

JENNIFER (JENNA) CRABB

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HIGHLIGHTS OF QUALIFICATIONS

- Over 25 years' experience in higher education and student affairs, specifically in a Very High Research and Hispanic Serving Institution
- Passionate, collaborative, active and ethical supervisory, leadership and management experience
- Outstanding professional and team training, teaching, and speaking abilities
- Exceptional counseling, conflict management and mediation skills
- Effectively initiate change and strategically work and serve diverse, underserved, and underrepresented populations
- Strong fiscal and budgetary experience
- Exemplary community outreach, collaborative partnership, and relationship development experience

EDUCATION

Doctor of Philosophy in Counselor Education

The University of New Mexico (UNM), Albuquerque, NM.

Emphasis: Organizational Learning and Instructional Technologies

Dissertation: *Passion in Teaching: An exploratory phenomenological analysis of passion in undergraduate teaching.*

Graduate Distinction:

- Doctoral Comprehensive Examination Passed with Distinction
- Outstanding Student Distinction at Graduation
- Commencement Speaker for College of Education

Master of Arts, Counselor Education, UNM, Albuquerque, NM

Bachelor of Arts, Criminology and English, UNM, Albuquerque, NM

Graduate of the American School of Madrid, Madrid, Spain

LICENSURE AND CERTIFICATIONS

Licensed Professional Clinical Counselor (LPCC), License number: CTB-2022-0909	2022
National Certified Counselor (NCC)	2002 - present
Global Career Development Facilitator Certification	2004 - present
Global Career Development Facilitator Instructor Certification	2004 - present
QPR Certification	2023
Strong Interest Inventory Certification	2012
Myers-Briggs Type Indicator Certification	2012
College and Career Counseling Applications of the MBTI Assessment	2012
Using the Strong and MBTI in Career Development Counseling Advanced Applications	2004

AWARDS AND RECOGNITIONS

- Career Services Exemplary Pack Award, Spring 2022 Louie's Award, UNM, 2022
- Nominated for Leader of the Pack Award, Fall 2021 Lucy Award, UNM, 2021.
- Nominated for Women of Influence Award, Albuquerque Business First, Albuquerque, NM 2021
- Outstanding Supervisor Award, UNM, October 2019
- UNM Kindness Award, UNM, May 2019
- Most Inspirational Woman in Career Development – New Mexico, North American Businesswoman Awards, August 2017.
- Outstanding Student recognition, Counselor Education, UNM, May 2014.

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- Commencement Speaker, College of Education Commencement, UNM, May 2014.
- Provost Outstanding Workgroup Award Winner, Career Development Facilitators, 2013
- University of New Mexico's Career Services listed on Best Colleges.com for 2013 - 2014.
- Who's Who in American Colleges and University, 1999.
- Nominated for the Outstanding New Professional in Residence Life Award for the American College Personnel Association (ACPA), 1996.
- Hall Director of the Year, 1995-1996
- National Residence Hall Honorary, April 1992 - 2002.

PROFESSIONAL EXPERIENCE

Interim Vice President for Student Affairs

July 2022

Division of Student Affairs, University of New Mexico, Albuquerque, NM

- Served as point of contact for all Student Affairs.
- Supervised 2 staff members in the office and 17 directors within the division.
- Handled and served as point of contact for all financial, HR and time approvals for all departments within division.
- Provided consultation to directors on staffing concerns, new director training, processes and brainstorming strategic plans, goals, and directions.
- Represented the division on various committees and organizations.
- Prepared office for incoming Vice President. Remained in the office assisting with transition of new Vice President for an additional month (August 2022) and continued to provide support on HR, financial and time approvals through January 2023.

Director

August 2007 - present

Interim Director

August 2006 - July 2007

Career Services, University of New Mexico, Albuquerque, NM

- Supervise and direct approximately 10-20 staff, including work allocation, training, recruitment, corrective actions, evaluations, and problem resolution.
- Direct and manage Employer Relations Team, Career Development Team, Administrative Team and student employees.
- Manage \$500K-\$800K budget.
- Establish short and long-term organizational goals and strategic plans.
- Evaluate program and operational goals in terms of outcome and effective change solutions.
- Serve on various campus committees for department and division.
- Trained and presented to UNM departments and community organizations on team building, professional development, and engagement programs to increase staff morale, productivity, retention and satisfaction.
- Created sponsorships for employers ranging in revenue of \$2,500-\$5,000 per academic year.
- Created and managed marketing for our services and events due to staffing shortage, including print and social media platforms from 2020 - present.
- Manage 7-10 career fairs per academic year.
- Increased our allocations from Student Fee Review Board by 74% over the last 11 years for our Student Conference Award program.
- Managed NM Career Match, \$400,000 grant funded program to retain and attract alumni to New Mexico.
- Represent UNM and Career Services at various community events and meetings.
- Establish and maintain database for support and tracking of outcomes for improvement and accountability.
- Collaborate with academic faculty, including developing strong partnerships and strong student development initiatives.
- Develop strategic goals for generating more resources and revenues for the organization.

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- Form collaborate partnership with UNM Foundation, College Deans, faculty, staff as well as local, regional, and national employer outreach to better serve our community and students.
- Over 16,000 employers registered with our database and over 20,000 jobs and internships posted; Successful outreach to employer and alumni partners to create and increase career opportunities for students, alumni, faculty, and staff.

Interim Dean of Students

January 2016 - May 2016

- Supervised and directed approximately 11 staff members in the Dean of Students Office, including:
 - Judicial affairs/Student Rights and Responsibilities and the Student Code of Conduct
 - New student orientation, transfer and family connections orientations and student transitions programs
 - Leadership and engagement initiatives
 - LoboRESPECT Advocacy Center.
- Supervised and directed the Women's Resource Center.
- Managed \$780K budget for Dean of Students and \$517K for New Student Orientation.
- Managed programs and initiatives related to student advocacy, safety and crisis interventions.
- Served on campus planning and policy making committees, including but not limited to: Chair of LoboRESPECT Steering Committee, SMART Committee, Ex-Offenders Committee, Behavioral Assessment Resource Committee, Title IX Committee, President's Advancement Council, Co-Chair Clave Senior Award Committee, Co-Chair of MyUniversity App, and the Faculty Senate Undergraduate Committee.
- Handled emergency and crisis situations pertaining to campus and students.
- Served on Student Affairs Executive Committee.
- Served as media contact for University Communications and Marketing for student related topics.
- Created greater collaboration with campus community partners, including UNM Police Department, Albuquerque Police Department, Office of Equal Opportunity, Residence Life and Student Housing, American Campus Communities, and Student Activities.

Interim Director Residence Life and Student Housing

August 2012 - May 2013

Residence Life and Student Housing, University of New Mexico, Albuquerque, NM

- Directed, coordinated and managed all university housing and related facilities.
- Directed the operations of residence life and facilities, which included lock shop, maintenance and housekeeping.
- Supervised and directed all staff (125+), including work allocation, training, recruitment, corrective actions, evaluations and problem resolution.
- Managed \$14-16 million dollar budget for the organization.
- Directed and oversaw all fiscal, administrative, and infrastructure with all university housing, including collaboration with private American Campus Community (ACC) organization.
- Effectively developed strong relationship with ACC to meet the needs of the community and the university.
- Established a strong disciplinary and conduct model for ACC and UNM with collaboration and partnerships with Dean of Students.
- Represented Residence Life and Student Housing to various constituents.
- Established short and long-term organizational goals and strategic plans.
- Evaluated program and operational goals in terms of outcome and effective change solutions.
- Designed, maintained, and changed organizational structure and staffing to effectively accomplish department's goals and objectives in alignment with overall university strategic initiatives.
- Managed all safety, emergency management planning, policies and procedures for student housing residents.
- Developed and directed all crisis management, mediation, and student discipline, including appeals.

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Manager, Career Counseling

December 2005 - August 2006

Career Services, University of New Mexico, Albuquerque, NM

- Supervised and directed 5 full time Career Development Facilitators, including work allocation, training, and problem resolution.
- Evaluated performance and set professional goals; motivated employees to achieve peak productivity and performance.
- Participated in development, implementation and maintenance of policies, objectives, short-and long-range planning; developed and implemented projects and programs to assist in accomplishment of established goals.
- Counseled students, potential students, alumni, staff, and faculty on career issues.
- Direct liaison for all undecided students.
- Administered and interpreted career and personality assessments; assessed mental and emotional health of clients while making appropriate referrals.
- Oversaw and coordinated day-to-day career counseling and advisement activities.
- Directly supervised 2-7 interns providing clinical and professional supervision.
- Planned, scheduled, and delivered presentations on career development, job searches, personality types, and team building to university classes, student organizations, and other university departments.
- Developed or assisted with the implementation and development of policies and procedures for the organization.
- Developed annual operating budgets and provided fiscal direction to the unit.
- Represented the organization at various community and/or business meetings.

Career Development Facilitator I and II

July 2002 - December 2005

Career Services, University of New Mexico, Albuquerque, NM

- Advised and assisted students, faculty, alumni and community members in finding careers through developing job search skills, effective presentation skills, resume and cover letter building and interviewing skills.
- Created and managed a liaison between alumni, faculty, staff, employers and professional organizations.
- Helped integrate academic learning and work to enable understanding of future career goals.
- Utilized computer technology to design and deliver presentations; utilize computer technology to keep up to date on job market for the students.
- Liaison to Greek Life, Residence Life, Health Sciences, Bachelor of University Studies, and the College of Arts and Science's students, faculty, and staff.
- Supervised and managed 2-7 Counseling Interns.

Area Residence Life Coordinator

July 1996 - July 2002

Residence Life/Dean of Students, University of New Mexico, Albuquerque, NM

- Supervised 2-5 full-time staff and 18-25 student resident advisors.
- Supervised 4 co-educational buildings.
- Recommended hiring, performance evaluation, training, work allocations, and problem resolutions.
- Provided counseling consultation and behavioral management skills.
- Facilitated training and seminars; assessed training, program, and in-service needs in areas of specialty; developed educational and social programs.
- Intervened in student crises; helped students with one-on-one paraprofessional counseling in areas including, career and academic, personal and family issues and adjusting to college life.
- Coordinated corrective actions in emergency and safety issues.
- Coordinated and managed housing space.
- Advised student government; maintained (approximately \$20,000 per year) budget allocations.
- Advised and chaired staff development committee consisting of banquet planning, fundraising and training issues.

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- Interpreted, adapted and applied guidelines and procedures; Application of contract documents and specifications.
- Liaison between students and departments.
- Established, directed and enforced policies and regulations pertaining to campus life and student development.

SELECT CAMPUS COMMITTEE INVOLVEMENT

Vice President for Student Affairs Search Committee	2022
Lobo GROW	2022
Project Hope: Mental Health Distress and Suicide Prevention Grand Challenges	2022 - present
Student Health and Wellness Committee	2022 - present
Student Experience Steering Committee	2022 - present
Student Affairs Leadership Team	2021 - 2022
Chair of Communications Committee for Division of Student Affairs	2021 - 2022
UNM Corporate Engagement Committee	2021 - present
Provost's Committee for Advising	2012 - present
UNM Campus Mental Health Team	2020 - present
Provost's Committee for Advising – Leadership Council	2020 - 2022
Provost's Committee for Academic Success	2015 - present
Academic Standing Committee, Arts and Sciences	2017 - present
President's Advancement Council	2016 - present
Clauve Senior Award Committee, Co-Chair	2016
LoboRESPECT Steering Committee, Chair	2016
Ex-Offenders Committee	2016
Behavioral Assessment Response Committee	2016
Title IX Committee	2016
Faculty Senate Undergraduate Committee.	2016
MyUniversity App, Co-Chair	2014 - 2016
Institutional Assessment Day Taskforce	2015 - 2016
Professional Development in UNM Student Workforce committee	2015 - 2017
Institutional Assessment Committee	2015
Albuquerque Police Department Recruiting Advisory committee	2014 - 2016
Academic Communities Advisory Council	2014 - present
ExceedU, member and speaker	2014 - 2016
TalentABQ, official site and partner	2014 - 2018
MyUniversity App definitions sub-committee, co-chair	2014 - 2016
Career Advisory Committee, co-chair	2014 - 2015
UNM Survey Committee	2013 - 2017
Campus Academic Reporting Group (CARG) sub-committee member	2013
Residence Life Search Committee, Chair	2012
Accelerate NM Advisory Committee	2012

COMMUNITY ORGANIZATIONAL INVOLVEMENT

President, New Mexico Consortium of Career Educators and Employers	2015 - 2019
Member, New Mexico Federal Executive Board	2006 - present
Member, New Mexico Federal Executive Board Diversity Committee	2007 - present
President, New Mexico Consortium of Career Educators and Employers	2008 - 2009
Member, New Mexico Consortium of Career Educators and Employers	2006 - present
Member, New Mexico Counseling Association	2002 - present
President, New Mexico Counseling Association	2007 - 2008
President-Elect, New Mexico Counseling Association	2006 - 2007

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President Elect – Elect, New Mexico Counseling Association	2005 - 2006
Executive Board Coordinator, Diversity Leadership Council, Albuquerque, NM	2005 - 2007
Executive Board Secretary, Diversity Leadership Council, Albuquerque, NM	2003 - 2005
Member, National Career Development Association	2002 - present
Vice-President, New Mexico Career Development Association	2002 - 2003
Member, New Mexico Career Development Association	2002 - present
Member of NASPA-Student Affairs Administrators in Higher Education	1996 - present
Member, American Counseling Association	2002 - present
Member, Chi Sigma Iota, International Honor Society for Students Professional Counselors and Counselor Educators	2002 - present

PUBLIC RELATIONS EXPERIENCE

WalletHub	May 2022
CreditDonkey	October 2020
WalletHub	October 2019
Center for Credentialing and Education interview	July 2018
Albuquerque Journal Interviews	February 2016
Daily Lobo, Articles	February 2016
Daily Lobo, Mail-Out Issue	August 2015
Guest Article for Lobo Village Newsletter	October 2014
2 KASA In the Morning Live TV Interview	June 2014
2 KASA New Mexico In Style Live TV Interview	June 2014
Daily Lobo Article on Mock Interviews	October 2011
Channel 13, Interview on Social Networking protocols	March 2012
Univision Interviews, most career fairs	2009 - 2019
New Mexico Business Weekly, Interview and article	2011
New Mexico Business Weekly, Interview and article	2010
Various local TV News Interviews	2009
Local and statewide newspaper articles	2009
Various Commercials and Billboards for NM Career Match	2009

TEACHING EXPERIENCE

Adjunct Professor

University of New Mexico, Albuquerque, New Mexico

Instructor for academic graduate courses in Counseling Department within the College of Education.

Counseling 517 – Theories of Counseling and Human Behavior	August 2017 - December 2017
Counseling 513 – Career Counseling	Spring 2010 - 2012, 2014 - 2016, 2023
Counseling 518 – Group Counseling	Fall 2012, 2014, 2016, 2022
Counseling 520 – Foundations of Counseling (Hybrid online course)	August 2011 - December 2011

Adjunct Professor

January 2009 - 2011

University of New Mexico, Albuquerque, New Mexico

OLIT 563 – Mentoring Adult Career Development

Instructor for academic graduate course in Organizational Learning and Instructional Technology department within the College of Education.

Adjunct Professor

January 2008 - 2014

New Mexico Highlands University, Rio Rancho, New Mexico

Counseling 608 – Appraisal Individual, Group and Family Counseling Counseling 603 – Theory and Practice of Career Development

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Instructor for two academic graduate core courses in Counseling Department/College of Education.

National Global Career Development Facilitator Trainer August 2004 - present
UNM Continuing Education and Career Services, University of New Mexico, Albuquerque, NM
Certified Instructor of the Global Career Development Facilitator (GCDF) Curriculum – hybrid and in-person courses. Present 120 hour GCDF curriculum to participants to gain individual GCDF credentials.

Instructor, “Social Norms: What Do You Bring to College?” August 2002 - 2007
University College Freshmen Interest Groups (FIG), University of New Mexico, Albuquerque, NM
Instructed 20-24 first year students. Created and developed course materials and syllabus
Assessed student performance through written work, oral presentations, and class discussions.

RESEARCH AND PUBLICATIONS

Crabb, J. (2019). *Chapter 26: Career occupational preferences system interest inventory (COPS)*. In Stoltz, K., and S.R. Barclay (2019). *A comprehensive guide to career assessment (7th ed.)*. Broken Arrow, OK: National Career Development Association.

Crabb, J., and L. Vicenti (2016). *Understanding the career development journey for native american clients*. National Career Development Association Career Convergence Web Magazine.
https://ncda.org/aws/NCDA/pt/sd/news_article/126787/_PARENT/CC_layout_details/false#comments

Rhonda Neswald-Potter and **Jenna Sultemeier**, *The 2003 War with Iraq: How an Intense Discussion About Oppression Can Serve as a Critical Incident for Some Counseling Students*. Not published.

Boverie, P., **Jenna Crabb**, N. Dominquez, K. Kloeppe, and D. Lester, *9/11 Transformative learning experiences*. August 2007. Not published. Presented at National Transformational Conference, 2007.

ADDITIONAL PROFESSIONAL EXPERIENCE

Various Contract Professional Consulting	January 2016 - present
Student Affairs Professional Internship University of New Mexico, Albuquerque, NM	January 2003 - December 2003
Owner Simply Creative Gifts Baskets and Corporate Gifts, Albuquerque, NM	October 2000 - October 2004
Career Services Internship University of New Mexico, Counseling Program, Albuquerque, NM	January 2000 - May 2000
Hall Director III Housing and Residence Life Office, Stephen F. Austin State University, Nacogdoches, TX	August 1995 - June 1996
Human Resource Specialist Hogares, Inc, Albuquerque, NM	October 1994 - July 1995