

# JACE L. WHITAKER

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## EDUCATION

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<b>Master of Science, Higher Education and Student Affairs</b> Indiana University, Bloomington, Indiana: Magna Cum Laude	<b>August 2014 – May 2016</b>
<b>Bachelor of Science, Criminal Justice</b> Boise State University, Boise, Idaho: Cum Laude	<b>January 2011 – May 2013</b>
<b>Associate of Applied Science, Marketing Management</b> Boise State University, Boise, Idaho: Cum Laude	<b>August 2007 – May 2009</b>
<b>Certificate in Academic Advising</b> University of Georgia, Athens, Georgia	<b>September 2016 – March 2017</b>

## PROFESSIONAL EXPERIENCE

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<b>University of Montana—UM Housing, Missoula, Montana</b> <u>Interim Assistant Director of Residential Education</u>	<b>December 2020 – Present</b>
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- Oversee the community development, operations, and policy adherence for 800 first-year students in three residence halls and 1,400 residents in the family and graduate housing community composed of five complexes
- Lead, manage, and direct a team of five professional staff and 32 student staff
- Budget the allocation and annual spending of \$75,000 in funds for operations and programming
- Update and assess the residential curriculum for over 150 events a semester
- Manage the personnel records for onboarding and offboarding of 60 student staff each year
- Build and implement assessment projects evaluating programmatic, training, and satisfaction efforts
- Plan and lead multiple trainings for apartment staff, resident assistants, and new professional staff members comprising multiple weeks, over 70 sessions, 20 guest speakers, combined with practical assessments
- Expand the annual advertising, recruitment, and selection process of UM Housing student staff members
- Oversee the student employee hiring software, managing all student employee applications and references
- Assist Director in overseeing implementation of residential curriculum, living learning communities, academic and retention initiatives, and related ongoing assessment projects to improve student success
- Serve as a liaison for students within the residence halls and apartments, be an advocate for the student experience, and assist students with special housing needs
- Chair departmental Quality Circle and serve on other committees such as assessment, search committees, Basic Needs, and Keeping Campus Connected
- Process payroll for Area Coordinators, Hall Administrative Assistants, and student employees including the approval of time entry, tracking of hours, and inputting paid hours into Grizzly Time Online
- Utilize StarRez for managing student housing information in daily operations of residence halls and apartments
- Act decisively, diplomatically, and exercise independent judgement to advance and protect departmental and University relations in resolving situations that are unique, controversial, or not fully resolved by supervisees
- Collaborate with campus partners on University and division committees focusing on project planning and policy making, such as Behavioral Intervention Team, Admissions Review, Student Employee of the Year, DiverseU, Tunnel of Oppression, Orientation, UM Days, UM Allies, and Week of Welcome
- Serve as a conduct hearing officer to examine, adjudicate, and follow-up on elevated student misconduct, policy violations, and community safety concerns utilizing Maxient software
- Supervise the administrative responsibilities of residence halls and the administrative associates within them, including opening and closing at the beginning of each semester and summer
- Conduct research on national housing trends and/or ACHUO-I standards and contrast with current department policy to determine long term, big picture goals
- Review camera footage from video recordings in the residence halls and apartments as needed
- Create, implement, and facilitate training sessions, in-service meetings, and other developmental meetings for resident assistants/worker staff, in coordination with senior staff

#### Area Coordinator for Family and Graduate Housing

**May 2017 – November 2020**

- Oversaw the community development, operations, and policy adherence for the family and graduate housing community composing five apartment complexes & over 1,400 students, staff, faculty, children, and dependents
- Led, managed, and directed a team of 12 apartment staff personnel
- Budgeted the yearly allocation of \$15,000 in programming funds for events and renovation projects
- Reviewed, guided, and evaluated the residential programming for over 50 events a semester
- Fostered public relations among community members through monthly newsletters, publications, & emails
- Planned and led annual two-week long apartment staff training with 20 sessions, 10 campus partners, and multiple case studies for 10 participants
- Served as an on-call supervisor for nine residence halls and five apartment complexes—providing crisis response, policy guidance, and technical expertise
- Directed and expanded the annual advertising, recruitment, and selection process of UM Housing staff members
- Drafted, implemented, and showcased the results of assessment projects which examine educational effectiveness, student satisfaction and learning outcomes, and residence hall sustainability efforts
- Advised conduct office, departmental directors, and legal counsel on matters related to student ethics violations, investigations, wage claims, and legal compliance issues specific to apartment students
- Instituted and assessed risk-management plans for all major programs, resulting in zero accidents over four years
- Assisted in the administrative responsibilities of residence halls, including opening and closing at the beginning of each semester and summer
- Provided customer service and preemptive outreach for tenants to discuss maintenance, policy, and safety issues
- Created, implemented, and facilitated training sessions, in-service meetings, and other developmental meetings for resident assistants/worker staff, in coordination with senior staff
- Coordinated the continual review, modernization, printing, and distribution of multiple new tenant manuals
- Counseled students on academic strategies, co-curricular involvement, financial literacy, career plans, emotional and mental health, in order to support persistence, educational success, and student engagement
- Collaborated on university-wide events such as Griz Welcome, admission and housing fairs, and Convocation
- Installed a Little Free Library in the community to increase access to books for students' children
- Helped design and institute the first residential curriculum at University of Montana
- Served as a conduct hearing officer to examine, adjudicate, and follow-up on student misconduct, policy violations, and community safety concerns—with outcomes ranging from probation to housing terminations
- Built and maintained an active relationship in communicating and working with UM Police Department
- Supported the departmental rebranding process by systematically reviewing and cataloguing outdated materials
- Retooled and initiated new policies for family and graduate housing, including: adopting a pet policy, implementing paperless processes, and establishing advertising campaigns

#### Delta Upsilon International Fraternity—Virtual

**May 2021 – September 2021**

##### Midwest Recruitment Coach

- Served as a recruitment advisor for six chapters across the country in order to provide individualized recruitment coaching to increase overall membership for the upcoming year
- Translated chapter specific recruitment goals into customized recruitment plans for all six chapters
- Integrated conversations surrounding diversity, equity, and inclusion efforts into new member outreach and recruitment efforts
- Centered organizational principles into values-based recruitment events and recruiting conversations
- Shared effective recruitment tools including names lists, the 365 new member recruitment model, and systematic chapter involvement expectations to increase chapter accountability and overall effort
- Partnered with national headquarters to deliver facilitated group chats, weekly training seminars, and small group coaching sessions

**United States Navy—Navy Operational Support Center Helena, Montana**  
**Master-at-Arms Petty Officer First Class/ Security Forces Manager**

**March 2017 – Present**

- Track and update over 50 personnel records to ensure member mobilization readiness
- Assist with the formal orientation and transition process for all incoming sailors joining the command
- Manage a mentorship program to increase personal and professional development for junior personnel
- Serve as a departmental liaison for managing 15 junior personnel's administrative records
- Plan and conduct security force drills for entire operational support center of 50 personnel
- Manage and supervise the monthly watch bill ensuring that 18 designated sailors provide installation security
- Instruct trainings on active shooter scenarios, suicide awareness, and fiscal responsibility

**United States Navy—Navy Operational Support Center Atlanta, Georgia**

**June 2016 – March 2017**

- Accounted for the educational coordination and training of 40 sailors and staff
- Coordinated monthly unit weapons qualifications, including firearm safety, training, and familiarization
- Plan security and anti-terrorism requirements for Littoral combat unit of 25 personnel
- Prepared and evaluated privacy assessment reports of physical unit spaces and personnel records
- Proctored monthly safety briefs revolving around topics relevant to national issues and seasonal topics

**United States Navy—Navy Security Forces Crane, Indiana**

**November 2014 – May 2016**

- Directed a team of four military law enforcement agents
- Assisted with civil and criminal military investigations
- Interviewed suspects and potential witnesses for ongoing investigations
- Conducted patrols and installation security for the third largest naval installation in the world (280 km<sup>2</sup>)
- Ensured the implementation of protection and service through community- and problem-oriented policing
- Presented educational seminars on crowd control, search and seizure, and risk-management
- Provided security for special military events and distinguished visitors

**United States Navy—Navy Operational Support Center Boise, Idaho**

**December 2010 – October 2014**

- Led 30 Sailors administratively through monthly educational readiness training
- Ensured a retention rate of 95% for current personnel through increased involvement and mentorship programs
- Supervised four annual training movements—coordinating troop logistics, budgeting, & equipment management
- Taught four sustainment classes, requalifying 15 personnel, totaling over 25 hours of instruction
- Volunteered over 22 hours of off duty time to conduct crowd control and security at Kitsap County Fair
- Instructed leadership and first-level management courses on accountability, hazing, and diversity awareness
- Developed comprehensive 15-page resource manual for newly onboarded staff

**United States Navy—Navy Expeditionary Logistics Support Group, Balad Air Base, Iraq**

**October 2009 – November 2010**

- Directed and managed a team of 10 customs agents
- Accounted for over 2,000 hours of law enforcement and customs inspections with zero discrepancies
- Promoted and hosted multiple morale events, including: barbeques, fun-runs, and athletics competitions
- Streamlined communication and operations through the strategic acquisition of \$10,000 in radio equipment
- Prepared detailed reports of any incidents and provided follow-up details as required

**United States Navy—Navy Operational Support Center Boise, Idaho**

**November 2006 – September 2009**

- Maintained and updated over 50 personnel records to ensure organizational readiness
- Orchestrated and led the planning, expansion, and execution of the annual statewide Boise Navy Ball
- Managed \$40,000 event budget, including expense tracking, vendor relations and financial forecasting
- Supervised pre-event, onsite, and post-event logistical coordination (catering, production, décor, & staff)
- Conducted post event analysis with a focus on quantitative (sales & fundraising) and qualitative measurements (event flow & branding opportunity)
- Served as an interdepartmental liaison for medical records and tracking purposes
- Instructed courses on operational security, personally identifiable information, and general safety trainings
- Shared strategic department operations through newsletters, written reports, and committee meetings

**Senior Coordinator for Student Activities and Organizations**

- Supervised and managed the registration, education, policy adherence, and communications for a community of 800 student organizations with more than 12,000 student members
- Budgeted the allocation and spending of \$60,000 in student organization and activity funds
- Instructed and directed the year-long Tate Leadership Scholars Program for 25 distinguished student scholars
- Orchestrated, marketed, and hosted Fall and Winter involvement fairs with participation from 300 student organizations and 8,000 student attendees
- Planned and hosted the annual two-day Collegiate Leadership Conference, with 300 national participants, 30 workshops speakers, two keynote speakers, and multiple case studies
- Hired, trained, and led two graduate interns and one full-time staff member
- Investigated and adjudicated organizational student misconduct, trademark and licensing violations, and solicitation infractions
- Managed CollegiateLink (Campus Labs) software platform used to house organizations' rosters, events, service hours, registrations, and co-curricular portfolios
- Coordinated the annual review, population, design, and distribution of the Student Organization Manual
- Endorsing official and campus liaison for student organization fundraising permits
- Educated student leaders on student organization rights and responsibilities policies, as well as relevant legal compliance issues and risk-reduction procedures
- Created, implemented, and reported the results of assessment projects which examine the effectiveness, attractiveness, relevance, and impact of the programs supported by the office
- Advised Dean of Students on matters related to student organization ethics violations and legal compliance
- Provided individual and group counseling to help students achieve more effective social, personal, and educational development
- Collaborated on university-wide events such as Homecoming, Freshmen Welcome, Glory Days, and open houses
- Partnered and hosted, in collaboration with the Muslim Student Association, Student Veteran Association, and Student Government Association, a commemoration ceremony and portrait gallery of intersecting identities for the 15<sup>th</sup> Anniversary of September 11<sup>th</sup>
- Centralized, reformed, and instituted new policies for all student organizations on campus, including: requiring on-campus advisors, conducting re-registration online, and establishing a shared organizational values statement

**Zeta Beta Tau Fraternity Inc.—Beta Gamma Chapter, Bloomington, Indiana**

**January 2015 – May 2016**

**Live-In Chapter Development Director**

- Supervised a recently reorganized chapter of 180 fraternity men ensuring educational and organizational success
- Worked with the housing corporation and national headquarters to carry out their strategic mission and vision
- Advised chapter operations and directed strategic planning for seven-member executive board
- Oversaw and managed the daily operations of a \$2,000,000 housing facility
- Overhauled risk-management policies and physical environments to reduce conduct violations and damage
- Established a parent's advisory board, with weekly conference calls, to increase stakeholder buy-in and support
- Facilitated four semesterly leadership workshops for new members, executive officers, and associate members
- Restructured recruitment processes, increased membership standards, and diversified event programming
- Realigned chapter operations with university policies, procedures, and guidelines
- Audited chapter grade reports on a semesterly basis and instituted strategic educational membership plans
- Piloted the Safe Smart Dating program to help brothers identify and prevent dating abuse and sexual violence
- Opened and closed the chapter facility before and after each vacation period
- Established and maintained vendor relationships for the procurement of all goods and services
- Earned the national fraternity's Edwin B. Meissner Award (Most Improved Chapter)

Leadership Development Advisor

- Built, managed, and coordinated eight annual, campus-wide leadership development programs for over 500 students, including the Hoosier Leadership Retreat and Hoosier LeaderShape® Institute
- Hired, led, evaluated, and supervised two undergraduate interns responsible for outreach and programming
- Instituted and co-designed curriculum for two inaugural leadership programs: Hoosier First-Year Leadership Orientation and Hoosier Emerging Leaders Retreat
- Assessed and enhanced program quality through collection and analysis of learning and satisfaction surveys
- Designed, developed, and implemented personalized leadership workshops for 20 student organizations
- Generated \$10,000 dollars through alternative funding sources to help provide leadership programs at no cost
- Assisted coordination of the Shaffer Internship Program including recruitment, development, and marketing

## Indiana University—Office of First-Year Experience Programs, Bloomington, Indiana

January 2015 – August 2015

Orientation Graduate Advisor

- Planned and implemented orientation programs for over 7,500 new students and 14,000 family members
- Designed and proctored new assessment projects, including surveys, focus groups, and intercepts
- Interviewed, hired, supervised, and evaluated 52 student staff members
- Developed and facilitated a pre-summer training program for student staff to enable them to integrate student development theory into orientation planning and programming
- Oversaw the design, planning, marketing, and coordination of all transfer orientation programs
- Initiated and collaborated with campus partners to implement new transfer student program components, including a veterans' luncheon and a campus tour for transfer students

## Boise State University—New Student &amp; Family Programs, Boise, Idaho

May 2009 – September 2012

Orientation Coordinator

- Planned and led orientation programs for over 2,500 new students and 5,000 parents and family members
- Hired, trained and supervised 25 Orientation Leaders
- Designed and implemented assessment projects, including survey construction, data collection and analysis
- Collaborated with student affairs practitioners to develop stronger assessment practices, including attaching learning outcomes to job responsibilities
- Created and facilitated multiple training workshops for 25 orientation team members
- Developed learning and behavior contracts, as well as instituted reflective journals for student staff
- Directed the strategy, planning, and coordination of instituting a veterans' breakfast component

**UNIVERSITY TEACHING EXPERIENCE**Lead Instructor

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| • EDUC U495, <i>Advanced Organizational Leadership, Indiana University</i> | Spring 2015, 2016 |
| • EDUC U495, <i>Introduction to Student Governance, Indiana University</i> | Fall 2014, 2015   |
| • EDUC U495, <i>Leadership Essentials, Indiana University</i>              | Fall 2014, 2015   |

Teaching Assistant

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| • UNIV 101, <i>Academic Success Topics, Boise State University</i>         | Fall 2011 |
| • MRKT 267, <i>Integrated Marketing Principles, Boise State University</i> | Fall 2008 |

**PROFESSIONAL PRESENTATIONS**

Office of Organizational Learning and Development, <i>Approaches for Managing Student Employees, Missoula</i>	2020
AIMHO Annual Conference, <i>Understanding the Campus Military Community, Salt Lake City</i>	2019
AIMHO Annual Conference, <i>One Year In: The Creation and Continuation of a Residential Curriculum, Salt Lake City</i>	2019
AIMHO Drive-In Conference, <i>Residential Curriculum: The Process of Designing and Implementing, Bozeman</i>	2018
UGA Dean of Students Student Staff Seminar, <i>Top Ten Tips for Goal Setting, Athens</i>	2016
Indiana Student Affairs Association, <i>Gauging and Guiding Student Staff Development through Assessment, Muncie</i>	2015
Indiana Student Affairs Association, <i>Deconstructing Your Campus Military Community, Muncie</i>	2015
NODA Region VII, <i>Parental Involvement and Autonomy Development, Detroit</i>	2015
Indiana University-Purdue University Columbus Conference, <i>Blazing a Trail to Post-Graduation Success, Columbus</i>	2014

Indiana Student Affairs Association, Poster Presentation on <i>Undocumented Students, Indianapolis</i>	2014
Housing Director Association for Fraternity & Sorority Life, <i>Grooming Leaders through Personality Assessment</i>	2014
Kelley School of Business Club Kickoff, <i>Tag You're It: Facilitating a Successful Officer Transition, Bloomington</i>	2014
NODA Region I, <i>The Power of Inclusive Language, Boise</i>	2012

## MEMBERSHIP, ADVISORY ROLES, & COMMITTEES

Idaho Youth Literacy Project, <i>Founder &amp; Chairman</i>	2013-Present
Delta Upsilon Fraternity, <i>Founding Father, Chapter Advisor, Trustee, &amp; Alumni</i>	2011-Present
Make-A-Wish® Montana Community Council, <i>Chairman</i>	2017-2021
Boise State Honors College Alumni Mentoring Program, <i>Mentor</i>	2020-2021
NOSC Helena Petty Officer Second Class Association, <i>President</i>	2018-2019
Alpha Lambda Delta Honor Society, <i>Advisor</i>	2016-2017
Mortar Board, <i>Advisor</i>	2014-2016
Leadership Advisory Board, <i>Advisor</i>	2014-2016
National Orientation Directors Association, <i>Member</i>	2011, 2012, 2015
Associated Students of Boise State University, <i>Secretary of External Affairs</i>	2012-2013
Promotions and Tenure Committee, <i>Committee Member</i>	2012
Martin Luther King Living Legacy Committee, <i>Committee Member</i>	2012

## GROUP FACILITATION

Delta Upsilon Regional Leadership Academy, <i>Faculty, Virtual</i>	2021
Delta Upsilon President's Academy, <i>Faculty, Virtual</i>	2021
Delta Upsilon Regional Leadership Academy, <i>Faculty, Portland</i>	2020
Delta Upsilon Regional Leadership Academy, <i>Faculty, Portland</i>	2019
UM Housing Programming Board Leadership Retreat, <i>Lead Facilitator, Missoula</i>	2018
Delta Upsilon Regional Leadership Academy, <i>Faculty, Portland</i>	2018
Community Development 101, <i>Workshop Facilitator, Athens</i>	2017
Multicultural Services and Programs Leadership Retreat, <i>Workshop Facilitator, Athens</i>	2016
Delta Upsilon Regional Leadership Academy, <i>Faculty, Chicago</i>	2016
Zeta Beta Tau International Leadership School, <i>Faculty, Las Vegas</i>	2015
Zeta Beta Tau Dover Days, <i>Small Group Facilitator, Indianapolis</i>	2015
Mortar Board Retreat, <i>Lead Facilitator, Bloomington</i>	2015
Indiana Greek Emerging Leaders Retreat, <i>Lead Facilitator, Bradford Woods</i>	2014
Boise State Fraternity & Sorority Life: New Member Education, <i>Small Group Facilitator, Boise</i>	2011, 2012

## PUBLICATIONS

Collins, B., Dolly, D., Leonard, M., & Whitaker, J. L. (2015). Bridging the gap: Building meaningful connections after the Group's Scholars Program. <i>Student Personnel Association at Indiana University Journal</i> , 71—83.
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## HONORS & AWARDS

Five Letters of Commendation, <i>United States Navy</i>	2008, 2009, 2010, 2011, 2021
Military Outstanding Volunteer Service Medal, <i>United States Navy</i>	2020, 2021
Navy and Marine Corps Achievement Medal, <i>United States Navy</i>	2014, 2020
NOSC Helena Junior Sailor of the Year, <i>United States Navy</i>	2019
Friends and Family Award, <i>Walk For Wishes®</i>	2018
NOSC Boise Junior Sailor of the Year, <i>United States Navy</i>	2013
Excellence in Student Involvement Award, <i>Boise State University</i>	2012
Naval Reserve Meritorious Service Medal, <i>United States Navy</i>	2009, 2012
Iraq Campaign Medal, <i>United States Navy</i>	2010

## COMMUNITY SERVICE INVOLVEMENT

Navy Color Guard and Funeral Ceremonies	2007-Present
Make-A-Wish® Montana	2017-2021