Caitlyn Hurley

**EDUCATION**

University of Tampa, Tampa, FL Aug. 2024

***Master of Arts in Professional Communication***

Merrimack College**,** North Andover, MA May 2020

***Master of Education in Higher Education***;*Capstone: Design of a Developmental Student Conduct Hearing Board*

Westfield State University, Westfield, MA May 2019

***Bachelor of Arts in Communication***; *Concentration: Public and Corporate Communication*

**HIGHER EDUCATION EXPERIENCE**

University of Tampa, Tampa, FL June 2022 – Present

***Non-Clinical Case Manager, Student Care & Advocacy***

* Maintain and support a caseload of 30-60 students at a given time who are struggling with interpersonal, medical, mental health, socialization, academic, financial, family and behavioral concerns
* Serve as a member of the CARE team and BIT (Behavioral Intervention Team)
* Collaborate with campus services, including the Academic Success Center, Student Accessibility Services, Campus Safety and the Counseling Center, as well as faculty, to develop well-rounded support plans for students of concern
* Prepare and deliver presentations to student leader/employees, faculty, and staff to provide information about how to identify and support students of concern and the procedures of the CARE team
* Serve on-call as a Victim Advocate and collaborate with Campus Safety and Title IX as appropriate
* Coordinate and conduct well-being checks in collaboration with Residence Life or Tampa Police Department
* Teach a first-year seminar course, covering topics including self-care, campus resources, diversity, equity and inclusion (DEI), presentation skills and leadership skills
* Serve as a founding member of the Basic Needs Committee, providing financial support and resources to students struggling with food insecurity and emergency needs
* Identify emerging concerns, trends and issues for current students and provide relevant education, programming and outreach for the campus community

University of Tampa, Tampa, FL May 2021 – May 2022

***Area Coordinator, Residence Life***

* Supervised, trained and evaluated 12 Resident Assistants, 1 Student Assistant Coordinator and 10 Desk Assistants
* Oversaw a first year, suite style residence hall of 480 residents
* Served in the emergency and after-hours professional staff on-call rotation for a population of 5,000 students
* Coordinated training sessions and ongoing professional development opportunities for 130 Resident Assistants alongside the Associate Director of Residential Education
* Served as an adminstrative hearing officer for lower-level student conduct cases that included violations of alcohol and theft of university property

University of Missouri – Columbia, Columbia, MO July 2020 – Apr. 2021

***Residence Hall Coordinator, Residential Life***

* Supervised, trained and evaluated 14 Resident Advisors
* Managed the administrative responsibilities and overall supervision for a traditional co-ed residence hall of 420 residents that included 7 first-year interest groups and living-learning communities
* Served in the emergency and after-hours professional staff on-call rotation for a population of 3,500 residents
* Effectively responded to and resolved crisis situations and collaborated with campus resources such as MU Police Department, the Counseling Center, and the Office of Civil Rights and Title IX
* Co-led the Student Staff Recruitment and Selection Committee with a fellow Hall Coordinator and the Assistant Director of Operations to recruit, schedule and host virtual interviews and evaluate candidates

Merrimack College**,** North Andover, MA May 2019 – May 2020

***Graduate Fellow, Office of Community Standards***

* Served as a case manager for higher-level CARE cases which focused on students of concern who struggled with issues surrounding mental health, eating disorders, family, relationship, roommate, and financial concerns
* Assessed the student from the assigned CARE case, provided resources for the student and built a relationship with the student by meeting on an as needed basis
* Adjudicated over 300 issues of non-academic behavior through administrative hearings and student conduct boards
* Served as chairperson for student conduct boards, which were held for cases that had the potential to result in removal from housing, suspension or expulsion for the involved student
* Organized, scheduled and instructed CHOICES classes; CHOICES is a nationally accredited research-based intervention program that assists college students in making safer choices in relation to alcohol and marijuana usage
* Facilitated two BASICS sessions per assigned student as a BASICS Certified Instructor; BASICS is an evidence-based program that helps students make better alcohol-use decisions and reduce their risks for alcohol-related harm
* Collaborated with the Office of Wellness Education to implement and support programming; covered topics such as substance use/abuse, mental health and sexual assault/relationship violence

Westfield State University, Westfield, MA

***Student Conduct & Student Affairs Intern***  Sept. 2018 – May 2019

* Served as a case manager/peer mentor for students who struggled with transitioning to college
* Analyzed student conduct data in relation to alcohol and drugs and found patterns over the previous six years
* Created a detailed PowerPoint of findings from the anaylzed data and presented to the Student Affairs team to assist in creating a culture of change surrounding consumption and usage of substances across campus
* Served on the Student Conduct Handbook Review Committee with representatives from across campus
* Coordinated and maintained relationships for creative sanctioning, community service and/or educational work projects through communicating with organizations on campus and in the city who requested volunteers
* Researched best practices on integrating conversations about hazing into orientation and student educational modules for the need to make change around the culture of hazing; presented findings to the Dean of Students
* Adjudicated non-academic student conduct code infractions related to alcohol

**TRAININGS/CERTIFICATIONS**

Crisis Intervention & Risk Assessment Sep. 2023

Victim Services Practitioner Designation Apr. 2023

Mental Health First Aid Certified Aug. 2021

Ask, Listen, Refer Training Mar. 2021

RESPOND Training: Partnering for Campus Mental Health Mar. 2021

BASICS Certified Instructor Sept. 2019

**MEMBERSHIPS/PROFESSIONAL INVOLVEMENT**

HECMA Member June 2022 – Present

* HECMA Conference Attendee 2023

Non-Clinical Committee Member July 2023 - Present

* Co-create and co-facilitate a virtual networking event for members; 270 registered attendees
* Review Conference Proposals for HECMA 2024 Conference
* Host a bi-weekly, virtual processing group for several HECMA members

**AWARDS/HONORS**

*University of Tampa*

**Faculty/Staff Unsung Hero Award**  Apr. 2024

**Employee of the Month**  Oct. 2023

*NASPA Region 1*

**Richard F. Stevens Outstanding Graduate Student of the Year Award (MA)**  Nov. 2020

*The Placement Exchange, Virtual*

**Candidate Funding Award** Feb. 2020