

# **SUSAN M. GARDNER, PH.D.**

## **Educational History**

- ***Doctor of Philosophy, Higher Education Administration***, Capella University, 2011
- ***Master of Arts, Interpersonal & Public Communication***, Central Michigan University, 1997
- ***Bachelor of Arts, Communication Studies***, Oakland University, 1995

## **Professional Experience**

### **University of Charleston School of Pharmacy (Charleston, WV)**

11/13-Present

#### ***Assistant Dean for Professional and Student Affairs & Asst. Professor***

Primary faculty and course coordinator for three professional-level pharmacy classes: PHAR 501L Seminar in Professionalism (fall), PHAR 546 History of Pharmacy (fall), and PHAR 549 Seminar in Leadership and Advocacy (spring). Lecture in PHAR 510 Introduction to Pharmacy and PHAR 716 Pharmacy Management. Implement policies and procedures impacting student life within the professional program. Disseminate information and coordinate services available through the University relative to professional counseling, on-campus housing, student health services, Title IX requirements, and financial aid. Responsible for the development and provision of student services including activities which promote student development and leadership—concentrated in the areas of co-curricular programming, student mentorship programs, student programming, and professional student organizational governance. Oversee 14 professional student organizations including the Pharmacy Student Government Association (PSGA) and conduct and coordinate training and professional development of student leaders and faculty advisors. Serve as the chief judicial officer in matters related to the University and the School's Code of Conduct and Student Handbook. Oversee all aspects of recruitment and admissions for the school including supervision of admissions staff and coordination of the interview and selection process in collaboration with the Dean and the Student Affairs Committee. Serve as a member of the Student Affairs, Academic Affairs, Academic Standards, Quality Assurance and Executive Committees within the school of pharmacy. Serve as a member of the University assessment committee and faculty assembly.

### **Kanawha Valley Community and Technical College (South Charleston, WV)**

7/11-6/13

#### ***Vice President for Student Services***

Provided vision and leadership for the Division of Student Services—including both student affairs and enrollment functions. Supervised staff in the areas of: financial aid, admissions, recruitment, orientation, retention, registration/registrar/records, student conduct, career services, student involvement and leadership development, student government, disability services, and counseling. Served as an executive member of the President's staff; assisted with budgetary planning; facilities planning and management; campus safety and security; enrollment management; and campus-wide assessment. Served as the institution's SSAO/CSAO (chief student affairs officer). Worked closely with IT staff and BANNER database administrator to ensure accurate tracking and reporting of enrollment data. Developed policies and procedures related to student conduct, campus safety, transfer credit articulation, admissions and placement, non-credit to credit conversion. Served as a member of the campus transition team during the move to a new location and facility and assisted with decision making in regard to facilities planning, furniture and technology purchases and additional services offered at the new location. Successfully obtained grant funding for the institution's alternative break and social justice programs. Held fiscal

responsibility for divisional budgets in excess of \$600,000 and student financial aid funding in excess of \$10 million including: scholarships, Pell, work study and other state and federal financial aid programs.

**7/11-7/12                      *Interim Registrar***

Served as KVCTC's interim registrar while also maintaining the role of Vice President for Student Services. Developed (in collaboration with academic affairs) policies and procedures related to graduation certification, records management, transcript evaluation, and transfer credit evaluation. Served as the institution's certifying official for three graduation cycles. Served as an ex-officio member of the Academic Policy Committee during a time the curriculum was being changed to reflect requirements set forth in Series 11. Served as the institution's FERPA officer and primary Veteran's Certifying Official. Worked closely with BANNER database administrator and CIO to ensure reporting for HLC, HEPC and IPEDS was accurate and timely.

**1/10-7/11                      *Dean of Student Services***

Implemented a student services/affairs division at KVCTC (institution was previously administratively linked with WV State University and did not have its own student services division). Hired and supervised staff in the areas of: admissions, recruitment, financial aid and registration. Worked with staff at West Virginia State University to coordinate the delivery of student services (housing, health services, career services, disability services, counseling) as outlined in our MOU/Service Agreement. Established policies and procedures necessary for transitioning enrollment management from West Virginia State University (KVCTC was previously administratively linked with this institution) to an independent one-stop student services and enrollment division for KVCTC. Implemented a campus-wide retention initiative using EBI MAP-Works (responsible for the oversight, administration and assessment of the initiative) and received national recognition for those efforts.

**Southern West Virginia Community & Technical College (Logan, WV)**

**1/10-6/11                      *Instructor, Division of Humanities***

Taught two sections of the basic speech communication course each semester which focused on developing public speaking skills. This was a required course per the institution's general education program.

**Paper-Clip Communications/Federal News Services (Garfield, NJ)**

**1/06-6/11                      *Editor***

Served as the Editor for three nation-wide publications: Curriculum Review, School Health Professional and School Nutrition Professional. Responsible for all content for each publication. Wrote articles for additional publications (both K-12 and higher education focus). Helped coordinate webinars for K-12 and higher education professionals.

**10/98-1/06                      *Freelance writer***

Wrote articles, manuals, binders and training materials on topics related to higher education and student affairs including: town/gown relations, residence life, orientation, student development, service learning and judicial affairs.

**Educational Consultant & Fundraiser (Self-Employed)**

4/04-1/06

Successfully fundraised over \$500,000 for the state chapter of the March of Dimes through successful event planning and execution and grants. Fundraised over \$75,000 for the Junior League of Charleston through special events. Presented workshops for colleges (Concord University, Glenville State, University of Charleston) as part of resident assistant and orientation leader training.

**West Virginia Commission for National and Community Service (Charleston, WV)**

11/98-5/99

***Training and Conference Coordinator (contracted position)***

Served as a facilitator and trainer for state-wide AmeriCorps and VISTA programs as well as non-profit agencies and community organizations. Developed training modules and materials for over 500 National Service Cross-Stream Training Programs throughout the state of West Virginia. Responsible for coordination and planning of a state-wide annual community service conference.

**University of Charleston, Office of Student Life (Charleston, WV)**

5/00-4/04

***Assistant Dean of Student Life & Director of the Welch Colleague Program***

Directed all aspects of UC's orientation programs for over 300 freshmen each year. Contributed to the creation of UC's Peer Education Program, First Year Program and Residential Living Learning Communities in collaboration with faculty and Residence Life staff (once developed, responsible for supervising staff in these areas, monitoring programs, assessing program effectiveness, and implementing continuous improvement plans). Conducted selection and student leader training for 10 Peer Educators and 10-12 Resident Assistants each year. Assisted with the planning process for two new residence halls (Brotherton and New Hall). Planned and implemented Experience UC Days, two open houses and scholarship competitions for over 200 prospective students each year in collaboration with admissions office. Coordinated an annual student leadership conference and student leadership workshop series. Oversaw and assessed co-curricular requirements for Involvement Scholars, Student Government Association and Greeks. Supervised professional, graduate and student staff in the areas of: residence life, Greek life, community service, student activities, new student orientation and International student affairs. Taught a masters level research methods course through the business division. Fiscal responsibility for operational budgets in excess of \$300,000.

7/97-11/98

***Director of the Welch Colleague Program***

Taught four undergraduate courses each semester in the areas of social science (COL 101, COL 102, COL 398, and COL 498). Supervised community internship experiences and senior capstone projects for undergraduates. Developed curriculum and established leadership minor for undergraduate students (approved by the curriculum committee). Implemented a community service and alternative break program. Supervised the Community Service Program and trained faculty at UC on integrating service learning across the curriculum. Supervised two graduate level staff and five student staff.

**Central Michigan University (Mt. Pleasant, MI)**

8/96-7/97 ***Leadership Institute Coordinator, Office of Student Life***

Coordinated the campus' Student Leadership Institute designed to provide student organization leaders with opportunities to enhance their leadership skills. Worked collaboratively with student life staff and faculty to deliver workshops and seminars for student leaders throughout the year.

8/95-7/97 ***Graduation Teaching Assistant,  
Department of Speech Communication and Dramatic Arts***

Taught two sections of speech and interpersonal communication at Central Michigan University each semester. Served as coach for the forensics and debate team.

**Committee Involvement**

- Chair, UCSOP Student Affairs and Admissions Sub-Committee
- Member, UCSOP Academic Standards, Academic Affairs, Quality Assurance and Executive Committees
- Member, University of Charleston Assessment Committee
- Chaired the KVCTC Social Justice Committee (2010, 2011, 2012)
- Chaired the Student Conduct Committee and Chief Campus Judicial Officer (student conduct) at both KVCTC and UC
- Member of the KVCTC Student Success Taskforce aimed to increase the number of students earning a degree or credential (2012-2013)
- Project Manager for the KVCTC DegreeWorks Implementation Team (online degree audit system) (2011-2013)
- Member of the KVCTC Campus Safety Committee, Behavioral Intervention Team and Emergency Response Team (2012-2013)
- Member of the KVCTC Campus Technology Committee (2010-2013)
- Member of the Campus Marketing Committee (2010-2013)
- Ex-Officio Member of the KVCTC Academic Policy Committee (Curriculum Committee) (2011-2013)
- Member of the Strategic Enrollment Management Committee at UC (1997-1998)
- Chair of the UC Welch Colleague Program Advisory Board (1997-1998; 2000-2004)

**Community & Professional Involvement**

- Volunteer, University of Charleston Catholic Campus Ministry
- Historian, West Virginia Association of Student Personnel Administrators (2013-2014 term)
- Communications Chair, NASPA AGAPSS KC (2014-present)
- Secretary, NASPA Region II Advisory Board (2013-2016 term)
- Member, Planning Committee for HEPC/WVCTS State-wide Student Government Leadership Training (2011, 2012 & 2013)
- Member, Chancellor's College Completion Taskforce, WV HEPC (2011)
- Trainer, WV HEPC/WVCTS Degree NOW program aimed to increase the number adult learners in West Virginia completing college degrees (2011-present)
- Member, National Association Student Personnel Administrators (presented at past two national conferences) and member of the planning committee for NASPA's Community College Institute

- Certified and Registered Yoga Instructor (RYT)
- Daisy Girl Scout Leader, Black Diamond Girl Scout Council (2007-2008)
- Chair, WV State Chapter of the March of Dimes Executive Board (2005-2006)
- Past-President & Sustaining Member, Junior League of Charleston
- Past-President & Member, West Virginia Association of Student Personnel Administrators

### **Awards & Accomplishments**

- Presenter at state, regional and national conferences including WVCTCS/WVADE, NASPA, WVASPA, WV AACRAO and MAP-Works EBI on communication, student leadership development, service, and retention and recruitment
- Alum, NASPA's James E. Scott Academy for Chief Student Affairs Officers, 2012
- Recipient, Distinguished Service Award, West Virginia Association of Student Personnel Administrators, 2011
- Alum, American Association of Community Colleges Future Leaders Institute, 2011
- Recipient, Active of the Year Award, Junior League of Charleston, 2001 & 2006
- Nominee, WV Governor's Service Award, 2006
- Who's Who Among America's Teachers, 2004
- Alum, NASPA's Alice Manicur Women's Symposium, 2004
- Participant, Appalachian College Association's LEAD Seminar in Fall 2003
- Service-Learning Faculty Fellowship, University of Charleston, 1998
- Recipient, CMU Student Life Commitment to Campus & Community Award, 1997
- Two-time recipient, Graduate Presentation & Publication Grant, CMU, 1996 & 1997
- Recipient, state and national awards for excellence in public speaking (1991-1995)
- Published 100+ articles in journals, magazines and newsletters on topics including: higher education administration, student development, interpersonal communication, grant writing, children's health & nutrition, and more

***A list of references and publications available upon request.***