

Connie H. Frazier

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Education

M.A. Educational Management and Development – Student Affairs 1999

New Mexico State University, Las Cruces, NM

- Emphasis: Higher Education Administration – Student Affairs. Practicum and internship: Judicial Affairs, Office of the Vice President for Student Affairs. Internship research project: “*Alcohol and Drug Violation Recidivism: The Impact on Graduation Rates.*” Special project and research emphasis in the areas of Change Management and Strategic Planning.

BFA Drawing and Painting 1990

Utah State University, Logan, UT

- Completed rigorous professional level requirements and faculty portfolio review for acceptance to the Bachelors of Fine Arts program. Studio emphasis in two-dimensional art forms-- primarily drawing, painting and printmaking. Other coursework included: photography, ceramics, sculpture, design, illustration and graphic design. Completed advanced coursework in Art History and French. BFA exhibit spring 1990.

Experience

Director, Housing & Residential Programs

January 2000 – present

Angelo State University, San Angelo, TX

- Responsibilities commensurate with the comprehensive leadership, planning, organization, and evaluation of a university Housing and Residence Life program housing approximately 2000 students.
- Exercised prudent fiscal management and planning for Housing and Residence Life department with annual revenues of approximately 11 million dollars. Prepared and administered departmental budgets ensuring compliance with university policy, state law and generally accepted ethical and professional standards.
- Exercised creativity in developing policies and programs to enhance revenue generation and in lessening the dependence on increasing room and boards cost to residential students while implementing new programs and services.
- Demonstrated adaptability and flexibility, as Housing and Residential Programs administrative reporting was re-organized under four different Vice Presidential divisions within a 10-year period.
- Successfully lead department through the University's SACS re-accreditations processes.
- Developed, reviewed and implemented departmental policies and procedures in accordance with institutional, departmental and student development related goals and objectives to increase efficiency, availability of on-line services to students, and to utilize effective application of technology to automate routine administrative functions and facilitate effective communication.
- Implemented and participated in extensive campus and departmental master planning and development of assessment protocols including: campus and departmental master plans, departmental assessment processes, business continuity planning, emergency operations plan,

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comprehensive departmental facilities renovation and replacement schedule; student development and academic support based programs and services; full-time and student staff recruitment, selection, training, development, evaluation and supervision.

- Contributed to planning related to the design, construction and financing of new housing options including privatized partnership (501c3), design-build, master lease of off campus facilities, and construction manager (CM) at risk methodologies.
- Recruited, selected, trained, evaluated and demonstrated administrative leadership for a cadre of professional, support and student staff including 32 full-time and 78 students. Directly supervised Associate Director, Assistant Director Administrative Operations, Assistant Director, Residential Programs Facilities, Accountant, Judicial Programs Coordinator, and Enhancement – First-year Experience Coordinator.
- Provided leadership and oversight to the development and expansion of the campus OneCard/ID card system.
- Liaison with Manager of contracted food service provider to address student concerns and promote continuous improvement of student satisfaction with dining services. Responsible for developing and administering budget and facilities oversight of meal-plan components of the Dining Services contract.
- Collaborated with Director, Facilities Management and Director, Facilities Planning and Construction related to scheduling and execution of residential facilities special project needs.
- Planned and implemented an independent Housing and Residential Programs Facilities Management staff including: required budget development and administration, comprehensive facilities management and development plan, staffing plan, creating planned and deferred maintenance schedules, as well as devising processes to address routine work order requests and emergency and after-hours response.
- Contract administrator for contracted custodial supervisors and staff to ensure compliance with housing related components of the university's custodial services contract, cleanliness of residential facilities. Responded to staff, student and parent concerns.
- Monitored collection of delinquent accounts. Composed correspondence, met with individuals as necessary to resolve account payment issues.
- Met with students, parents and other constituents regarding housing assignments, contract interpretation, exemption requests, behavioral problems and special needs accommodations.
- Collaborated with faculty and other university staff in the creation of student leadership, special interest housing, academic support, safety and other enhancement and retention programs and services.
- Designed on-going quantitative and qualitative assessment processes to monitor outcomes of departmental goals, initiatives and "quality of life" for residential students as well as to inform the planning process related to new initiatives and retention strategies.
- Coordinated summer conference operations related to campus housing facilities including administration of conference operations budget, preparing group billing statements, facilities use plan, preparation of related reports, staffing and custodial services.

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Hall Manager, Vista del Monte Student Apartments

May 1999 – December 1999

New Mexico State University, Las Cruces, NM

- Responsibilities commensurate with the day-to-day management, administrative operation, student development and facilities issues of a 900+ capacity student apartment complex.
- Responded to and effectively managed multiple crisis situations involving resident students including: suicide attempts, assaults, alcohol and drug related emergencies, relationship and family violence and facilities related emergencies.
- Served as a Judicial Hearing officer, Followed appropriate administrative and legal protocols in administering cases involving violations of the student housing contract and student code of conduct in residential facilities. Issued appropriate sanction(s), instigated dialogue with students regarding behaviors and resultant impact on their residential community as well as student success. Provided mentoring, effective listening and applied student development theory and strategy as needed to successfully resolve behavioral conflicts.
- Selected, supervised, trained, mentored and evaluated 14 Resident Assistants, Program Assistant, Assistant Hall Manager and full-time Desk Attendant.
- Redesigned and edited departmental Hall Handbook and other marketing materials.
- Coordinated departmental Resident Assistant and Desk Assistant hiring processes.
- Coordinated departmental Resident Assistant in-service training sessions.

Hall Manager, Alumni Avenue Residence Complex

November 1994 – May 1999

New Mexico State University, Las Cruces, NM

- Responsibilities commensurate with the day-to-day administrative operation, student development and facilities issues of a 14 building co-ed residence complex serving 800+ primarily first-year students and temporary commuter guests.
- Responded to and effectively managed multiple crisis situations involving resident students including: suicide attempts, assaults, alcohol and drug related emergencies, relationship and family violence and facilities related emergencies.
- Served as a Judicial Hearing officer. Followed appropriate administrative and legal protocols in administering cases involving violations of the student housing contract and student code of conduct in residential facilities. Issued appropriate sanction(s), instigated dialogue with students regarding behaviors and resultant impact on their residential community as well as student success. Provided mentoring, effective listening and applied student development theory and strategy as needed to successfully resolve behavioral conflicts.
- Adjudicated an average of 360 student conduct incidents per academic year--the highest monthly volume of student conduct hearings of all residential facilities. Developed reputation for professional excellence in student conduct processes, procedures, advocate of developmental approach.
- Supervised, selected, trained, evaluated 12 Resident Assistants, Program Assistant, Assistant Hall Manager, and full-time Desk Attendant.

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- Initiated facilities and programmatic improvements to establish a sense of community and increase availability of study, recreation and meeting spaces resulting in greatly improved student retention and occupancy at Alumni Avenue.
- Initiated cross training of student Desk Assistants to assist with room inventories, check-in/check-out processes, and to improve efficiency and customer service.
- Collateral assignments with summer conference operations, room assignments auditing and departmental Residence Hall Handbook, newsletters and related publications.

Residence Hall Director

July 1990 – November 1994

Weber State University, Ogden, UT

- Responsible for day-to-day management, student development and routine facilities issues of two co-educational residence halls serving 250+ students, administrative offices, contracted temporary groups, summer conference and guest housing.
- Supervised, selected, trained, evaluated 8 Resident Assistants, 2 Programming Assistants, 3 Desk Attendants. Advised Residence Hall Association Senator. (Student Government Association)
- Responded to and effectively managed student conduct incidents and resulting administrative judicial responsibilities. Designed computerized Incident and Program report forms. Administered resulting databases.
- Established programming model and requirements for Resident Assistants.
- Recruited, trained and coordinated Student Judicial Review Board.
- Designed departmental brochures, logos, and marketing related projects.
- Advisor, Residence Hall Association Senator to Student Government Association.

Residence Hall Director

July 1988 – June 1990

Utah State University, Logan, UT

- Responsible for day-to-day management, community development, student conduct and crisis intervention incidents related to the operation of a women's high-rise facility serving approximately 200 students and administrative offices.
- Supervised, selected, trained and evaluated 5 Resident Assistants, 2 full-time Receptionists, 2 student Desk Assistants.
- Devised, implemented successful strategy to increase occupancy in room and board Halls.
- Designed departmental logos, brochures, and marketing projects.
- Promoted annually within the department: Resident Assistant, Hall Coordinator, Hall Director

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Related Professional Activities

Co-Presented, ACUHO-I National Conference

June 2009

Association of College and University Housing Officers, International. Baltimore, MD. "Creating a Sustainable Residence Life Facility." Co-presenters: Mike Ellicott, Vice Chancellor for Facilities Planning & Construction, Texas Tech University System; Randall Scott, CEO, Randall Scott Architects.

Co-Presented. SWACUHO Annual Conference

February 2007

Southwest Association of College and University Housing Officers (SWACUHO) Annual Conference, Oklahoma City, OK. "Housing Master Planning. Using Data to Inform Decision Making." Co-presenters: Michael Oliphant, Anderson-Strickler Consulting, Hiro Mishima, Facility Programming & Consulting.

Co-Presented, SWACUHO Annual Conference

February 2002

Southwest Association of College and University Housing Officers (SWACUHO) Annual Conference, San Antonio, TX. "Retention by the Dozen: Campus Collaboration to Improve First-Year Retention." Co-presenter: Deborah Hebert, PhD. Dean of Student Life, Angelo State University.

Presented: SWACUHO Annual Conference

February 2001

Southwest Association of College and University Housing Officers (SWACUHO) Annual Conference, Fayetteville, AR, "Filling the Void. Recruiting to the Profession."

Instructor: University Studies 1201, Critical Thinking

Fall 2000

Angelo State University, First-year seminar course.

Presented: AIMHO Annual Conference

November 1999

Association of Intermountain Housing Officers (AIMHO) Annual Conference, Boulder, CO, "Theme Based Staff Development."

Internship. Judicial Affairs Office, New Mexico State University

1998

Internship project: "Alcohol and Drug Violation Recidivism: The Impact on Graduation Rates."

Mentor: ACE Partners. First-Year Students Program,

1995 – 1997

New Mexico State University, Office of the Vice President for Student Affairs. First-year student mentor.

Member: Host Committee. Annual Conference. Association of College and University Housing Officers, International (ACUHO-i) New Mexico State University, Las Cruces, NM 1995

Instructor, Resident Assistant Class. Weber State University. 1992 - 1994

Elected. Entry Level Member at Large. Executive Committee, Association of Intermountain Housing Officers (AIMHO). 1991-1993

Chair. Resident Assistant Conference Host Committee, Association of Intermountain Housing Officers (AIMHO). Weber State University 1993

Member, Program Committee, Annual Conference, Association of Intermountain Housing Officers (AIMHO). Dixie College, St. George, UT. 1991

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Presented: AIMHO Annual Conference

November 1988

Association of Intermountain Housing Officers (AIMHO) Annual Conference, Las Cruces, NM "Summer Orientation. Recruiting for the Residence Halls."

Memberships & Committees

Member. Emergency Response Team.

2000 – present

FEMA Incident Command System (ICS) certifications obtained: 2009- 2010

- IS-700 National Incident Management System (NIMS), An Introduction
- IS-100.a Introduction to Incident Command System, I-100
- IS-200.a ICS for Single Resources and Initial Action Incidents
- MGT 310. Threat and Risk Assessment

SACS Reaccreditation: Campus-wide Compliance Certification Committee

2011 – present

- Chair, Physical Plant Sub-Committee.

Appointed, Campus Master Planning Committee

2009 – Present

Master Planning Committee members charged with responsibility to work with outside consulting firm to develop a comprehensive plan to address enrollment growth, space utilization and long term campus planning. Updated master planning responsibilities included working with consulting firms and coordinating the Housing Facilities Master Planning and Housing Financial Master Planning components.

Gender Equity Advisory Committee (NCAA Title IX)

2010 – present

Chair. Food Service Committee.

2000 - present.

Member. Housing Appeals Committee

2000 – present

Housing Appeals Committee members are responsible for hearing appeals from students whose request for exemption to the University's Housing Policy has been denied.

Member. ADA Committee.

2000 – present

Member, Financial Aid Appeals Committee.

2002 – present

Member. Campus Safety Committee

2000 – present

Advisor, "Screeners" Alternative Film Club (Student Organization)

2005 – present

Member, Angelo State University Public Art Committee

2010 – 2011

Appointed, Residential Campus Task Force

2008 - 2010

Appointed. Enterprise Resource Planning (ERP) Committee.

2003 - 2006

Project Team Lead members oversee the implementation and training related to campus-wide administrative system migration from SCT Plus to Banner Enterprise and Luminis (RamPort-Web Portal) systems. Project Team responsible for developing content, publication guidelines and end-user training for campus web portal

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Appointed. Centennial Master Plan Working Committee.

2004 – 2005

Master Planning Committee members charged with responsibility to work with outside consulting firm to develop a comprehensive plan to address enrollment growth, space utilization and long term campus planning.

Member. University Recruiting Team.

January 2000 – May 2004

Traveled and presented admissions and recruiting information to high school students and counselors in northeastern New Mexico. Participated in Admissions sponsored recruiting programs throughout West Texas.

Appointed. University Marketing Committee.

2000- 2001

Marketing Committee members charged with responsibility to work with outside consulting firm (STAMATS) in developing new institutional branding and marketing strategies to increase recruiting and retention efforts.

Member. Association of College and University Housing Officers, International (ACUHO-i)

Member. Southwest Association of College and University Housing Officers (SWACUHO)

Community and Volunteer Activities

Member. San Angelo Amateur Radio Club

2006 – present

- FCC Technician Class Amateur Radio license. Call sign: KE5IOY

Girl Scouts of Central Texas, Troop 5101

2008 - present

Parent-Teacher Organization. Glenn Middle School, San Angelo, TX

2010 - present

Breast Cancer Awareness Month: Education & Advocacy

1994 - Present

Volunteer. Special Olympics. Ogden, UT

1992 - 1994

Volunteer. Planned Parenthood, (Speakers Bureau), Odgen, UT

1991- 1994

Volunteer. Cache Valley Habitat for Humanity, Logan, UT

1988 - 1990

Volunteer. Northern Utah Sierra Club. Logan, UT, & Odgen, UT

1988 - 1992