

ALYSSON M. SATTERLUND
4237 La Junta Drive
Claremont, CA 91711
530.204.8014
alyssonmsatterlund@yahoo.com

EDUCATION

Ph.D., Interpersonal & Organizational Communication, The University of North Carolina at Chapel Hill, NC, 2004
M.A., Information & Communication Studies, California State University, Chico, CA, 1999
B.S., Business Administration, California State University, Chico, CA, 1995
Certificate, Institute for Educational Management, Harvard University, Cambridge, MA, 2007
Certificate, Women's Higher Education Leadership Institute, University of San Diego, CA, 2015

PROFESSIONAL EXPERIENCE

Associate Vice President and Dean of Students, 8-2014-current

California State University, San Bernardino: San Bernardino, CA

Lead change management initiatives to build a contemporary and responsive student services unit through performance improvement initiatives, personnel transition plans and on-going assessment of student programs, facilities and services for 20,000 students at a Hispanic-Serving Institution (HSI) of the California State University system. Planned and designed a new 416-bed housing and residential facility and 600-seat dining facility scheduled to open Fall 2018. Developed an inaugural Family Orientation Program for 3,300 First Year students and their families. Launched the inaugural New Student Convocation and Week of Welcome programs. Managed the CARE team's emergency response and threat assessment for students of concern. Planned the first 24/7 On-Call Response Team. Redesigned the Instructionally-Related Activity Fee Program Board and distributed \$1 million in student fees for academic programs and services. Co-created and implemented Coyote First STEP, an award-winning, four-week college readiness residential development math and English program for 1,700 First Year students. Facilitated divisional strategic planning activities and appointed to the University's 2014-2015 Strategic Planning Working Group for Student Success. Serve on the national Culture of Respect Pilot committee to define best practices to end sexual violence on college campuses. Responsible for a portfolio of 75 full-time professionals and 400+ student employees via areas of accountability: Office of Student Conduct and Ethical Development; Santos Manual Student Union; Identity Centers; Housing and Residential Life; Office of Student Engagement; Office of Orientation and First Year Experience; Associated Students, Inc., National Student Exchange, the CARE Team and three auxiliaries with more than \$30 million in assets and reserves. Serve as the advisor to student government and hold presidential appointments on the Diversity Committee, the Clery Act and Title IX Implementation Team and the Campus Fee Advisory Committee. Serve as a 2015-2016 NASPA Under-Represented Student Fellow Mentor and elected Operations Chair on the national leadership team of Higher Education Case Managers Association (HECMA) for 2015-2016. Function as "Second-In-Charge" for the Division of Student Affairs. Nominated for the 2015 NASPA Regional VI Dean/Vice President of the Year award.

Senior Assistant Dean for Student Academic Support Services, 02-2012-8-2014

Director, Office of Pluralism and Leadership, 02-2012-8-2014

Dartmouth College: Hanover, NH

Provided leadership to a multi-generational team of 12 full-time professionals and 30+ student employees in the delivery of student services at a highly selective residential, liberal arts college in the Ivy League. Developed and implemented programs that support, retain and improve matriculation quality for under-resourced students. Managed \$4 million budget (endowed funds and subvention) and all personnel functions for areas of responsibility: Office of Latino/a Advising; Queer and Ally Life; Office of Black Student Advising; Office of Pan Asian Student Advising; First Generation Student Advising, International Student Programs; Native American Program; Center for Gender and Student Engagement, and Leadership Programs. Accountable for delivery of Residential Affinity House Programs: Cutter Shabazz Center for Intellectual Inquiry, the Native American House, LALACS House, Triangle House, Gender Neutral Program Floor, and McCullough International Floor. Coordinated pre-matriculation student success programs for identified student communities. Coordinated Bias Incident and Impact Protocol, Prevention, and Response team. Served as one of five senior officers responsible for a

comprehensive, 24/7 on-call system of emergency response for 4,200 undergraduate students. Administered \$90,000 emergency and educational enrichment fund. Served as a liaison to Dartmouth's Affinity Alumni communities. Collaborated with Admissions, Alumni Relations, Development and Advancement, Athletics, Judicial Affairs, Accessibility Services, Academic Skills Center, Counseling and Health Services, Residential Education, Center for Professional Development, Human Resources, Office of Public Affairs, and Undergraduate Deans Office to ensure an effective and culturally inclusive Student Academic Support Services and Case Management system. Wrote federal grant and fund-raising proposals. Advised individual students and student organizations: the Inter-Community Council, Women's Forum, and the Socioeconomic Status Action Network. Served on the New Student and Transfer Orientation Committee. Partnered with Facilities Planning and Residential Education to design and build inaugural LGBTQQIA Affinity House (opening August 2014). Co-managed Phase I design, project, and transition to new One-Stop Student Academic Support Center (opened March 2013) and served as its co-director. Served as Dartmouth's representative to the Consortium on High Achievement and Success (CHAS). Appointed to the Provost's Tucker Foundation Task Force.

Director, Student Organizations & Leadership, 06-2009-02-2012

Interim Director, Women's Resource Center, 06-2009-10-2011

Interim Director, PRIDE Center, 06-2009-10-2011

California State University, Sacramento (CSUS): Sacramento, CA

Created, implemented, and assessed student development programs and Campus Life activities for 28,000 diverse undergraduate and graduate students. Developed and implemented policies and procedures for the 7,000 students engaged in 250+ Student Clubs and Organizations, 40 Greek-Letter Organizations, and Student Leadership programs to achieve identified learning objectives. Co-author of five-year, \$1.8 million Department of Education AANAPISI grant; awarded October 2011. Partnered with Academic Affairs in development and implementation of programs and services that support and retain first-generation and under-resourced students. Managed \$750,000 budget and all personnel functions. Developed, supervised, evaluated, and coached seven full-time professional staff members and 12 student paraprofessionals. Designed and facilitated presentations, workshops, and trainings. Designed and implemented annual assessment across all programs and centers. Supervised staff in the development and delivery of educational programs for the Women's Resource Center and the PRIDE Center. Collaborated with Veterans' Success Center and Athletics. Initiated first alumni involvement fund-raising campaign with Advancement. Prepared for and responded to student crises and emergencies. In collaboration with colleagues across the University, implemented policies, procedures and sanctions related to student conduct, sexual harassment, sexual assault prevention, hazing, alcohol and other drug usage, bullying, ADA compliance and risk management efforts, campus posting, amplified sound, campus vending, and free speech. Created, implemented and managed student internship and faculty fellow program. Built faculty and community relations. President's appointment to Children's Center Advisory Board. Founding member of TORCH working group to create, fund, and coordinate K-3rd literacy and tutoring program with Sacramento elementary school partners.

Dean and Special Assistant to the Chancellor, 11/2003-12/2008

City College of San Francisco (CCSF): San Francisco, CA

Member of Chancellor's Cabinet. Served as the Chancellor's confidential liaison to students, faculty, staff, union leadership, elected officials, community members, alumni, donors, trustees and media across ten campuses where 3,000 faculty and staff served 95,000 students (unduplicated headcount). Facilitated institution-wide annual planning processes and special projects management, crisis communication, transfer and articulation initiatives with Bay Area universities and colleges, and supported local, state, and federal governmental relations. Managed annual office budget of \$1.3 million, \$1.6 million in federal grant monies and \$665,000 in personal services contracts. Managed the Office of Shared Governance and its 47 student, faculty, and staff committees. Prepared research reports, presentations, speeches, and communication pieces on behalf the Chancellor. Collaborated with the Vice Chancellors of Student Development on student grievances, student government activities, homeless student services, and ADA compliance; the Dean of Human Resources in the recruitment, selection, training, and recognition of professional staff and faculty members, district-wide diversity initiatives, and staff and faculty grievances; the Vice Chancellor of Facilities and Planning on the development of new campuses in the Mission and Chinatown neighborhoods; the Dean of Marketing and Public Relations on communication pieces and special events; the Vice Chancellor of Research and Advancement on strategic planning, fundraising and grant activities; the Vice Chancellor of Workforce Development on STEM employment initiatives; the Dean of the School of International Education & ESL on

study abroad contracts and non-credit ESL initiatives; and the Chancellor on Governmental Relations projects related to non-credit equalization, transfer and articulation, and basic skills funding. Directed annual evaluation process for 55+ Senior Staff and coordinated two successful Vice Chancellor searches. Supervised three full-time professional staff members, three off-site consultants, and several part-time student clerical assistants. Served as Secretary for San Francisco Higher Education Consortium from 2004-2007.

Communication Studies Department, Part-Time Faculty, 08/2005-05/2009

San Francisco State University (SFSU): San Francisco, CA

Taught undergraduate courses for the Department of Communication Studies: Organizational, Interpersonal, and Family Communication. Responsible for design of curriculum, creating effective learning environment and evaluating student learning. Incorporated service-learning into several courses.

Community Partnerships Coordinator, 09/2000-07/2003

The Kenan Institute for Ethics (KIE), Duke University: Durham, NC

Collaborated with 40 community-based partners in the Durham, Chapel Hill and Raleigh communities to support the University's "ethics-across-the-curriculum" research service-learning initiative. Advised and mentored a student-run organization: LEAPS. Coordinated the enrollment, risk management, and evaluation of 600 service-learning students each academic term. Conducted program assessment. Organized and facilitated training activities and workshops for student leaders and all service-learning students. Assisted in the development and design of bi-annual service-learning newsletter. Taught two service-learning courses within Duke's Education Program: "Civic Engagement and Community Partnerships" and "Service-Learning and Your Duke Education." Supported Coordinator for Service-Learning with grant proposals and faculty relations.

Communication Studies Department, Full-Time Instructor, 08/1999-07/2003

The University of North Carolina at Chapel Hill: Chapel Hill, NC

Taught undergraduate courses: Introduction to Organizational Communication, Introduction to Interpersonal Communication, and Small Group Communication. Responsible for design of course curriculum, creating effective learning environment and evaluation of student learning. Incorporated service-learning into all course curriculum and supervised one teaching assistant.

Director of the Smart Start Volunteer Initiative, 08/1999-07/2000

Volunteer Center of Greater Durham: Durham, NC

Recruited and connected 300 volunteers to work with children birth to five for the North Carolina Smart Start Initiative. Conducted trainings, county-wide workshops and consultations with 32 affiliated non-profits. Completed monthly budget summaries and quarterly reports. Secured all funding to continue programming.

Assistant Director, 01/1997-07/1999

Associated Students: CSU, Chico: Chico, CA

Developed, planned, implemented and scheduled 23 student development programs for Community Action Volunteers in Education (CAVE). Responsible for overall recruitment of 1,800 student volunteers each academic year, including volunteer placement, volunteer and client safety, and program assessment. Recruited, hired, trained, managed and evaluated 80+ volunteer student personnel each semester. Organized fund-raising, marketing and promotion events. Managed office, prepared evaluation and budgetary reports. Supported Executive Director with grant writing and community and faculty relations. Supervised to ten part-time professional staff members and three part-time student clerical assistants. Provided policy and procedure recommendations. Secretary to CAVE Advisory Board.

Volunteer Coordinator, 07/1996-12/1996

Parent Education Network (PEN): Chico, CA

Created and managed all volunteer recruitment, screening, training and recognition processes for five volunteer-based programs within Butte County. Handled special event planning. Supported the efforts of three local boards of directors. Coordinated annual fund-raising activities. Supervised one part-time staff member.

Customer Service Manager, 06/1995-06/1996

First Interstate Bank (FIB): Chico, CA

Supervised staff of 12 professionals in provision of branch customer service, data processing and service inputs. Organized branch fundraising for United Way of Butte & Glenn Counties. Designed scoring system and learning guide for Northern FIB Branch Officer Team.

INTERNSHIP

Direct Mail Intern, 05/1994-08/1994

National Organization for Women (NOW): Washington, D.C.

Worked directly with marketing consultants, list brokers and managers in campaign/project management as a part of the NOW fundraising team. Responsible for all phases of mail campaign: copy, art, final production, cost analysis, and mailing deadlines. Lobbied Congress.

SELECTED HONORS, AWARDS, AND SERVICE

- Co-Facilitator, CSU-hosted System Webinar – Coyote First STEP: When Success Happens, November 2015
- Co-Coordinator and Presenter: ASCA Drive-In Conference “Creating and Sustaining an Ethic of Care: Innovations, Insights, and Essential Practices for College and University Safety, Wellness, and Student Success”, October 2015
- 2016 NASPA Pre-Conference Institute Facilitator – “The Number Two” Workshop
- 2016 NASPA Pre-Conference Institute Facilitator – HECMA Best Practices Workshop
- Title IX Training – CSU Chancellor’s Office – July 2015
- Regional VI – NAPSA nominee for Dean/Vice President of the Year - 2015
- Higher Education Case Manager Association (HECMA) – National Operations Chair for 2015-2016
- University Business National Innovation Award Nominee – “Models of Excellence 2015” for Coyote First STEP
- Academic & Student Affairs Leaders’ Institute, Costa Mesa, CA – January 2015
- Invited Keynote Panelist, April 2013, Outdoor Orientation Program Symposium – Diversifying Outdoor Education, Becket, MA
- Consortium of High Achievement and Success (CHAS) Quarterly Meeting, January 2013 Planning Committee – Host Institution
- Consortium of High Achievement and Success (CHAS) Quarterly Meeting, June 2012 Conference Planning Committee
- Invited External Reviewer, Notre Dame de Namur University, California – November 2011
- Bay Area Student Activities Consortium, 2011 Conference Planning Committee, Host Institution
- NASPA, Sub-Region, Student Development and External Relations Knowledge Community, 2010-2011
- Bay Area Student Activities Consortium, 2010 Conference Planning Committee
- Advisory Board Member, Communication Studies Department, California State University, Chico, 2004-2007
- The Woodrow Wilson Foundation’s Doctoral Practicum Grant Reviewer and Evaluator, 2004
- The Woodrow Wilson Foundation’s Doctoral Practicum Grant Reviewer and Evaluator, 2003
- PAGE Fellow, The University of North Carolina at Chapel Hill, 2003-2004
- The University of North Carolina at Chapel Hill; Sherrill-Pence Graduate Student Applied Research Award, 2003
- The University of North Carolina at Chapel Hill; Sherrill-Pence Graduate Student Applied Research Award, 2000
- The Woodrow Wilson Foundation’s Doctoral Practicum Grant Recipient, National Humanities Recipient, 2002-2003
- Maggie Award Recipient, CSU, Chico Women’s Center, 1999
- CSU, Chico Staff Council Scholarship Recipient, 1999
- CSU, Chico Outstanding Human Communication Graduate Student Award, 1999

RESEARCH EXPERIENCE

Dissertation, UNC-CH Communication Studies Department

A Thousand Hours of Overtime: A Case Study of Employee Volunteerism, Identification & Commitment

Research Team Leader, UNC-CH Communication Studies Department

Non-profit Employee Retention Case Study

Research Partner, UNC-CH Communication Studies Department

Service-Learning and Community Partnerships

Research Team Member, UNC-CH Communication Studies Department

Person-Centered Comforting Messages and Cognitive Complexity

Master's Thesis, CSU, Chico

Mentoring for Big Brothers/Big Sisters of Sacramento: Training Assessment, Mentoring Style, Satisfaction, and Organizational Commitment

ACADEMIC PAPERS AND PRESENTATIONS

Satterlund, A.M. & May, S.K. (2014, February). *Community State Bank* – Invited Chapter for Case Studies in Volunteering and NGOs. Editors: Jennifer Mize Smith & Michael W. Kramer, Peter Lang Publishing.

Satterlund, A.M. (2003, November). *Building and Sustaining Community Partnerships*. Invited Panel Presentation at the meeting of the National Woodrow Wilson Fellowship Foundation: Imagining America: Artists and Scholars in Public Life, The University of Illinois-Urbana Champaign, IL.

Satterlund, A. M. (2002, February). *Service-learning Outcomes in Undergraduate Coursework: Assessment of Service-Learning in a Small Group Communication Course*. Panel presentation at the meeting of the Western Communication States Association, Long Beach, CA.

Satterlund, A.M. & May, S. K. (2002, October). *Dialectical Tensions of Service-Learning: Understanding the Student/Community Partner Relationship*. Competitively selected paper presented at the 2nd Annual International Service-Learning Conference, Vanderbilt University, TN.

Satterlund, A. M. & Guzley, R. M. (2000, February). *Mentoring with Big Brothers/Big Sisters: An Assessment of Mentoring Style, Satisfaction, Organizational Commitment and Intent to Remain*. Competitively selected paper presented to the meeting of the Western Communication States Association, Sacramento, CA. Competitive Paper, 4th overall.

Satterlund, A. M. & Guzley, R. M. (2000, November). *Challenges of Mentoring with Big Brothers/Big Sisters: A Focus Group Study*. Competitively selected paper presented at the meeting of the Organizational Communication Division of the National Communication States Association, Seattle, WA.

Satterlund, A. M., (1999, February). *Communication Barriers in Interethnic Mentoring Relationships: Using Face-to-Face Interviewing in Intercultural Research*. Paper presented at the meeting of the Western Communication States Association, Vancouver, BC.