

Laura E. Giles

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EDUCATION

The Ohio State University, Columbus, Ohio

Master of Arts in Higher Education Administration/Student Affairs, June 1992

Mount Holyoke College, South Hadley, Massachusetts

Bachelor of Arts in Mathematics, May 1990

PROFESSIONAL EXPERIENCE

Housing and Dining Services, Colorado State University

Director of Residence Life, July 2010 - Present

Lead a residential program housing approximately 5,700 students designed to create a safe, inclusive, learning community in which students are supported in their transition, student leadership skill development, civic responsibility and making connections to peers and campus community. Lead the vision of the Residential Learning Communities program currently housing 1,750 first year students designed as an integral aspect of the University's Strategic Plan of assisting students in their academic success and transition, increasing retention and creating a seamless living and learning experience.

Responsibilities

- Supervise 6 professional senior residence life staff who are responsible for the development of living and learning communities including the Residential Learning Communities, community development, supervision of residence hall staff, recruitment and staff development of professional, graduate and student staff, assignments and business processes
- Direct the development, implementation and evaluation of the Residential Learning Communities program including academic and co-curricular collaborations
- Establish, nurture and maintain collaborative relationships with Academic Affairs and Student Affairs
- Direct the selection, training and supervision of 27 professional, 18 graduate, and 180 student staff; evaluate, counsel, transfer and recommend separation, promotion, salary and other personnel actions
- Direct the development of the Residence Life budget of 27 million including community development, student development, staff selection, training and development and Residential Learning Communities accounts; make strategic budget recommendations in order to secure appropriate funding for staff and programs
- Assure appropriate implementation of the student discipline process according to policy and procedure established by the Office of Conflict Resolution and Student Conduct Services
- Work collaboratively with campus offices, including Dean of Students Office, CSU Health Network, and CSU Police Department to respond to student discipline matters and crisis situations
- Participate as active member of the Housing and Dining Services Leadership Team and recommend new approaches, policies and procedures to advance vision and mission of the Division and University
- Provide 24 hour emergency coverage as part of the Residence Life emergency coverage system
- Ensure compliance with all university policies, processes and collective bargaining agreements including campus affirmative action/EEO policies

Housing and Residence Life, University of Massachusetts Amherst

Associate Director of Housing and Residence Life for Residence Life, July 2007 – July 2010

Lead a residential program housing approximately 12,000 students designed to create a safe, caring and inclusive community in which students are supported in their academic success and transition, student leadership skill development, civic responsibility and making connections to peers and campus community. Lead the vision of the evolving Residential First Year Experience program currently housing 4,200 first year students designed as an integral aspect of the University's First Year Experience with goals of assisting students in their academic success and transition, increasing retention and creating a seamless living and learning experience.

Responsibilities Specific to Associate Director for Residence Life

- Supervise 7 professional senior residence life staff who are responsible for the development of living and learning communities including the Residential First Year Experience program, community development, supervision of residence hall staff, recruitment and staff development of professional, graduate and student staff, and business processes
- Supervise 1 professional Housing and Residence Life staff member who is responsible for publications, marketing and web development in collaboration with University Communications

- Direct the development, implementation and evaluation of the Residential First Year Experience (RFYE) program including academic and co-curricular collaborations
- Direct the development and evaluation of cultural interest living and learning communities including academic and co-curricular connections
- Establish, nurture and maintain collaborative relationships with Academic Affairs and Student Affairs
- Direct the selection, training and supervision of 29 professional, 37 graduate, 8 classified and 500 student staff; evaluate, counsel, transfer and recommend separation, promotion, salary and other personnel actions
- Responsible for adherence to Union contracts representing 4 different Unions; represent Residence Life at third step hearing and arbitrations of grievances
- Direct the development of the Residence Life budget of 7.2 million including community development, student development, staff selection, training and development and First Year Experience accounts; make strategic budget recommendations in order to secure appropriate funding for staff and programs
- Assure appropriate implementation of the student discipline process according to policy and procedure established by the Dean of Students Office
- Work collaboratively with campus offices, including Dean of Students Office, Mental Health Services, UMass Police Department and University Health Services to respond to student discipline matters and crisis situations
- Participate as active member of the Housing and Residence Life (HRL) Leadership Team and recommend new approaches, policies and procedures to advance vision and mission of the Division and University
- Assume the chief administrative position of the Division in the absence of the Executive Director of Housing and Residence Life
- Provide 24 hour emergency coverage as part of the Residence Life emergency coverage system
- Ensure compliance with all university policies, processes and collective bargaining agreements including campus affirmative action/EEO policies

Responsibilities Assumed in Executive Director of Housing and Residence Life Absence, September 2008 – Present

- Serve as active member of the Student Affairs and Campus Life (SACL) Leadership Team and recommend new approaches, policies and procedures to advance the vision and mission of the Division and University
- Participate in the development of Student Affairs and Campus Life vision, mission and values and 5 year strategic plan
- Represent Housing and Residence Life at University meetings by serving as a campus partner in new initiatives and responding to campus requests
- Respond to various requests by Vice Chancellor for Student Affairs and Campus Life, such as aligning HRL Strategic Plan with the SACL Strategic Plan

Select Accomplishments:

- Co-authored the Housing and Residence Life Emergency Operation Plan to be enacted in University crisis; plan written in conjunction with University Emergency Operations procedures; written for scope of 5 HRL departments operating together to resolve immediate responses; provide on-going training for HRL staff to become familiar with the plan
- Led the Housing and Residence Life submission of the Business Continuity Plan to the campus
- Created plans to reduce the Residence Life budget by 10% if called upon by University during fiscal cost reductions; reduced the Residential First Year Experience state-funded budget by 9% and realigned the Residence Life budget to continue the RFYE program at its designed caliber
- Lead vision of department culture shift to assessment/learning outcomes model; lead the development of student learning outcomes and continue strategies of assessment; oversee annual implementation of EBI assessments and RFYE assessments
- Lead the implementation of a new Residence Life staffing model utilizing a strategic timeline designed to maximize budget parameters, realign department responsibilities while retaining staff and recognizing staff morale
- Managed successfully the decision, implementation and transition of various residence hall programs to different residential facilities, such as RFYE program, graduate student housing and multicultural living and learning community
- Lead the Residence Life department through controversial and challenging SACL and University decisions

Assistant Director of Residence Life, June 2005 – July 2007

- Provided functional supervision to Assistant Directors, Specialists, Residence Directors, and Assistant Residence Directors in areas of professional and graduate staff training, supervision and development
- Assisted in direction of the Residence Life administrative staff team and responsible for overseeing, developing, reviewing and modifying department goals, policies, and priorities
- Supervised and evaluated multimedia and publications area of Housing and Residence Life including two professional staff members
- Supervised, hired, trained and evaluated full-time administrative assistant
- Developed and oversaw staff recruitment and selection processes for professional staff, including Residence Directors (23 positions)
- Served as the Hiring Authority for Graduate Assistant Residence Directors (34 positions)

- Assumed duties in absence of Director of Residence Life
- Responsible for planning, coordinating and evaluating the professional and graduate staff training
- Responsible for implementing on-going professional development opportunities for Residence Life department
- Coordinated the annual review and development of Housing and Residence Life publications
- Coordinated Residence Life participation in and presentations for the New Student Orientation Parent Program
- Coordinated Residence Life participation in the Admissions Office Fall Open House and Spring Reception
- Coordinated several departmental processes, such as department calendar, opening and closing materials for Residence Life staff, and evaluation processes for professional and graduate staff
- Prepared, implemented and monitored budget of \$30,000
- Served as management team member on-call for campus residential population totaling 12,000 students

**Division of University Housing, University of Wisconsin-Madison
Director of Student and Staff Development, May 2000 – May 2005**

- Developed and oversaw professional staff recruitment and selection process for Residence Life (25 positions)
- Developed and oversaw recruitment and selection process of various student staff positions (110 students)
- Responsible for leadership development and student involvement programs offered to 6800 undergraduate students living in University Housing
- Provided training and advising to student organization leaders and involved students on policies and procedures
- Developed and oversaw student staff discipline appeals process
- Oversaw and implemented fall and on-going student staff training and development
- Oversaw and implemented professional staff training and development series
- Supervised, hired, trained and evaluated a classified staff person and student staff in the Residence Life Office
- Performed various human resource duties such as, review of personnel policies and streamlining processes
- Oversaw and trained professional staff on budget practices and protocol of state programming funds totaling \$250,000
- Served as a liaison to the Student Organization Office, Wisconsin Union and Morgridge Center for Public Service to create leadership opportunities and community service opportunities for residents

Residence Life Complex Coordinator/Residence Life Coordinator, July 1996 – May 2000

**Office of Residence Life, Northern Arizona University
Residence Hall Director, August 1992 – June 1996**

TEACHING EXPERIENCE

EHDE 678 – Capstone in Student Affairs Masters Level Course – Instructor and Designer; Colorado State University On-Line Program, Summer 2015

Co-designed and co-instructed the on-line course for masters level students; partnered with TiLT to create the on-line course focused on current trends and hot topics in student affairs; assignments consisted of case studies, reflection papers, reflection videos, and on-line discussions; responsible for all aspects of the course including leading class discussions, grading assignments and determining final grade.

EHDE 678 – Capstone in Student Affairs Masters Level Course – Instructor; Colorado State University, Spring 2015

Co-designed and co-instructed course for 30 masters level students; syllabus focused on current trends and hot topics in student affairs; assignments consisted of case studies, reflection papers, and discussions synthesizing student development theories and organizational frameworks; responsible for all aspects of the course including leading class discussions, grading assignments and determining final grade.

EDUC 698-01 Higher Education Masters Level Practicum Course – Instructor; University of Massachusetts Amherst, Fall 2008 and Fall 2009

Invited by academic department to teach practicum course to second year masters students in the Higher Education program. Course work focused on theory to practice and reflection of their practicum and assistantship responsibilities as they relate to the field of Higher Education.

Resident Assistant Course – Instructor; Colorado State University and Northern Arizona University, Spring 2013 and Spring 1993 (respectively)

Taught course sections of the Resident Assistant class at CSU and NAU; responsible for course content related to student leadership, student development, community development and organizational development; facilitated class discussions and determined final grade

HIGHLIGHTED EXPERIENCE

Student Consult Team; Colorado State University, July 2010 – Present

Serve as active and contributing member representing Residence Life to identify students who may pose a threat to themselves or others and to take action to help the individual while protecting campus safety. SCT also consults with faculty and staff in recognizing problematic behaviors.

Residence Hall Construction and Renovations; Colorado State University, September 2010 – present

Participate in new construction design (new 600 bed complex) and renovation projects (addition of new floors onto existing halls) of residence halls and dining centers. Work closely with architecture firm, CSU facilities and planning and share perspective of student and community development through design elements.

AIMHO (Association of Intermountain Housing Officers) College Co-Chair; November 2012 – November 2014

Serve as co-chair to regional two day professional development opportunity focused on entry level professionals in Housing and Residence Life discussing such topics as supervision, diversity and social justice, advising, and leadership skills.

Assessment and Care Team (ACT); University of Massachusetts Amherst, September 2008 – June 2010

Serve as active and contributing member representing Housing and Residence Life to identify students who may pose a threat to themselves or others and to take action to help the individual while protecting campus safety. ACT also consults with faculty and staff in recognizing problematic behaviors.

Residence Life Staffing Model Design Taskforce; University of Massachusetts Amherst, September 2008 – May 2009

Led successfully, along with an outside consultant, a taskforce charged to review the Residence Life staffing model in order to actualize HRL vision, mission and values. Proposed new staffing model to enhance community and student development, reduce administrative workload and focus on first year and upper-class communities.

New Apartment Design Taskforce – Chair; University of Massachusetts Amherst, September 2005 – May 2006

Chaired taskforce comprised of Housing and Residence Life staff members focused on staffing, community development, assignments, and budget development of new 800 bed apartment complex.

Student Personnel Association – Past-President (2003-2005), President (2002-2003), President-Elect (2001-2002), Executive Board (1999-2001); University of Wisconsin-Madison

Represent University Housing on campus organization focusing on professional development and recognition of student personnel employees at UW-Madison. Serve on various sub-committees to initiate and implement ideas for professional growth.

Social Justice Conflict Mediation – Trained Mediator; University of Wisconsin-Madison, June 2003

Received 40 hours of training to become a mediator with a social justice foundation. Learned how to use such techniques as multipartiality, master narrative, identity, story gathering and story transmission as a means to recognize how identity markers play a role in the individual's story and conflict resolution. Learned how to implement an asymmetrical mediation process that better meets the needs of students.

Leadership Taskforce/Implementation Team – Chair; University of Wisconsin-Madison, July 1997 – May 1998

Assessed and evaluated student leadership in University Housing. Developed a strategic plan to reorganize and implement changes to student leadership. Instrumental in the paradigm shift from traditional student leadership model to student involvement focus. Assisted in the revision of the financial protocol for state dollars provided to each residence hall program and students living in University Housing.

COMMITTEE EXPERIENCE

Served on numerous committees/taskforces in Student Affairs/Housing/Residence Life related to academic success, selection, training/development, advising, student leadership, diversity, multiculturalism, social justice, safety and security. Specific examples include:

- Student Learning Initiatives Workgroup – Co-Chair; CSU, Spring 2013 – Present
- Global Village Implementation Committee – Co-Chair; CSU, Spring 2012 – Present
- Information Box Office Program Coordinator Search Committee – Chair; CSU, Spring 2012
- Science of Learning Committee; CSU, Fall 2012 - Present
- Associate Director of Dining Services Search Committee; CSU, Spring 2011

- First Year Experience University Committee; UMass Amherst, September 2008 – June 2010
- UMass Amherst Police Department Advisory Board, September 2008 – June 2010
- H1N1 Campus Coordination Committee; UMass Amherst, June 2009 – December 2009
- Executive Director of Housing and Residence Life Search Committee; UMass Amherst, October 2009 – February 2010
- University Summer Academic Taskforce; UMass Amherst, Fall 2009
- Assistant Dean of Students Search Committee; UMass Amherst, Fall 2008
- Residential First Year Experience Expansion Workgroup - Chair; UMass Amherst, September 2006 – January 2007
- Community and Campus Coalition for High Risk Drinking; UMass Amherst, September 2006 – July 2008
- First Year Interest Group Coordinator Search and Screen - Chair; UW-Madison, Spring 2002
- Respect and Sensitivity at Work Committee; UW-Madison, September 2000 – June 2002

Contributions to Regional and State Affiliated Organizations include:

- Social Justice Training Institute Participant; Tucson, Arizona, December 2003
- Diversity Action Committee; Upper Midwest Region-ACUHO, September 1996 – June 1998
- AIMHO Regional Conference Planning Committee - Entertainment Co-Chair; Northern Arizona University, September 1994 – June 1995
- Arizona College Personnel Association-Conference Program - Co-Chair; Fall 1993

PRESENTATIONS/WORKSHOPS

Keynote/Guest Speaker:

- *National Housing Training Institute*: Faculty Summer 2016
- *SIT: Want to Talk to Millennial Students*; Co-Presenter, University of Massachusetts Amherst, University Health Services Professional Development, January 2007
- *Intersecting Identities*; Co-Facilitator, Wisconsin High Schools' Gay Straight Alliances Retreat sponsored by GLSEN, Fall 2003
- *Gay, Lesbian, Bisexual, Transgender Six Hour Workshop*; Co-Facilitator, United Way of Dane County and Boy Scouts of America Four Lakes Council, Spring 2002
- *Sleeping with the Enemy*, New Mexico State University, Keynote Speaker for Sexual Assault Awareness Week, Spring 1996

Conferences/Professional Development:

- *Hunger Games Job Search*; Co-Presenter, AIMHO Conference, November 2012
- *Stuck in Uncertainty? Caught in Confusion? Trapped in Transition?*; Co-Presenter, NEACUHO Spring 2006 Drive-In Workshop; MCPA Coffee Talk 2010
- *Casting Call: Conducting an Effective Search*; Co-Presenter, NEACUHO Annual Conference, 2008
- *Supervision with Purpose: Looking at Job Transition through Millennials' Eyes*; Co-Presenter, ACPA Pre-Conference Workshop, 2008
- *New Employee Orientation*; Presenter, UW-Madison, 2003 – 2005
- *Student Orientation, Advising and Registration (SOAR)*; Presenter, UW-Madison, Summers of 1999 – 2003
- *Respect and Sensitivity Orientation for Housing Employees*; Facilitator, UW-Madison, 1997 – 2005
- *What's Up with Involvement*; Co-Presenter, Wisconsin College Personnel Association Conference, 2000
- *Creating Leadership Through Involvement*; Co-Presenter, ACPA Conference, 2000

AWARDS

- **CSU Impact Award**; Colorado State University Division of Student Affairs; Spring 2012
- **Virginia Tooker Award (Residence Director of the Year)**; Northern Arizona University; Spring 1995
- **Graduate Student of the Year**; Ohio College Personnel Association, Spring 1992

PROFESSIONAL AFFILIATIONS

- AIMHO, 2010 – Present
- ACUHO-I, 2002 – Present
- NASPA - Student Affairs Administrators in Higher Education, 1995 – Present
- ACPA - College Student Educators International, 1990 – Present