

Crystal A. Hardeman, M.A.E.

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EDUCATION

Western Kentucky University

Master of Education in Student Affairs

Bowling Green, Kentucky

May 2012

Western Kentucky University

Certificate in International Student Services

Bowling Green, Kentucky

May 2012

Western Kentucky University

Bachelor of Interdisciplinary Studies in Education

Bowling Green, Kentucky

May 2006

WORK EXPERIENCE

ASSOCIATE DIRECTOR, LEADERSHIP ENGAGEMENT AND DEVELOPMENT

AUGUST 2016 - PRESENT

LEADERSHIP ENGAGEMENT AND DEVELOPMENT, COMMERCE, TEXAS

- Development and implementation of a multi-year/multi-tier leadership program
- Supervise three student assistants
- Increase student engagement and leadership involvement
- Teach Journalism 234 course entitled First Year Leadership Class
- Develop and implement creative ways to involve students in leadership development, education and service opportunities
- Serve as planning committee member for the Summer Leadership Summit leadership retreat
- Co-facilitate and plan logistics and details of a global study abroad leadership program
- Coordinate the recruitment, selection, logistics, training and evaluation of leadership conferences
- Develop and maintain a Peer Mentor program for the First Year Leadership Class
- Coordinate the recruitment, selection, curriculum development, and evaluation of a year-long living and learning community
- Work in close collaboration with Campus Life and Student Development, Academic Affairs and Enrollment Management to promote comprehensive and intentional workshops and retreats
- Assist Director in developing, enhancing and delivering campus wide leadership initiatives
- Oversee budgetary items for leadership conferences and living and learning community, including maintaining a university procurement card
- Assist Director in implementing and maintaining social media and traditional marketing strategies
- Utilize CAS, EBI and other assessments to insure that our students' leadership opportunities meet or exceed national standard
- Involve all organizations in University wide involvement programs throughout the year to increase participation and involvement of all segments of the campus community
- Responsible for tracking and maintaining inventory control for the equipment/props/tools that are a part of the extensive collection of leadership training initiatives
- Serve on major University Committees as assigned
- Prepare and submit proposals for the department to present programs at regional and national conferences and events

ASSOCIATE DIRECTOR, DIVERSITY AND MULTICULTURAL EDUCATION

SEPTEMBER 2014 – AUGUST 2016

MULTICULTURAL STUDENT LIFE, KNOXVILLE, TENNESSEE

- Coordinate multicultural and intercultural education activities, trainings, and programs that educate and promote awareness and appreciation of diversity and multiculturalism at the University of Tennessee-Knoxville (UTK).
- Provide oversight for Black Cultural Center, a free-standing 16,000 square foot facility
- Supervise one full-time facility assistant, two graduate research assistants, and fifteen student assistants
- Develop Psychology 300 level course for Diversity entitled Contemporary Topics in Psychology
- Develop collaboration between Multicultural Student Life and Psychology Department

- Teach Psychology 382 course entitled Contemporary Topics in Psychology
- Organize multicultural and intercultural education activities
- Organize and facilitate diversity and inclusion trainings and programs
- Organize Black Issues Conference
- Responsible for co-chairing a planning committee which helps in the organization of the East Tennessee wide conference.
- Organize the University of Tennessee Diversity Dialogue Symposium
- Collaborate with other cultural departments, faculty, staff, and organizations on diversity education initiatives
- Promote academic and social development for students while they are in college and enhance their skills to become productive citizens.
- Serve as primary advisor for the Black Cultural Programming Committee
- Provide advisory support to Native American Student Association
- Advise student Diversity Educators Peer Education Program
- Advise Latin American Student Organization
- Advise Asian American Student Association
- Advise Filipino American Association
- Establish collaborations with several University departments
- Coordinate diversity trainings for campus departments, student groups, and community agencies
- Design and implement evaluation and assessment measures that emphasize program and learning outcomes

STUDENT ACTIVITIES COORDINATOR

NOVEMBER 2012 – AUGUST 2014

WESTERN KENTUCKY UNIVERSITY STUDENT ACTIVITIES, BOWLING GREEN, KENTUCKY

- Organized and supervised Alternative Break programs. Which took a group of students to an out of town location to participate in a week long service project.
- Determined responsibility of students for policy violations by conducting developmental judicial conferences for all incidents that occurred within the National PanHellenic Council (NPHC) fraternities and sororities
- Collaborated with other cultural departments, faculty, staff, and organizations on diversity education initiatives
- Promoted academic and social development in underrepresented students while they are in college and enhance their skills to become productive citizens.
- Advised NPHC and Black Student Alliance
- Served as campus liaison for Relay for Life
- Established collaborations with at least six different University departments
- Created and implemented financial literacy workshops
- Coordinated leadership trainings for campus departments, student groups, and community agencies
- Developed the first underrepresented student lead conference at Western Kentucky University (WKU) for WKU students and surrounding universities
- Created, trained, and facilitated the diversity component of the Dynamic Leadership Institute
- Developed and distributed welcome brochures for international student population
- Developed and implemented assessment for leadership and volunteerism programming for underrepresented students
- Served as Onsite Coordinator for WKU LEADERSHAPE. Coordinated and implemented six days of dialogue and self-discovery in a supportive learning community for 130 students.
- Presented educational sessions on such topics as multi-culturalism, money management, substance abuse, academic expectations, on-campus living, diversity and sexual assault
- Coordinated social events and informally interacted with students
- Co-instructed a University Experiences course in the African American Studies Department at WKU that provided leadership preparation for first-year students of color
- Served as a part-time Adjunct Instructor for the department of Academic Support

COMMUNITY EDUCATOR*HOPE HARBOR, BOWLING GREEN, KENTUCKY*

- Contacted and recruited potential clients for prevention and education programs
- Facilitated trainings and workshops about sexual assault awareness in state of Kentucky
- Assisted with research and development of volunteer training
- Maintained appropriate statistics for quarterly, monthly, and annual reports
- Provided appropriate records of regarding programs and demographic information for each program
- Oversaw program budget and supply tracking system in order to ensure all materials for trainings were stocked.

HALL DIRECTOR FOR HOUSING & RESIDENCE LIFE*JUNE 2006 - JUNE 2012**WESTERN KENTUCKY UNIVERSITY HOUSING AND RESIDENCE LIFE, BOWLING GREEN, KENTUCKY*

- Oversaw daily operation of 27-story co-educational facility with 860 undergraduate and graduate students
- Communicated facility-related issues through weekly reports, building walk-throughs with housekeeping supervisors, and open dialogue with service technicians
- Determined responsibility of students who may have violated University policy by conducting developmental judicial conferences for incidents that occurred within residence hall
- Conducted first-week assessment meetings each semester with students with a grade point average of 2.0 or lower as part of the retention initiatives
- Provided liaison experience for five Living Learning Communities (LLC) and one Theme Living Option (TLO)
- Facilitated academic partnerships with Gordon Ford Business College, College of Health and Human Services, WKU Community College, and the ROTC program by coordinating academic partner meetings and providing updates of residents' accomplishments
- Delegated operational tasks and provided guidance to student staff members for a residence hall of 860 students
- Coordinated student services and retention initiatives for residential students of color enrolled in introductory African American Studies courses
- Adapted training, department initiatives, and administrative procedures to meet the needs of residential students in diverse hall settings ranging from approximately 200 students to 900 students
- Selected, trained, supervised, and evaluated between 17 - 42 paraprofessional staff members consisting of a desk assistant, community advisors, resident assistants, desk clerks, and night clerks
- Executed administrative and managerial functions necessary to operate residence halls, including: opening, closing, organizing room change processes, occupancy reports, and key audits
- Assessed the quality of services offered to and experiences of residents using the services of the Educational Benchmarking Inc.(EBI) assessment programs, Student Voice assessment tools and Qualtrics
- Created and implemented a residential curriculum by developing and executing strategies to meet learning outcomes
- Provided guidance, interpretation, and direction in policy enforcement, crisis mediation, and community development
- Advised students based on interpretation of results from the EBI MAP-Works survey
- Designed and implement strategic retention initiatives for first-year students
- Developed and maintained relationships with Academic administrative partners and University faculty through monthly meetings and coordinated events for each LLC.
- Facilitated a six-day orientation program designed to assist first-year students' transition to University life called M.A.S.T.E.R. plan

LEADERSHIP EXPERIENCE and COMMITTEE INVOLVEMENT

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| • Faculty Senate Diversity Task Force Steering Committee | 2016-present |
| • Commission for Black People Co-Chair – UTK | 2016-present |
| • Filipino American Association Advisor – UTK | 2016-present |
| • Asian American Association Advisor – UTK | 2015-present |
| • Homecoming Committee Co-Chair - UTK | 2015-present |
| • Center for Leadership and Service Advisory Council - UTK | 2015-present |
| • Center for Career Development Advisory Council - UTK | 2015-present |
| • Intergroup Dialogue Committee - UTK | 2015-present |

- Commission for Black People - UTK 2015-present
- Black Cultural Programming Committee Advisor – UTK 2014-present
- Latin American Student Organization Advisor – UTK 2014-present
- Diversity Educator Organization Advisor – UTK 2014-present
- Black Issues Conference Co-Chair - UTK 2014-present
- Diversity Dialogue Symposium Chair - UTK 2014-present
- Multicultural Graduation Celebration Coordinator- UTK 2014-present
- Uniquely Represented Student Leadership Conference Advisory Council-WKU 2013-2014
- NPHC Advisors’ Council—WKU 2012-2014
- Green Dot (Sexual Assault Prevention Program)Trainer—Bowling Green, KY 2012
- Professional and Student Staff Programming Committee Member– WKU 2011-2012

PRESENTATIONS

Hardeman, C. (2016, May). Agricultural and Engineering Diversity Training. Facilitation occurred at the 2016 Agricultural and Engineering Summer Bridge Program, Knoxville, TN.

Hernandez-Rivera, S, Jenkins, T. and **Hardeman, C.** (2016, May). Cultivating Community Conversations: Utilizing Peer Facilitation Groups on Your Campus. Facilitation occurred at the 2016 National Conference on Race and Ethnicity (NCORE), San Francisco, CA.

Hardeman, C. (2016, April). Orientation Leaders Diversity Training. Facilitation occurred at the 2016 University of Tennessee Orientation Leaders Training, Knoxville, TN.

Hardeman, C. (2014, December). Student Life Division Diversity Training. Facilitation occurred at the 2014 Division of Student Life Staff Training, Knoxville, TN.

Hardeman, C. (2015, October). Fraternity and Sorority Life Cross Cultural Exchange. Facilitation occurred at the 2015 Cross Cultural Exchange for the Interfraternity Council, Panhellenic Council, NPHC and Multicultural Greek Council, Knoxville, TN.

Hardeman, C. (2015, November). Fraternity and Sorority Life In-depth Diversity Training. Facilitation occurred at the 2015 National Panhellenic Council and Multicultural Greek Council student leadership training, Knoxville, TN.

Hardeman, C. (2015). Diversity Trainings. Facilitations occur at the University of Tennessee-Knoxville, Knoxville, TN.

Hardeman, C. (2015 - 2016). LGBTQ+ Safe Zone Trainings. Facilitations occurred at the University of Tennessee-Knoxville, Knoxville, TN.

Hardeman, C. (2013 - 2014). Leadership Trainings. Facilitations occurred at Western Kentucky University, Bowling Green, KY.

Hardeman, C. (2012, August). College Life and Transitions. Early Start Minority Orientation Workshop for incoming freshmen, Bowling Green, KY.

Hardeman, C. (2010, July). How to Effectively Evaluate Living Learning Communities. Training occurred at the Housing and Residence Life Professional Staff Training, Bowling Green, KY.

Hardeman, C. (2009 - 2011). Diversity Leadership Trainings. Facilitated as part of the Dynamic Leadership Institute at Western Kentucky University, Bowling Green, KY.

Hardeman, C. (2009 - 2012). Green Dot Bystander Trainings. Facilitations occurred at Western Kentucky University as part of the first year student orientation program entitled M.A.S.T.E.R. Plan, Bowling Green, KY.

Hardeman, C. (2009 - 2012). Green Dot Bystander Trainings. Facilitations occurred at Western Kentucky University as part of the first year student orientation program entitled M.A.S.T.E.R. Plan, Bowling Green, KY.

Hardeman, C. (2006, April). Just Think! Program. Presentation to receive grant funding for The Housing Authority of Bowling Green Afterschool programs to the Kentucky governor Mitch McConnell, Bowling Green, KY.

HONORS & ACTIVITIES

- Recipient of Intergroup Dialogue Facilitator Training Sponsorship, UTK 2016
 - Recipient of Diversity and Inclusion NCORE sponsorship, UTK 2015
 - Martin Luther King Jr. Award Recipient, Bowling Green, Kentucky 2014
 - Confucius Institute China Bridge Program WKU Representative, Beijing, China 2013
 - Semester abroad to Ghana, West Africa, Summer semester 2010
 - Professional Staff Member of the Year, WKU, Housing and Residence Life 2010
 - Women of Achievement Award for Elementary Education,
Bowling Green Human Rights Commission 2006
 - Best Practices in Resident Initiatives for the Just Think! Program US,
Department of Housing and Urban Development 2006
 - Men and Women of Distinction Award, Bowling Green Human Rights Commission 2005
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REFERENCES

Mr. Rickey Hall

Vice President, Office of Minority Affairs and Diversity and Chief Diversity Officer

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