
Susan (Autumn) Collins
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SUMMARY OF QUALIFICATIONS

- Strategic, motivated, organized, student-centered and culturally responsive career professional with 7+ years of experience supervising career development facilitators, career counselors and interns, and student staff, in addition to providing the clinical supervision of career counseling staff at The University of New Mexico (UNM) Office of Career Services.
- 15 years of experience in UNM Student Affairs, an R1 (Very High Research), Hispanic Serving Institution, with proven ability to effectively build relationships across the division and campus including departments, administrators, deans, faculty, academic advisors, stakeholders, employer partners, and parents.
- Exceptional management and leadership skills with strong verbal and written communication skills demonstrated by the ability to work effectively with a wide range of constituencies in UNM’s diverse community and 13+ years of experience serving on UNM hiring and working committees.
- Experienced in providing performance appraisals, scheduling, training, employee development, and disciplinary actions.
- Dedicated to employing cultural humility when connecting with students and staff; Committed to promoting and cultivating a positive work culture that reinforces a sense of belonging.

EDUCATION

Completed 60+ credits toward Doctor of Philosophy, Educational Psychology UNM College of Education & Human Sciences (COEHS)	2016-2020 Albuquerque, NM
Master of Arts, Counseling and Guidance, Professional Counseling New Mexico Highlands University, College of Education	May 2009 Rio Rancho, NM
Master of Arts, Secondary Education, concentration Psychology Pepperdine University, Graduate School of Education & Psychology	April 1996 Culver City, CA
Bachelor of Arts, Psychology The University of Michigan Full athletic scholarship for NCAA Division I volleyball	April 1992 Ann Arbor, MI

LICENSURE, CERTIFICATIONS & SELECTED TRAININGS

State of New Mexico License: Licensed Professional Clinical Counselor (LPCC) <i>Clinical Mental Health Counselor, Supervisor Designation</i>	Expires Sept 2024 <u>#CCMH0215801</u>
Global Career Development Facilitator Certification (GCDF)	2009-present
ULEAD UNM EOD HR leadership training	2021
QPR Suicide Prevention Training	2023
Licensed Mental Health Counselor, New Mexico #CMH0175621/#0134801	2009-2021
Green Zone Training, Safe Zone Training	2012
Career Construction Interview Trainings (CCI)	2009
Myers Briggs Type Indicator – Step I & II, Strong Interest Inventory	2010

CAREER SERVICES' LEADERSHIP EXPERIENCE

UNM Career Services

Career Counseling Manager, Grade 14

Albuquerque, NM

Jan 2016-present

Highlights: People Appreciate Wonderful Staff (PAWS) Award Recipient, March 2022.

Exemplary Department of the Year Louie Award Winner, June 2022.

Nominated for Supervisor of the Year, 2018.

- Direct and oversee activities and operations of the career counseling team, ensuring efficient, timely, and effective programs and services.
- Supervise (4-6) career counselors and (2-4) counseling interns who specialize in career development.
- Plan, organize, implement, and evaluate career counseling programs and delivery of services.
- Developed flexible scheduling and models of service to meet student, staff, faculty, community members, and alumni needs based on data analysis.
- Assist with the development, implementation, and evaluation of direct service programs to ensure quality of Career Services' operations; serves as Director when the Director is unavailable.
- Oversee and coordinate the collection, compilation, and analysis of program activity data; develop, write, edit, and present comprehensive statistical and narrative program reports and evaluations.
- Manage career counseling activities of the department, which includes planning, coordinating, administering, and evaluating programs, projects, processes, procedures, systems, standards, and/or service offerings; ensures compliance with federal and state laws, regulations, codes, and/or standards.
- Assist the Director with the department's strategic planning and marketing process, monitoring and formulating projections of goals and objectives.
- Hire, supervise, mentor, evaluate, and oversee onboarding and professional development for designated staff and interns; mediate staff issues and concerns.
- Liaise with national organizations and peer institutions that inform career counseling services, serve on Career Services' and campuswide committees, and consults with faculty, staff, and parents.
- Co-serve as fiscal control agent and assist with fiscal and budgeting responsibilities; helps co-develop policies and procedures.
- Represent the department and promotes community and advisory participation in UNM programs; serves on internal and external committees and acts as a communications liaison in support of committee initiatives; experience coordinating with the Dean of Students, Human Resources, Vice President of Academic Affairs Office, Colleges, etc.
- Co-created SOPs for the department to work remotely, resulting in a successful pivot to remote work in March 2020.
- Facilitate and lead weekly meetings for career counselors (LMHCs and LPCCs) and counseling interns to support and uphold the ethical responsibility of professional supervision.
- Well versed in counseling principles and practices, including crisis intervention techniques and community mental health resources, and ability to develop and administer data-informed counseling programs.
- Examine and re-engineer operations and procedures, formulate policy, and develop and implement new strategies and procedures.
- Created, produced, and delivered hundreds of educational presentations and resource materials for students, alumni, staff, community members, and faculty.
- Presented at the 2022 National Career Development Association's annual conference on Cultural Humility with a colleague from Student Health and Counseling (SHAC) in Anaheim, CA.

CAREER COUNSELING & INTERN SUPERVISION EXPERIENCE

UNM Career Services

Albuquerque, NM

Career Development Facilitator Senior (Grade 12)

Feb 2012-Jan 2016

Student Affairs Fellow (served concurrently)

Jan 2011-Mar 2012

Highlights: UNM Student Affairs Collaborative Team of the Year, awarded to UNM Career Services' Career Development Facilitator team, 2013.

- Provided direct counseling with a career lens for thousands of clients (ages 16 to 72), co-creating career goals utilizing developmentally appropriate counseling theories and techniques.
- 12+ years' experience supervising or co-supervising 1-2 interns each semester, or supervised career counselors as they supervised i interns, both individually and in a group setting.
- Explored and addressed the intersection of career and mental health regarding clients' career, academic, and personal relationships to encourage student degree pursuit and graduation.
- Co-lead group supervision and individual supervision for Career Services' counselors and counseling interns where client case consultation, treatment, and planning are discussed and addressed with appropriate and timely feedback.
- Planned, scheduled, and delivered hundreds of customized presentations on career and employer development, career skills, and career opportunities to university classes, departments, and the business community.
- Thorough knowledge of theories and models of career development, program evaluation, counseling, and human development in working with diverse populations (i.e., gender, age, culture, ethnicity, race, sexual orientation, gender identity, physical and mental capabilities).
- Provided feedback for resumes, cover letters and other job search correspondence, assisted students and alumni with interviewing skills and finding internships in respective career fields.
- Assisted with career preparation communications including brochures, pamphlets, and hand-outs on career preparation services for use by students and graduates; coordinates the preparation and distribution of publicity for career fairs, speakers, and other services.
- Extensive experience in scoring, analysis, and in-depth interpretation of technology-assisted counseling assessments for clients.
- Served as liaison to Student Athletics, Anderson School of Management, Interdisciplinary Film and Digital Media Program, College of Fine Arts, LGBTQ Resource Center, Residence Life, Student Activities & Greek Life, & College of Education.

Career Development Facilitator (Grade 11)

Aug 2008-Jan 2012

Career Counseling Intern

Dec 2007-Aug 2008

- Counseled clients from diverse backgrounds including various SES standings, first-generation college, military veterans, undocumented citizens, and international clients; Set attainable client goals and action plans according to client needs.
- Implemented Career Construction Interview, Sand Tray therapy, Brief Solution Focused techniques with clients and used various modalities to aid clients in constructing meaningful careers.
- Facilitated psycho-educational presentations concerning career and academic development to small and large groups, both on campus and off campus.
- Completed client intake form and mapped out sessions according to client feedback; Created treatment plans that utilized client strengths to support clients in achieving goals.

UNM FACULTY EXPERIENCE

Adjunct Faculty, UNM, Albuquerque, NM

Aug 2009-present

Highlights: 14+ years' experience teaching at The University of New Mexico (UNM) in three colleges: 9 semesters online (COUNS 2120, EDPY 303), 12 semesters at ASM (MGT 398), and 10 semesters at University College.

- Taught 1400+ UNM undergraduate students for UNM COEHS in Counselor Education and Educational Psychology, University College, and Anderson Schools of Management.
- Instructed students (10-60) students per course section, in person, online, and hybrid.
- Implemented rubrics for each assignment with rigorous and measurable learning outcomes.
- Provide relevant, timely, thoughtful, and growth-oriented feedback to online discussion posts: shared experiences and perspectives, probing students with questions that require critical thinking skills; highlighting key learning points; answering student questions.
- Compiled and reported grades; provided appropriate accommodations for students with special needs.
- Encouraged students' metacognition skills including self-regulation and scaffolding and provided reminders for upcoming due dates.
- Refined course information as necessary, participated in regular instructor/curriculum meetings.
- Created curriculum and lesson plans for career development training classes that actively engage learners as well as measure the effectiveness of all learning modules.

SELECTED PRESENTATIONS, RESEARCH PUBLICATIONS, WORKSHOPS & TRAININGS

Apodaca, M., Collins, A. (2022). ***Cultural Humility and Narrative Techniques: Assisting Career Practitioners in Being Open and Humble with Diverse Clients***, National Career Development Association (NCDA) Annual Conference, Anaheim, 2022.

Collins, A., (2019). Work Values Inventory. In S. Barclay & K. Stoltz (7th Edition), *A Comprehensive Guide to Career Assessment*. Broken Arrow, OK: National Career Development Association.

Collins, A., Bond, S., & Apodaca, M. (2017, November). *Working Learners Need Better Access to Career Advising: How and Why to Take Your Services Online*. Career Convergence Web Magazine, National Career Development Association. Retrieved from:
https://www.ncda.org/aws/NCDA/pt/sd/news_article/146875/PARENT/CC_layout_details/false

Hackel, T. S., St. John, J. M., Collins, A., & Jones, M. H. (2019, April). *Middle school students' sexual identities do not relate to their academic motivation*. Poster presented at annual convention of the American Educational Research Association, Toronto, Canada.

Armstrong, J., Collins, A., Zurlo, D., & Miller, L. (2017, October). The Lifenet View: Investigating College Students' Perceived Relational Worlds. SCIPIE Conference, Las Vegas, NV.

Apodaca, M., Collins, A., Daniels, L. (2015). *Beyond assessments: Helping clients who are stuck using creative counseling systems*. National Career Development Association Annual Conference, Denver, CO, June 2015.

Hackel, T.S., Collins, A. (2015). Supporting LGBTQ Clients with Career Development, NMAALGBTIC State Conference, June 2015, Albuquerque, NM.

UNM COMMITTEES

UNM First Gen Forward Committee	Fall 2022-present
UNM Staff Council	Mar 2017-May 2021
<ul style="list-style-type: none">○ Elected as Staff Councilor Grade 13/14, elected to Executive Committee (twice for 2-year terms).○ Recipient of Staff Council Star 2017-2021 (four times).○ Co-Chair Parking as a Benefit Committee (2018-2020); Government Relations Committee member, 2018 -present.○ Served on Dean of Students' (DOS) Student Conduct Hearing Committee, 2019.○ Served on Provost Hiring Committee (2018-2019).○ Served on New Student Orientation Leader Selection Committee, 2017.○ Served on all Career Services Hiring Committees for CDF positions, 2008-present.	

NEW MEXICO STATEWIDE ASSOCIATIONS & PARTNERSHIPS

New Mexico Career Development Association (NMCDA)	2008-present
<ul style="list-style-type: none">○ President (2017-18), Professional Development Chair (2010-12, 2015-17)○ Board Member (2010-2020)	
New Mexico Counseling Association (NMCA) member	2008-present
<ul style="list-style-type: none">○ ALGBTIQ Division Committee member○ NMCDA Division Past President	2010-2014

PUBLIC RELATIONS

UNM Daily Lobo interviews for articles on Career Services	2012-2014
KASA Style (FOX Live TV) interviews	2011-2013
KRQE "New Graduates Face Vicious Job Market" https://www.youtube.com/watch?v=MG2GB40LayQ	May 2009

NATIONAL ASSOCIATION MEMBERSHIPS

National Career Development Association (NCDA)	2008-present
<ul style="list-style-type: none">○ Attended annual conference 12 out of 15 years.	
American Counseling Association (ACA)	2008-present
National Association of Student Affairs Professionals (NASPA)	2010-present
American Psychological Association (APA)	2016-2020