator, *2018*
- Served as a Title IX Investigator, Hearing Officer, and Appeal Board member
- Served on Social Justice University Committee planning university wide events, trainings, and retreats
- Successfully proposed and changed holiday/break housing fees to support residential students experiencing homelessness
- Worked collaboratively across multiple areas to help with complex student situations that have impacted a student's ability to function successfully in the University community
- Successfully managed building strong, supportive relationships with students while upholding clear and professional boundaries
- Served on Student Conduct Board to review/refer and adjudicate cases up to and including suspension/expulsion
- Served as peer leader of other professionals as chair of several departmental projects/committees
- Served as RA Training Committee Chair: Planning and coordinating residence hall staff training with the central staff team
- Collaborated and communicated with the Student Care and Consultation Team, Disability Resource Center, Student Health and Counseling Services, Campus Public Safety, and other campus partners to support students of/with concerns
- School Opening/Closing Coordinator: collaborating with Facilities, Custodial, summer conferences, Athletics, Orientation, etc.
- Sustainability Committee Advisor, providing consultation for residence hall composting initiatives
- Recruited, hired, and provided supervision and guidance to approximately 10-14 student staff

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## Student Affairs Experience, *continued*

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### **Academic Advisor**, *concurrent with Residence Hall Director position*

*Center for Student Success, Carthage College, Kenosha, WI*

January 2014 - June 2015

- Served as Academic Advisor to over 90 first-year, transfer, and Honors students, guiding students through curricula and degree requirements of various majors across all divisions
- Taught five sections of a first-year seminar aimed at supporting the transition to college
- Achieved 93-100% student attendance across the five sections of the first-year seminar
- Completed over 150 one-to-one meetings with advisees in a retention program focused on at-risk students during their first four weeks of classes, after the announcements of poor midterm grades, excessive unpaid balances, and non-registration
- Assisted students regarding academic success and setting concrete and achievable academic and professional goals through academic interventions during mid-term grade reporting
- Worked cooperatively with campus partners for students needing disability services, counseling, career assessments, etc.
- Utilized student retention and risk identification software package
- Conducted academic group advising sessions during spring and summer Advanced-Registration events, guiding students through course selections, taking into account their career objectives and personal goals
- Supported student learning, success, and retention initiatives under the Associate Dean of Advising and Student Success

### **Residence Hall Director**, *concurrent with Academic Advisor position*

*Department of Residence Life, Carthage College, Kenosha, WI*

January 2014 - June 2015

- Participated in and designed portions of the residence hall staff training and development model for staff of 55 RAs, created individualized training sessions, professional development opportunities, and in-service presentations throughout the year in a collaborative team
- Facilitated and promoted social, diversity, wellness, and educational programming/community development events
- Provided first-line crisis intervention and emergency response in a duty rotation (crises including issues such as mental/physical health, safety and security, and facilities emergencies) and ensured appropriate follow-up with all parties involved
- Prepared programming reports for re-accreditation process
- Provided live-in, overall leadership to a 464 individual, six building complex of residence halls with first-years through seniors
- Assisted and supported the mission and management of the overall residence life program housing approximately 1700 students

### **Academic Associate**, *concurrent with Residential Learning Coordinator position*

*University College, Winthrop University, Rock Hill, SC*

July 2011 - July 2013

- Taught ACAD 101: a first-year seminar aimed at supporting the transition to college, supervised course Peer Mentor
- Utilized student retention and risk identification software package for campus-wide assessment of student success, persistence, and satisfaction (EBI and MAP-Works)
- Researched and developed a Transfer, Adult, and Veteran Students Resource Manual used in the formation of the Resource Center for Adult Students

### **Residential Learning Coordinator**, *concurrent with Academic Associate position*

*Department of Residence Life, Winthrop University, Rock Hill, SC*

July 2011 - July 2013

- Provided overall administration and leadership to a 400 individual, predominantly first year student, living-learning residence hall; assisted in the mission and management of the overall residence life program housing approximately 2500 students
- Adjudicated Student Code of Conduct and Housing Contract violations as a university judicial officer
- Provided first-line crisis intervention and emergency response in an on-call rotation
- Coordinated residential summer operations of camps and conferences
- Designed and completed a break and end of year check-out process that was later adapted to other halls
- Managed event contracts and other duties as advisor and mentor to the Residence Hall Association and Hall Council
- Prepared end of the year reports regarding programming, conduct violations, damage billing and various other reports
- Successfully implemented peer to peer program focused on academics and community
- Facilitated and promoted social, diversity, wellness, and educational programming/community development events

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## Student Affairs Experience, *continued*

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### Assistant Resident Director

*Housing & Dining Services, Colorado State University, Fort Collins, CO*

July 2009 - May 2011

- Directly supervised, supported and evaluated 19-22 RAs living and working with 300-450 students
- Taught a 7-week long class for RA candidates during Spring 2010 and 2011 semesters
- Generated opportunities for conversations on diversity, intersecting identities, and social justice for student staff
- Responded to resident issues and emergencies through an on-call system for 5,000 students

### Graduate Practicum Student for Undergraduate Retention Program

*College of Natural Sciences, Colorado State University, Fort Collins, CO*

Fall 2010

- Developed a science based track in a first-year "Getting to Year 2" conference from the Office of Orientation and Transition Programs under the direction of Director of Undergraduate Retention Programs, College of Natural Sciences
- Researched and identified the struggles of first-year students in the sciences
- Identified and recruited faculty, academic partners, and students to present at the conference

### Graduate Practicum Student for the Study Abroad Office

*International Office, Leicester University, Leicester, UK*

Summer 2010

- Provided information about study abroad opportunities, procedures, and policies to incoming and outgoing UK students
- Developed and presented a workshop for students about studying abroad in the UK and about international experiences and communication in the UK, France, Italy, and Spain
- Processed incoming and outgoing visa student documents
- Facilitated a forensics summer study abroad program at Leicester University

### Student Member, Educational Outreach Program, *Minority & Under-represented Students*

*Oregon State University, Corvallis, OR*

2005 - 2009

## Selected Professional Presentations, Collaborations, and Other Skills

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R programming, *tidyverse*, *text mining*, *sentiment analysis*

Spanish, *Heritage speaker*

CREATE Alternative School for at-risk and under-served youth, Board Member & Treasurer

2016 - Present

"Integrating Career Readiness & Employability in Student Leadership Positions" Presentation, NWACUHO

2019

"Recognizing Distress and De-escalating Crisis Issues" Presentation, NWACUHO

2019

"Recognizing the Warning Signs" Presentation, *Student Success and Retention Conference*

2018

"Emerging Leadership" Student workshop, *Pacific University*

2016 & 2017

"Social Justice and Privilege" Presentation, *Pacific University*

2015 & 2016

"Managing from the Middle" Presentation, *Pacific University*

2016

"Carefrontation: The power of compassion" Presentation, *Carthage College & Pacific University*

2014 & 2015

"Flipped classroom programming" Presentation, *Winthrop University*

2013

MLK Day of Service Event Committee, Marketing & Planning, *Winthrop University*

2012 & 2013

SCHOA Marketing Chair for Conference Host Committee, *Winthrop University*

2012

"Backpacking alone in Western Europe 101" Presentation, *Colorado State University & Winthrop University*

2011 & 2013

Campus ecology: A review of the Health and Counseling Center, *Colorado State University*

2011

7 Week Inclusivity Curriculum for Campus Recreation Student Staff, *Colorado State University*

2011

"Intercultural communication" Presentation, *Colorado State University*

2011

Adobe Design Suite (photoshop, illustrator, indesign), *advanced*

Google Drive, MS Outlook, Word, Excel, PowerPoint, *advanced*

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## Selected Affiliations, Certifications, and Awards

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NWACUHO member, <i>Pacific University</i>	2015 - present
ACUHO-i, NASPA, ACPA member, <i>multiple universities</i>	2010 - present
ASCA Sexual Misconduct Institute Training: Clery Act and Trauma Informed Title IX Investigator, <i>attended</i>	2018
“Classifying Clery Act Crimes” ASCA & NACCOP Training, <i>attended</i>	2018
NWACUHO 2018 Conference Mid-Level Challenge Award	2018
“Resolving Conflicts and Diversity Facilitation” Training by Lee Mun Wah, <i>attended</i>	2016
Title IX and Trauma Informed Investigation Training, <i>attended, Pacific University</i>	2015 & 2016
UMR, UMR-W member, <i>Carthage College</i>	2014-2015
NACADA member, <i>Carthage College</i>	2014-2015
South Atlantic Affiliation (SAACURH) Delegate Advisor, <i>Winthrop University</i>	2011 & 2012
NASPA “Live the Legacy, Be the Movement” Video Contest Award, <i>Colorado State University</i>	2010
NRHH, <i>Inducted spring 2007; Campus co-President 2008-2009, Oregon State University</i>	2006-2009
Diversity Achievement Award, <i>Oregon State University</i>	2005-2009
PACURH NRHH Building Block of the year, <i>Oregon State University</i>	2008
Safe Zone Ally Program: Ally Education Training, <i>Oregon State University</i>	2006