

## Ilona T. Owens

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Experienced professional in higher education with progressive responsibilities in a broad range of student-focused program areas, including advising, community development, counseling, residence life, student life, and crisis response. Passion for college student development and student success. Experienced in classroom instruction, professional development training, program development, and supervision of a wide variety of professional, para-professional and student staff. Demonstrated competency in policy development, retention programs, and project analysis.

### HIGHER EDUCATION EXPERIENCE

#### **Alamance Community College, Graham, NC**

*Director of Student Success, 2016-present*

- Promoted to lead a comprehensive student success program with impact and student engagement from orientation, through enrollment, to employment
- Program lead for a \$5 million, Department of Education, TRiO Student Support Services grant
- Program lead for grant funded Aviso Early Alert and Student Coaching programs to increase student retention and completion rates
- Oversight for all aspects of the Minority Male Success Initiative, including training, program development, coaching, and analysis
- Lead counseling and Title IX programming efforts on campus promoting mental health, stress management, healthy lifestyles, inclusion, gender equity, community access, and student success
- Increase awareness of challenges surrounding disabilities, mental health concerns, veterans, race, and gender issues on campus through training programs, educational workshops, and collaborative discussions
- Collaborate to oversee the advising process for over 4,000 students across 40 programs
- Retained all previous areas of responsibilities.

*Director of Career Services and Counseling, 2013-2016*

- Facilitated, as Student Success Committee Chair, the transition to a broader student development focus rather than the previous limited student services approach
- Guided students in all aspects of career development from exploration to employment
- Increased employer engagement in the annual job fair by over 25%
- Counseled students through crises and made referrals to community agencies as appropriate
- Co-developed and supervise the *Single Stop* program which serves to assist students in accessing a variety of community agencies and over \$100,000 in financial funding annually
- Supervised the Disability Services program with a caseload of 100+ students and ADA accommodations ranging from moderate to extensive
- Supervised the Office of Student Life & Engagement, including oversight of 30 + student organizations and the Student Government Association
- Advised and registered students across four divisions and 30 program areas as needed

#### **Greensboro College, Greensboro, NC**

*Dean of Students, 2010-2013*

- Supervised all previous aspects of student life on campus, adding student health services, counseling, religious life, and career services
- Met with students in crisis to resolve issues, problem-solve, advocate and act as a liaison
- Developed initial Title IX policies for the college community
- Served on the *Enrollment Unit*, focusing on stabilizing enrollment and managing budget shortfalls

- Active member of the College's Early Alert Team, outreaching to students and promoting retention
- Coordinated the annual "Opening of the College" for over 1400 students

*Associate Dean of Students, 2006-2010*

- Supervised all aspects of the College judicial program to promote safety and community and adhered to all federal reporting requirements
- Developed and maintained a vibrant student life program, incorporating residence life, student activities, leadership development, student recreation, and community service programs to promote community engagement, student health, and leadership development
- Continued role as the College's International Student Advisor (Primary Designated School Official)

*Assistant Dean for Student Life and Retention, 2004-2006*

- Supervised a diverse Residence Life program, promoting community, safety, healthy living, and academic success
- Coordinated judicial programs to educate students about college policies, support improved decision-making, promote community development and encourage healthier lifestyles
- Continued service as the International Student Advisor

*Assistant Dean for Involvement & Orientation, 2002-2004*

- Coordinated all aspects of Orientation and Family Weekend programs to engage and retain students
- Selected to serve as the International Student Advisor (Primary Designated School Official)
- Co-designed an integrated leadership program to promote lifelong leadership and engagement
- Supervised the Director of Student Activities

*Director of Student Activities, 2000-2002*

- Promoted the development and strengthening of 30+ student organizations on campus
- Increased student involvement on a campus of 1400 students
- Planned and organized over 500 programs focused on recreation, community building, health & wellness, leadership development, and service to the community

**TEACHING EXPERIENCE**

*Greensboro College and Elon University*

Abnormal Psychology

Developmental Psychology

First-Year Seminar

General Psychology

Personality Theory in Psychology

**PRESENTATIONS & TRAINING EXPERIENCE**

ADA/504 Accommodations

Green Zone (*supporting veteran students*)

Organization Advisor Training (*student activities*)

Resume Writing, Interview Skills, and Employability Skills (*career services*)

SafeZone (*supporting LGBTQIA+ students*)

Verbal Judo (*communication skills for residence life staff*)

**PROFESSIONAL ORGANIZATIONS**

National Career Development Organization, North Carolina Career Development Association, North Carolina Counseling Association, North Carolina Community College Student Development Professional Association, Two-Year

First-Year (TYFY), North Carolina Independent Colleges and Universities (former), National Association of Campus Activities (former), Association for the Promotion of Campus Activities (former), National Academic Advising Association (former)

### **PROFESSIONAL DEVELOPMENT & TRAINING**

NACADA, Region 3 Drive-In Conference (2018, 2019)

Chrysalis Network, Puzzles Conference (2016, 2017, 2019, 2020)

North Carolina Career Development Association Annual Conference (2015, 2016)

Two-Year First-Year (TYFY) National Conference (2017)

National Career Development Association Annual Conference (2015)

Strong Interest Inventory and Myers-Briggs Type Indicator Certification Training (April, 2014)

### **SKILLS & CERTIFICATIONS**

- Microsoft Office Suite, Colleague, Aviso Engage, College Central Network, Prezi, Facebook
- Certifications: Myers-Briggs Type Indicator, Strong Interest Inventory, Green Zone, SafeZone
- Highly organized, excellent communications skills, attention to detail, student focused

### **EDUCATION**

**East Carolina University, Greenville, NC**

*Master of Arts, Clinical Psychology (Summa cum Laude)*

**Elon University, Elon, NC**

*Bachelor of Arts, Psychology (with Honors)*

### **COMMUNITY ENGAGEMENT**

**CrossRoads Sexual Assault Response and Prevention, Board Member**

**Other Voices Diversity Program, Participant**

**Relay for Life, Chair, Greensboro College Student Development Team**

**Southern Alamance High School, Men's Soccer, Parent Volunteer**

