

SUZIE BAKER

EDUCATION

MASTER OF ARTS, COUNSELOR EDUCATION
Virginia Tech, Blacksburg, VA
May 2007

BACHELOR OF ARTS, ENGLISH STUDIES
Huddersfield University, Huddersfield, UK
June 2001

HIGHER EDUCATION EXPERIENCE

SENIOR ASSISTANT DEAN OF STUDENTS

August 2016 – Present

Office of the Dean of Students | University of North Carolina, Chapel Hill

- Direct and oversee the day-to-day operations of the Office of the Dean of Students (ODOS) with a focus on student care and case management.
- Develop and lead the case management efforts for the office including the direct supervision of the Case Manager and Assistant Case Manager.
- Serve as the chair of the Care Team, an interdisciplinary group charged with creating and coordinating effective and cohesive action plans to support students of concern.
- Provide crisis intervention and stabilization as a member of the Critical Incident Response Team (CIRT), the Student Affairs on-call student crisis/emergency team.
- Work collaboratively with campus and community partners to provide high-impact programming and services that support student success.
- In collaboration with UNC-CH Police Department, deliver presentations about campus and community safety to groups of 400+ new students and their families.
- Facilitate developmental Orientation sessions for incoming freshman and transfer students, focused on fostering understanding and engagement with self-identity exploration, intersectionality, and broad concepts of diversity and inclusion.
- Develop and manage budget requests for case management and student-facing outreach and programming.
- Support a caseload of 200+ students each semester through the provision of advocacy, assistance, referrals, and resources.
- Create processes, procedures, templates, and written materials to facilitate the execution of the University Attendance Policy.
- Foster co-curricular student learning as a member of the Carolina Excellence steering committee.

Notable Accomplishments

- Implemented a “walk-in” model for the office to facilitate efficient case management practices in service of pressing student needs.
- Instituted a Net Promoter Score assessment to better understand student experiences in relation to meetings with ODOS staff and solicit feedback designed to inform data-driven changes.
- Founded the first annual Fresh Check Day, a mental health awareness and suicide prevention program attended by more than 300 students.

ASSOCIATE DIRECTOR

August 2015 – August 2016

Cranwell International Center | Virginia Tech

- Directed and provided oversight to the day-to-day operations of the Center, managing six professional staff, one graduate assistant, and two student employees. Supervised three direct reports.
- Lead crisis response and case management efforts for the Center in collaboration with the Dean of Students, Student Advocacy Office, and Intercultural Engagement Center.

- Supported best practices to ensure campus and community safety as the Center representative to Care Team, the Sexual Violence Prevention Committee, and the Violence Prevention Taskforce.
- Advocated, educated, and empowered international students to resolve a wide variety of challenges with an advising model informed by student development theory.
- Championed actionable efforts towards diversity and inclusion by serving on the InclusiveVT Advisory Group, The Coalition (a student success focused taskforce for underrepresented students).
- Served as a member of the Keystone Experience Advisory Group, responsible for developing and implementing a university-wide framework through which to deliver high-impact programming for students to explore, practice, and live the Division of Student Affairs Aspirations for Student Learning.
- Assisted students as a faculty advisor for the Undergraduate Honor System and the Office of Student Conduct, providing advising and support to international students navigating an alleged violation.

Notable Accomplishments

- Established and co-chaired the International Caucus responsible for leading senior-level strategic advocacy efforts related to the needs and contributions of international staff, and faculty.
- Instituted a point-of-service assessment to measure the value and efficacy of in-person advising and support services.
- Contributed to the vision and re-organization of the Center staffing structure in partnership with the new director.
- Qualified as an administrator of the Intercultural Development Inventory (IDI).

INTERIM DIRECTOR

January 2015 – August 2015

Cranwell International Center | Virginia Tech

- Managed the Center's \$80K annual budget by analyzing and prioritizing current and future needs with a purview to fiscal responsibility and mission-focused spending.
- Served as a Designated School Official providing direction, oversight, and support to the immigration functions of the Center.
- Ensured compliance with state and federal requirements with frequent review of existing policies and procedures and the subsequent development of an immigration policy manual.
- Managed and directed five professional staff, one graduate assistant, and two student employees. Supervised three direct reports.
- Advocated for the international student community at individual, departmental, and institutional levels.
 - Provided intercultural communication and awareness training to departments to facilitate student learning, foster empathetic understanding of international student experiences and forge collaborative partnerships with colleagues to support the Cranwell International Center mission.
 - Served on the University Council on International Affairs and the Commission on Equal Opportunity and Diversity to address inequitable processes and unequal access to services, and actively support the institutional focus on globalization.
 - Conducted individual meetings with students and families to provide advising, advocacy and case management.

Notable Accomplishments

- Co-chaired the Internal Program Review committee for the Cranwell International Center to identify current areas of strength and future opportunities for improvement.
- Contributed to the authorship of the Bias-Related Incident Response protocol document.

ASSISTANT DIRECTOR, STUDENT SUPPORT SERVICES

June 2012 – August 2015

INTERIM LEADERSHIP

October 2012 – August 2013

Cranwell International Center | Virginia Tech

- Provided leadership to the Center and its five staff in the absence of a director. Maintained a spirit of team cohesiveness and fostered an office culture of trust and professionalism.
- Managed the Center's student-centered support and immigration services and directly supervised two advising staff.

- Supported international students through the provision of short-term counseling, crisis intervention and response, case management, advocacy, advising, and referral.
- Served as the Center's representative on Care Team and liaison to campus and local Police Departments and Dean of Students Office for issues concerning crisis prevention and threat assessment.
- Collaborated with university departments and community agencies to provide outreach and training opportunities relating to intercultural competency and multicultural considerations for student learning in higher education.
- Cultivated relationships with key stakeholders and instituted an ethos of collaborative partnerships.
- Facilitated and engaged domestic and international students in high-impact programming. Programs ranged from small-group activities to community-wide events such as International Street Fair with approximately 15,000 in attendance.

Notable Accomplishments

- Re-designed, coordinated, and launched a new three-part International Undergraduate Orientation program to effectively prepare, educate, empower, and welcome international students as they transition to Virginia Tech.
- Conducted a review of existing departmental protocols and procedures and made evidence-based changes to align the Center's practices with business, legal, and ethical standards.
- Advocated for and secured funding to employ a full-time administrative assistant.
- Maximized staffing capacity and student accessibility to services by instituting walk-in advising hours and launching an online appointment scheduling system.
- Created budget transparency and addressed spending patterns to responsibly allocate funds to intercultural programming and student leadership development.
- Modernized and taught a 3-credit hour First Year Experience course to international freshman.

FAMILY RELATIONS GRADUATE ASSISTANT

August 2006 – May 2007

Dean of Students Office | Virginia Tech

- Duties included event planning, workshop development and implementation, responding with empathy, sensitivity, and accuracy to parent inquiries and concerns, and aiding in the research and development of new programs and services.
- Assisted in the Dean of Students Office response to the events of April 16th including supporting victims' families and survivors in their recovery, and helping to answer questions and address concerns from other Virginia Tech community members.
- Supported other areas of the Dean of Students Office as and when needed including New Student Orientation, Family Day and other special events.

RELATED EXPERIENCE

SCHOOL COUNSELOR/DEPARTMENT HEAD

June 2007 – June 2012

Narrows High School | Narrows, VA

- Gave oversight to the daily operation of the school counseling department and provided leadership, growth and accountability to the counseling program as a whole.
- Provided immediate response services to students in crisis in addition to solution-focused individual and group counseling.
- Partnered with outside agencies and educational institutions to develop and implement programming to provide students opportunities for further learning, self-discovery, and educational advancement.
- Provided on-site clinical supervision and training to Master's level interns from the Counselor Education program at Virginia Tech.

EMERGENCY ASSESSMENT CLINICIAN

May 2007 – October 2007

New River Valley Community Services | Blacksburg, VA

- Provided emergency on-call crisis intervention services for individuals experiencing acute mental health and substance abuse issues.

- Worked closely with law enforcement officials, hospitals, psychiatric facilities, and crisis stabilization units to provide a safe and appropriate environment for clients in crisis.
- Completed and maintained clinical, legal, and administrative documentation of assessments in compliance with agency policies and procedures.
- Supported and educated family members throughout the crisis response, referral, and follow-up process.

SELECTED PRESENTATIONS

AUTHENTICITY AND THE SOCIAL CONSTRUCT OF PROFESSIONALISM	
Empowered to Lead: Women in Higher Education Leadership Conference	Spring 2018
CAMPUS AND COMMUNITY SAFETY AT THE UNIVERSITY OF NORTH CAROLINA, CHAPEL HILL	
UNC-CH New Student and Family Programs Orientation	Summer 17/18
CULTUROSITY: ENGAGING INTERCULTURAL CURIOSITY & DEVELOPING COMPETENCE	
Virginia Tech Housing & Residence Life, Resident Advisor Training	Summer 2015
UNDERSTANDING THE INTERNATIONAL STUDENT EXPERIENCE	
Virginia Tech Division of Student Affairs, Multiple	Spring 2015
Pamplin College of Business	Spring 2015
The Student Success Center	Spring 2015
College of Science	Fall 2014
College of Architecture & Urban Studies	Fall 2014
College of Liberal Arts and Human Sciences	Spring 2014
INTERNATIONAL STUDENTS: MULTICULTURAL CONSIDERATIONS & COMPETENCIES	
Virginia Tech Cook Counseling Center	Fall 2014/15
UNDERSTANDING & CONNECTING WITH INTERNATIONAL STUDENTS	
Virginia Tech Undergraduate Honor System and Student Conduct Student Leaders	Fall 2013
INTERNATIONAL ORIENTATION FOR A LARGE POPULATION	
NAFSA: Association of International Educators Region VIII Conference	Fall 2013
ADVISING NEEDS FOR DIVERSE STUDENT POPULATIONS	
Virginia Tech Advising Matters Conference	Spring 2013
INTERNATIONAL STUDENT NEEDS AT VIRGINIA TECH	Spring 2013
Virginia Tech Commission on Equal Opportunity and Diversity	

SELECTED PROFESSIONAL DEVELOPMENT

CRITICAL INCIDENT RESPONSE & EMERGENCY MANAGEMENT TRAINING	
HECMA Roundtable 2018 HECMA	Spring 2018
HECMA Case Management Drive-In HECMA Carolinas Region	Spring 2017
Continuity of Operations Plans Training Virginia Tech	Spring 2015
Building Emergency Coordinator Training Virginia Tech	Spring 2014
FEMA ICS 100: Introduction to Incident Command for Higher Education Virginia Tech	Spring 2014
FEMA ICS 200: Single Resources and Initial Action Incident Virginia Tech	Spring 2014
Team Leader training, Disaster Mental Health Response Plan Virginia Tech	Fall 2013
STUDENT DEVELOPMENT & PROFESSIONAL GROWTH	
Racial Equity Institute University of North Carolina, Chapel Hill	Spring 2018
"Get it Together, Damn It!": Racism in Student Affairs Supervision ACPA Webinar	Fall 2017
Understanding and Meeting the Needs of Students Experiencing Homelessness NASPA Webinar	Fall 2017
NASPA Mental Health Conference: A NASPA Strategies Conference	Spring 17 & 18
UNC-CH Safezone University of North Carolina, Chapel Hill	Fall 2016
Green Zone University of North Carolina, Chapel Hill	Fall 2016
HAVEN: Helping Advocates for Violence Ending Now University of North Carolina, Chapel Hill	Fall 2016
Supporting Muslim Students: Myths, Islamophobia & Barriers Virginia Tech	Fall 2015

Business Practices Seminar Virginia Tech	Spring 2015
Implicit Bias Training Virginia Tech	Spring 2015
Strategies of Working with Asian-American University Students ACA Conference	Spring 2015
East Meets West: Empowering Asian Americans through Healing ACA Conference	Spring 2015
Prevention and Intervention Strategies for International Students ACA Conference	Spring 2015
Margolis Healy Title IX Trauma-Informed Response Training Virginia Tech	Fall 2014
Gallup Strengths Quest CSS100: Strengths Educator for Higher Education Virginia Tech	Spring 2014
Harassment Prevention & Complaint Handling Training for Supervisors Virginia Tech	Spring 2014
Management Skills for New Supervisors Virginia Tech	Spring 2014
Title IX training: Preventing Sexual Harassment of Students Virginia Tech	Fall 2013
Working Effectively with Today's Student Virginia Tech	Spring 2013
The Five Behaviors of a Cohesive Team Virginia Tech	Spring 2013
Virginia Tech Safe Zone 101 Virginia Tech	Spring 2013
Advising Strategies for Students on Academic Probation Virginia Tech	Spring 2013
American Counseling Association Conference Orlando FL	Spring 2014
NAFSA Region VIII Conference Various	Fall 2012 & 13

PROFESSIONAL AFFILIATIONS

Higher Education Case Managers Association (HECMA)
 NASPA | Student Affairs Professionals in Higher Education
 American Counseling Association (ACA)

LICENSURE

Licensed Professional Counselor, VA | #0701005850
 National Certified Counselor | #611897
 Pupil Personnel Services License, VA | #PPS-0602545
 Qualified Administrator: Intercultural Development
 Inventory (IDI)
