

# Jennifer A. Wilder, Ed. D

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## EDUCATION

North Carolina State University <b>Ed. D.</b> Higher Education Administration	Raleigh, North Carolina	August 2008
University of North Carolina at Greensboro <b>M. Ed.</b> Counseling and Guidance	Greensboro, North Carolina	May 1983
University of North Carolina at Greensboro <b>B.A.</b> Psychology	Greensboro, North Carolina	May 1981

## Professional Profile

Over 30 years of visionary Student Affairs leadership building programs and teams creating seamless opportunities for students' curricular and co-curricular learning. Strong analytical skills for assessing situations, formulating objectives and priorities, and implementing strategic action plans beyond pressing issues of the day and aligned with long term organizational goals. Integrated skill set that builds partnerships/relationships across the University integrating knowledge of complex financial, human resource, and technical systems, with student life, experiential learning and academic perspectives. Accomplished community builder, leader and mentor known for her accountability, compassion, integrity, personal and professional conduct that builds trust and credibility.

## ACCOMPLISHMENTS

- Provided leadership and continuity to a division of more than 175 professional staff with a \$24 million annual budget during two years of transition in leadership
- Increased housing occupancy in three months by 62 % leading to the highest opening occupancy in 6 years
- Led the restructuring of the entire housing and residence life program in five years through reclassification of positions, increasing competency standards and requirements for hall staff from Bachelor's Degree to Master's Degree, and salary realignment
- Established the National Residence Hall Honorary chapters at Fayetteville State University and North Carolina Central University

## PROFESSIONAL EXPERIENCE

### SUMMARY OF QUALIFICATIONS

- Thirty-three years progressive Student Affairs experience from entry level positions to Senior Student Affairs Officer.
- Proven strength in formative program evaluation, strategic planning and operationalizing program and department revitalization
- Staff-centered leadership that motivates team collaboration toward department mission & vision achievement
- Served on capital construction projects and as leadership for operational management teams responsible for projects ranging from \$0.5 million to \$30 million
- Plans and initiates effective solutions and develops comprehensive, creative approaches to high stakes challenges at institutional, divisional, and department levels

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- Experience collaborating across offices, departments, and divisions at various institution types including small private liberal arts; public state land-grant; large private, Carnegie designated research; minority-serving institutions as well as predominately white institutions

### LEADERSHIP

#### *Director of Residence Life*

- Supervised over 80 staff members in Residence Life to include full time, master's level, maintenance, student and graduate assistant staff
- Provided management and oversight for the day to day operation of all student life and facilities issues for a 1600 bed campus comprised of 9 residence halls and one apartment complex
- Increased occupancy 62% from May 2016 to August 2016
- Proposed a new housing sign up process and timeline to improve efficiency for 2017-2018, approved by the Enrollment Management Committee
- Restructured the department through reclassification and salary alignment for efficiency and effectiveness
- Provided training and professional development opportunities to increase staff competencies as specified by the Association of College and University Housing Officers International(ACUHO-I)
- Initiated the rebranding of Residence Life through hiring a full time marketing and graphics coordinator to revise the department website, Facebook and Instagram pages; create a departmental logo; and increase the departmental social media presence
- Initiated partnerships with Academics, Athletics, Business and Finance, Police and Public Safety, Facilities Maintenance, and other departments in the Student Affairs Division
- Served on the FSU Housing Corporation and FSU Housing Foundation boards

#### *Interim Vice Chancellor for Student Affairs and Director of Residential Life*

- Supervised the planning, development, administration, recruitment and staff selection process, supervision and evaluation of the total college student development programs.
- Provided leadership in the functional areas of Alfonso Elder Student Union, Campus Ministry, Campus Recreation, Career Center, Centennial Scholars, Counseling Center, LGBTQA Resource Center, Student Disability Services, Student Health Center, Student Life Assessment, Student Rights and Responsibility, Residential Life, and the Women's Center
- Provided leadership that enhanced the University's student development, strengthened relationships with collegiate and pre-collegiate educational institutions and community organizations, improved cross-functional teamwork in support of student success, retention and educational achievement, and established additional progressive strategies for advancing continuous quality improvement efforts in an environment that promoted and valued diversity and recognized the various needs and services required for a diverse student body
- Served on the senior leadership team of the Student Affairs Division responsible for long -term strategic planning initiatives and division decisions
- Supervised over 100 staff members in Residential Life to include full time master's level, student and graduate assistant staff
- Resolved issues impacting employee retention and interaction through teambuilding and training

### MANAGEMENT

Managed all aspects of a comprehensive residential living community including occupancy management, maintenance, housekeeping, capital improvements, technology, student conduct, public relations, assessment, conference and guest services

- Experienced in restructuring a department through reclassification of positions, increased competency standards and salary alignment /restructuring
- Provided management and oversight for the day to day operations of all student life and facilities issues for a 2800 bed campus comprised of 12 residence halls
- Served as the official spokesperson for the department

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- Delivered strong and sustainable improvements in customer service and satisfaction
- Significantly reduced complaints received in the Chancellor's Office about Residential Life
- Used initiative to develop effective solutions to problems

### **PROJECT PLANNING/FISCAL MANAGEMENT**

Built cooperative working relationships between staff and management personnel to facilitate project completion on time; within budget; and according to operating requirements. Possess extensive experience in renovation and construction of residence hall facilities. Oversaw major Facilities Projects and Renovations to include:

- Summer 2013 \$600,000 renovation of a 392 bed apartment style residence hall
- June - December 2012 – Installed a \$800,000 fire suppression system in a 400 bed traditional residence hall
- Fall 2011 - \$30 million construction of a new 520 bed residence hall
- Summer 2010 - \$.5 million renovation of 16 bathrooms of a 400 bed traditional residence hall
- 2005 - 2007- \$7 million major renovation of a 368 bed traditional residence hall
- 2004 - 2006 - \$13 million construction of a new 344 bed suite style residence hall
- 2005 - \$3 million renovation of an 86 bed traditional residence hall
- 2003 - 2005 - \$8 million major renovations of a historically designated 145-bed traditional residence hall into a 121-bed suite style hall,
- 1996-2001- Responsible for renovation and construction projects up to \$8 million
- Developed, prioritized, and reconciled an increased operations and program budget up to \$24 million
- Coordinated departmental budget preparation utilizing zero-based budgeting model
- Realigned budget accounts to reflect structure of department
- Facilitated conference and guest services becoming an office with an Assistant Director providing oversight generating \$250,000 in annual revenue.

### **CRISIS MANAGEMENT**

#### ***Managed a cyberstalking incident in a residence hall that involved multiple students and staff***

- Managed communication with students, parents, and appropriate campus partners
- Provided resources to the affected students to help them cope with the incident
- Provided additional security in the hall to ensure the safety of the students
- Managed communication of the Cleary Notice to students, parents, and the university community

#### ***Managed the relocation of one residence hall floor due to a bat infestation without media coverage***

- Managed communication with students, parents, university community and local Health department
- Responsible for coordinating the eradication of the bats and cleaning of the floor
- Coordinated recommended medical treatment for floor residents
- Coordinated payment of student medical bills not covered by their insurance

#### ***Coordinated the closing of two residence halls during opening week due to toxic mold***

- Negotiated 500 bed spaces in 36 hours for students assigned to closed halls
- Coordinated shuttle service for displaced students to 11 locations around city
- Coordinated communication to students, parents, and university community
- Served as the official media representative for the department
- Worked with Capital Projects office to facilitate mold eradication and renovation of the buildings

### **EMPLOYMENT**

9/2015- 8/2016  
6/2013- 5/2014

Director of Residence Life  
Interim Vice Chancellor for Student Affairs

Fayetteville State University  
North Carolina Central University

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6/2012- 5/2013	Interim Senior Associate Vice Chancellor for Student Affairs & Enrollment Management	North Carolina Central University
2/2003 -12/2014	Director of Residential Life	North Carolina Central University
9/1995 -1/2003	Assistant Director, University Housing	North Carolina State University
9/1990 - 8/1995	Assistant Director Residential Programs	Southern Methodist University
7/1987 - 8/1990	Area Coordinator	Southern Methodist University
8/1983 -6/1987	Resident Director	Spelman College

## TEACHING APPOINTMENTS

- ***Dimensions of Learning: College and Beyond***, Instructor, North Carolina Central University, Fall 2009
- ***Introduction to University Education***, Instructor, North Carolina State University 8/1999-5/2000
- ***College Student Development and Peer Counseling***, Curriculum Coordinator & Lead Instructor, North Carolina State University 8/1997-5/2002

## SELECTED PUBLICATIONS & PRESENTATIONS

- "How to Function with Less Funding" [Presentation] NCCPA State Conference, Durham, NC, 10/2012
- "Feelings, Funding, Needs & Wants" [Presentation] NCHO State Conference, Asheville, NC, 11/2011
- Johnson, C., Flood, C., Ross, C., Wilder, J. (2010). Bridging the Gap: 16 Years of Academic Leadership Development for Women. *NASPA Journal about Women in Higher Education*, 3(1), 163-181.DOI: 10.2202/1940-7890.1049
- "BRIDGES Research Findings- Best Practices Model" [Presentation] BRIDGES Seminar, Chapel Hill, NC, 10/2010
- "Mold to Gold: From Discovery to Recovery" [Presentation] APPA Facilities Conference, FL, 9/2006

## UNIVERSITY COMMITTEE INVOLVEMENT

### ***Fayetteville State University***

- Access Committee for Safety • Enrollment Management • FSU Housing Corporation • FSU Housing Foundation • Safety Committee

### ***North Carolina Central University***

- Chancellor's Transition Team • Athletics Appeals • Eagle Reading Experience • Emergency Preparedness Task Force • University Safety • Crisis Management • Enrollment and Retention Management Team • Professional Development • Students of Concern • Sustainability

## COMPUTER SKILLS

Adirondack • BANNER • Maxient • Microsoft Office 365 • PeopleAdmin • Residential Management System (RMS)

## AFFILIATIONS

- Association of College and University Housing Officers International (ACUHO-I)
- National Association of Student Personnel Administrators (NASPA)
- North Carolina Housing Officers (NCHO)
- National Residence Hall Honorary
- Alpha Kappa Alpha Sorority, Inc.