

ERICA CRAWFORD

STUDENT AFFAIRS PROFESSIONAL

Summary of Qualifications

- Approximately seven years of experience in advising and mentoring students in a four-year university setting
- Experience working with low-income, first-generation and underrepresented student populations
- Worked in Residential Life as a Resident Assistant, Assistant Resident Director and Resident Director
- Served as a supervisor and advisor of paraprofessional staff and programming in Residential Life
- Understanding and application of Student Development Theory in Higher Education
- Skilled in managing rigorous administrative workloads
- Experience with developing and facilitating workshops for academic and personal growth

Education

University of Southern California Expected: May 2019
Doctor of Education in Education Leadership
Concentration: Higher Education Administration

University of California, Los Angeles June 2012
Master of Education in Student Affairs

University of California, Berkeley May 2011
Bachelor of Arts in Social Welfare; Minor in Education

Professional Experience

Residential Life Coordinator

Institute Housing and Undergraduate Deans Office, *California Institute of Technology* August 2014- Present

- Oversee various administrative functions of Residential Life Program
- Serve as the live-in Area Coordinator for an area of approximately 260 students
- Supervise six Graduate Student Resident Associates in three housing facilities
- Hold weekly one-on-one, area and full-staff meetings for staff training and development
- Advise undergraduate student leaders, upper-class counselors and house executive committees
- Provide social, academic and personal support to on and off-campus residents
- Organize programs to assist in the academic and personal transition and development of students
- Manage and track Residential Life budgets for Resident Associates and Student Leaders
- Process student and staff reimbursements, payment requests and reconcile company credit card purchases
- Serve on campus-wide weekly on-call rotation and respond to urgent/emergency situations
- Create and distribute yearly schedule for Residential Life program
- Coordinator recruitment, selection and training of Graduate Student Resident Associates
- Provide guidance and resources for students in mental health crises
- Construct and implement policy enforcement plan and training for Resident Associates
- Approve event planning and implementation in conjunction with Assistant Director for Student Activities
- Coordinate the development of online Resident Associate resource website
- Participate in and assist with the supervision of Orientation and Housing Rotation activities

Resident Director

Department of Residential Life, Housing and Food Service, *University of Nevada, Reno* July 2012-June 2014

- Served as the live-in supervisor for two residence halls of approximately 240 students
- Supervised six Resident Assistants, two Student Desk Attendants and provided on-site supervision for full-time Classified Staff
- Held weekly one-on-one meetings with student staff and provided opportunity for staff development
- Managed rigorous administrative workload including payroll, budget, occupancy reports, training and opening/closing procedures
- Developed and presented training for Resident Director, Senior Student Staff and Student Staff Training
- Served as advisor to hall council and provided support with community development and programming
- Provided guidance in Residence Hall program planning, implementation and assessment

- Provided academic guidance and support to students through retention efforts such as the Academic Intervention Program and MAP-Works Survey
- Served on weekly and weekend duty rotation and responded to calls involving facilities maintenance, resident conduct, health & safety
- Held educational and development conduct conferences with students and encouraged growth, responsible decision-making and personal responsibility
- Served as coordinator of residence hall tours for recruitment of prospective students and campus visitors
- Coordinated Student Desk Attendant recruitment and hiring process (Spring 2013)
- Managed programming budgets for two residence halls and promoted productive use of hall funds
- Served as a resource for new student and professional staff members

Summer Conferences Coordinator

Department of Residential life, Housing and Food Service, *University of Nevada, Reno* May 2013-August 2013

- Coordinated housing assignments for Summer Conference groups
- Supervised seven Summer Conference Assistants and one Graduate Resident Director
- Supervised student staff conference preparation and after care
- Collaborated with Summer School Resident Director on supervision of three Summer Resident Assistants
- Coordinated and implemented training for Summer Conference and Resident Assistants
- Worked with Director, Associate Director of Housing and Director of Facilities on conference preparation
- Completed occupancy and billing paperwork for conference groups
- Coordinated weekly front desk staffing schedule for six residence hall front desks
- Participated in on-call duty rotation for all residence hall facilities
- Worked with Director for Residential Life to create Conferences Coordinator procedures manual
- Collaborated on preparing New University Student and Parent Orientation Housing Accommodations

Additional Experience

Assistant Resident Director

Office of Residential Life, *University of California, Los Angeles* August 2011-June 2012

- Collaborated with Resident Director on supervision and advising of 18 student leaders in the residence halls
- Developed programming model for residence hall that promoted community development and collaboration among student staff
- Supervised and advised programming coordination, implementation and follow up
- Assisted in coordination and implementation of student staff training and development
- Worked closely with Resident Director to promote safe, supportive and inclusive environment for 600-student residence hall
- Adjudicated student conduct cases and encouraged personal accountability and development
- Contributed to planning of various social, cultural and academic programs and events
- Worked with Faculty-In-Residence to provide engaging programs and events in the residence hall

Academic Counselor Apprentice

Student Life Advising Services/Educational Opportunity Program, *UC Berkeley* August 2010-May 2011

- Counseled students on academic, financial and personal topics
- Worked directly with low-income, first-generation and underrepresented students
- Assisted students in exploring majors and planning course schedules
- Provided appropriate referrals and connected students to various campus resources
- Coordinated and facilitated workshops for graduate school preparation
- Performed administrative reception and student intake duties

Professional Committees & Collateral Assignments

University of Nevada- Reno, Department of Residential Life, Housing & Food Service

- Academic Success Committee, Chair (2012-2013)
- Residence Hall Tours, Coordinator (August 2012- May 2014)
- Administrative Aide Search, Candidate Interviewer (Fall 2012)
- Resident Director & Graduate Resident Director/Assistant Recruitment Committee (2012-2013)
- Residential Life, Housing & Food Service Strategic Planning Committee, Member (2013- 2014)
- Student Staff Recruitment and Selection Committee, Chair (August 2013-May 2014)
- Substance Abuse Counselor Search, Committee Member (March 2014-June 2014)

California Institute of Technology, Institute Housing and Undergraduate Deans Office

- Resident Associate Recruitment & Selection Committee, Chair (November 2014-Present)
- Resident Associate Training Committee, Chair (November 2014 – Present)
- Student Leadership Series Planning Committee, Member (February 2015-May 2015)
- Upper-class Counselor (UCC) Training & Steering Committee, Member (September 2014-Present)
- Student Success Committee, Member (January 2015-January 2016)
- Residential Life Coordinator Search Committee, Member (November 2015-February 2016)
- Alcohol Education Committee, Member (November 2015- January 2016)
- Caltech Cares Committee, Member (January 2016- Present)
- Caltech Cares Undergraduate Subcommittee, Member (January 2016- Present)
- Alcohol and Other Drugs (AOD) Clinical and Outreach Coordinator Search Committee, Member (2016)
- Chief of Campus Security Search Committee, Interview Panel Member (May 2016)

Professional Affiliations & Conferences

- NASPA – Student Affairs Administrators in Higher Education - Graduate Student Affiliate & Annual Conference Attendee, Phoenix, AZ (2011-2012)
- The Placement Exchange (TPE) – Candidate, Phoenix, AZ (2012)
- Association of Intermountain Housing Officers Regional Conference (AIMHO) - AIMHO College Attendee & Scholarship Recipient, Billings, MT (2012)
- Oshkosh Placement Exchange (OPE) – Recruiter/Interviewer, Oshkosh, WI (2013)
- NASPA – Student Affairs Administrators in Higher Education – Professional Affiliate & Annual Conference Attendee, Indianapolis, IN (2015-Present)
- NASPA – Student Affairs Administrators in Higher Education – Western Regional Conference Attendee, Honolulu, HI (2017)