

# Florencio Olguin Jr., MPA

## EDUCATION

**Doctor of Philosophy (Ph.D.) ABD, Educational Leadership and Administration** Expected 2024

*New Mexico State University*

- Dissertation Title: *La Cultura Cura: Exploring How Familismo Influences the College-Going Aspirations of Rural Latina/o/x Students in New Mexico*
- Jackson Scholar, University Council for Educational Administration (2022-2024)

**Master of Public Administration (M.P.A.), Management** 2015

*The University of New Mexico*

- Passed with Distinction
- Vice President, Public Administration Graduate Student Association, Pi Alpha Alpha

**Bachelor of Arts (B.A.), Political Science and Journalism/Mass Communication** 2012

*The University of New Mexico*

- Cum Laude
- Clave Outstanding Senior Award, ASUNM Leadership Excellence Award, UNM Alumni Association Trailblazer of the Year Award, NASPA Undergraduate Fellow (2010-2012), Vice President & Co-Founder, Student Affairs Initiative Student Organization, Ronald E. McNair Research Scholar

## PROFESSIONAL WORK EXPERIENCE

**Academic Operations Officer** 2/2021 – Present

*The University of New Mexico, College of Fine Arts*

### Summary

- Oversee operations of the largest fine and studio arts college in the state made up of 1,300 students, 125 faculty, and 55 staff with a total annual operating budget of over \$16 million across 4 academic departments (Art, Film & Digital Arts, Music, and Theatre & Dance), the Art Museum, Tamarind Institute.
- Serve as part of the central leadership team in the Office of the Dean; participate with the Dean and internal management in strategic and operational planning and decision making.
- Provide guidance to the Dean, Directors, and Managers regarding organizational structure and provide advice on staffing needs, restructures, recruitment, training and evaluation.
- Serve as HR agent and oversee final hiring decisions, coordinate the Performance Evaluation Process, and oversee disciplinary actions and conflict mediation.
- Oversee faculty tenure and promotion process, faculty searches and hires in compliance with college hiring plan, sabbatical applications, and maintain reports on salary, years of service, and rank.
- Manage the maintenance and needs assessment for 13 facilities and secure capital and renewal funding.
- Provide oversight to Department Administrators and other administrative support staff across Fine Arts in relation to fiscal affairs, human resources, facilities management, and other administrative activities.

### Accomplishments

- Guided the College through the capital planning request process for a new facility, resulting in legislative and voter approval through the 2022 General Obligation bond in the amount of \$45 million. Supported the Dean in successfully requesting an additional \$20 million in institutional bonds for the project.
- Secured nearly \$500,000 in legislative and institutional funding for capital renewal projects across CFA.
- Led a College-wide strategic reprioritization of marketing and communication efforts resulting in an operational structure supportive of a full brand assessment including a comprehensive CFA messaging framework, visual systems for the CFA brand within UNM brand guidelines, audience-specific newsletters and collateral, and enhanced social media engagement.
- Served as lead facilitator for CFA's master and strategic planning process, including development of RFPs and communication with internal and external stakeholders to ensure involvement during opportunities for engagement, which included a State of CFA survey, a CFA Leadership Retreat, and community feedback sessions that informed the direction of the plans.
- Supported the robust creative research activity of ARTSLab through reevaluation of its operating budget and organizational structure, resulting in enhanced grant funding collaboration among faculty.

## **Director, Student Services**

11/2016 – 1/2021

*The University of New Mexico, Anderson School of Management*

### Summary

- Provided vision, leadership, guidance, and budgetary oversight for a student service unit with 17 staff and allocations and reserves totaling ~\$1 million.
- Reevaluated the operations, policies and procedures of the entire Anderson Advisement & Career Services Center including assessment of current organizational chart, span of control and distribution of work and standardization of office policies for personnel (i.e. flex time, annual leave usage, etc.)
- Worked collaboratively with Anderson deans, chairs and other key faculty and staff to explore strategies related to recruiting practices, curriculum, and program development to augment revenue streams.
- Led the Career Services team in engaging Anderson's pre-business student population, including partnering with Living Learning Communities to create social events.
- Leveraged exit survey data to allow for a better understanding of the employment decisions of recent graduates as well as hiring trends of companies who employ Anderson alumni.
- Contributed to building and maintaining employer relationships resulting in added employment opportunities for Anderson students.
- Established a variety of work groups within all student services staff to foster collaboration as well as accomplishment of goals that benefit the strategic direction of the greater Anderson School.

### Accomplishments

- Developed a highly ranked comprehensive assessment program based on Council for the Advancement of Standards (CAS) in Higher Education that focused on continuous feedback and improvement of academic advisement, resulting in specific student learning outcomes rigorously evaluated each academic year.
- Facilitated the development of accelerated online programs (AOP) for the BBA, MBA, and MS degrees that resulted in increased revenue through a tuition sharing agreement with the Provost's Office (routing 65% of the total net tuition generated) and a new salary line for a dedicated AOP academic advisor.
- Visited universities in China to establish institutional partnerships through X+Y agreements aimed at aligning with UNM's strategic goal of becoming a destination university and expanding educational pathways at UNM for international students. These MOAs resulted in increased revenue through a tuition sharing agreement with the Provost's Office (routing 65% of the total net tuition generated).
- Spearheaded staff re-classifications as part of HR's Advisement Structure Study, resulting in two new supervisor titles and a grade increase and title change for 9 academic advisors.
- Researched new trends among business schools to merge alumni relations and career services, resulting in a reimagined organizational structure aimed at better serving Anderson students and alumni. This research also laid the ground work for a new Anderson Mentorship Program.
- Streamlined graduate program workflow processes in order to further support an increase in graduate student admission and enrollment, as well as additional access to advising/career development.

## **Student Success Manager**

6/2014 – 10/2016

*The University of New Mexico, Anderson School of Management*

- Oversaw, supervised and served as hiring manager for the advising team of Anderson's AACSB-accredited Bachelor of Business Administration, Master of Business Administration, Master of Accounting, and Master of Science in Information Systems and Assurance degree programs.
- Implemented operating plans to meet the learning and academic success needs for a growing business student population of more than 4,000 undergraduate and graduate students.
- Coordinated programming aimed at improving the Anderson student experience, including Dean's Breakfast and the Student Organization Expo. This work required collaboration with other faculty and staff in order to promote stronger student connections to the School and UNM as a whole. These partnerships in turn positioned the Anderson Advisement & Career Services Center as an invaluable team – driving efforts focused on fostering the overall success of current, prospective and former Anderson students.
- Guided the efforts of the Association of Graduate Business Students (AGBS) as professional staff advisor, which included equitable distribution of AGBS funds to allow individual students and chartered student organizations access to professional development opportunities.
- Served on the McKinnon Center for Management (MCM) building design committee.

**Senior Academic Advisor** 5/2013– 6/2014  
*The University of New Mexico, Anderson School of Management*

- Provided academic advisement, guidance and progress-tracking for undergraduate business students.
- Developed retention interventions for current students and recruited new students through coordinated outreach.
- Provided support in the development, implementation and marketing of the Bachelor of Business program.

**Coordinator, Records and Registration** 9/2012 – 5/2013  
*The University of New Mexico, Division of Enrollment Management*

- Managed student records, including transcripts and certifications, in accordance with FERPA regulations.
- Head of general person processing including demographic changes, proxy releases and duplicate person reporting.
- Improved process time for credit limit overloads, probation/suspension documents, and grade replacement requests.

### **ADDITIONAL RELATED EXPERIENCE**

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**Doctoral Intern, Rural Student Project** 8/2021 – 5/2022  
*The University of New Mexico, El Centro de la Raza*

- Supported the programmatic components of RSP by assisting the program director and support staff with content and logistical planning. Assisted in the planning of high-impact activities that helped RSP scholars become oriented to the college environment and offered RSP scholars with mentoring opportunities aimed at discussing their academic, personal, and professional goals.

**Student Affairs Fellow** 8/2012 – 5/2013  
*The University of New Mexico, Division of Student Affairs*

- Served under the direction of Vice President Eliseo Torres and in collaboration with professionals in the 2012 Student Affairs Fellowship on career development and programming benefitting various departments within the division.

**Operations Project Coordinator** 5/2012 – 7/2012  
*The University of New Mexico, Student Life*

- Provided extensive project and research related activities supportive of the Associate Vice President's focus areas including dining, housing and other student life services within comparable institutions.

**Executive Director of Governmental Affairs** 8/2011 – 5/2012  
*Associated Students of the University of New Mexico*

- Created a modern lobbying campaign for ASUNM's legislative priorities which included advocating for solvency of the Legislative Lottery Scholarship, elimination of the tuition credit, capital outlay for improved campus safety lighting. The campaign resulted in the passing of a joint memorial in the House supporting a task force be created for further studying of the Lottery Scholarship, \$100,000 for improved campus safety lighting, and no tuition credit for FY 2013.

### **TEACHING EXPERIENCE**

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**FYEX 1110, First Year Seminar** 8/2019 – Present  
*Central New Mexico Community College, School of Education*

- Quality Matters (QM) Faculty Certification
- QM Subject Matter Expert

**FYEX 1110, First Year Seminar** 8/2019 – 12/2020  
*The University of New Mexico, University College*

**UNIV 101, Seminar: Introduction to UNM and Higher Education** 8/2017 – 12/2018  
*The University of New Mexico, University College*

## **REFEREED BOOK CHAPTER**

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- Olguin, F., (accepted). Rural Student Project. In Hallmark, T., Ardoin, S., & Means, D. (Eds.). (under contract). *Race and rurality: Considerations for advancing higher education equity*. Routledge Press.

## **SELECTED PRESENTATIONS**

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- Olguin, F., (2022, November). "It Takes a Village: The Influence of Family and Community in Rural Latinx Students' College-Going Aspirations." Graduate Student Summit roundtable presented at the University Council for Educational Administration annual convention, Seattle WA.
- Olguin, F., (2019, March). "So, you want to be the boss?" Guest lecture for MGMT 2110, Principles of Management. Central New Mexico Community College, Albuquerque, NM.
- Olguin, F., Porter, T., & Wilkey, T., (2013, October). "Appointments, and Emails, and Paperwork Oh My! Efficient and Effective Advisement Practices at Anderson." Concurrent session presented at the University of New Mexico's Fall Academic Advisor Institute, Albuquerque, NM.

## **LEADERSHIP / SERVICE**

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<b>Alumni Member</b> <i>New Mexico Business Professionals of America, Board of Directors</i>	2020 – 2022
<b>Co-Chair, Cross College Committee</b> <i>The University of New Mexico, Provost's Committee for Advising</i>	2016 – 2021
<b>Member</b> <i>The University of New Mexico, Presidential Scholarship Committee</i>	2013 – 2017
<b>Chair, Community Service</b> <i>The University of New Mexico, Alumni Association, Homecoming Steering Committee</i>	2012 – 2017
<b>President</b> <i>The University of New Mexico, Student Union Building Board</i>	2011 – 2012
<b>Member</b> <i>The University of New Mexico, Student Fee Review Board Task Force</i>	2011 – 2012
<b>Member</b> <i>The University of New Mexico, Division of Student Affairs "Louies" Recognition Awards Selection Committee</i>	Spring 2011
<b>Member</b> <i>The University of New Mexico, Alumni Association, 2111 Time Capsule Committee</i>	Summer 2011
<b>Member</b> <i>The University of New Mexico, Presidential Search Subcommittee (ASUNM)</i>	Fall 2011

## **PROFESSIONAL ASSOCIATIONS**

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- American Educational Research Association (AERA) 2022 – Present
- University Council for Educational Administration (UCEA) 2020 – Present
- National Association of Student Personnel Administrators (NASPA) 2010 – Present
- National Association of Colleges and Employers (NACE) 2016 – 2021
- National Academic Advising Association (NACADA) 2013 – 2021