



Sue Anderson, MS

Sue Anderson is a dedicated human resource professional with over 35 years of experience in both the public and private sector. Prior to her retirement, Sue spent 15 years in the University of California system serving at both the Riverside and San Diego campuses as Director of the Staff Education and Development function. She also held leadership positions in UC staff advocacy organizations and continues to mentor and lend support to those organizations. Her professional passions are diversity education, change management, leadership development, and performance improvement. She is currently serving as a consultant to UC Riverside as the campus develops a staff performance development program. She holds a Master of Science degree in Industrial/Organizational Psychology from California State University, San Bernardino, is a member of the Association for Psychological Science, and Psi Chi, the National Honor Society in Psychology.



Yolanda Anglin, Ed. D., MBA

Dr. Yolanda Anglin has over 28 years of experience in higher education. During that time, she has served at two campuses in the California State University (CSU) system. She served in several financial leadership roles at San Diego State University and CSU Monterey Bay. She was also a founding member at CSU Monterey Bay when they first opened their doors in 1995. Additionally, she served at Old Dominion University and Chesapeake Public Schools in Virginia.

Yolanda has held many roles and typically focused on improving and streamlining processes through proper documentation, automation of processes, and building a culture of collaboration and continuous improvement. She has been an proponent and advocate for career and professional development for those in her charge. She has been involved with WACUBO for many years as an attendee of the Business Management Institute, the WACUBO 2023 Program Committee, the WACUBO Diversity Equity and Inclusion Committee, and is a graduate of the WACUBO Mentoring Program. Yolanda holds a Doctorate in Higher Education Leadership and Management and a Master's in Business Administration with an emphasis in Finance & Accounting.



Meredith Brown

Meredith Brown, partner with Atkinson, Andelson, Loya, Ruud & Romo has more than 25 years of experience representing public agencies and private institutions. Her principal areas of specialization include local government law for California public agencies, construction law, business litigation, environmental law, and public contracts and procurement. Ms. Brown provides general advice for public housing authorities, county offices of education, public colleges and private schools and businesses. Ms. Brown has developed

general conditions, negotiated contracts for multi-million-dollar construction projects and mediated large construction disputes. She has also provided claims avoidance counseling and defense for public entities conducting large capital programs involving multiple complex construction and joint development projects. Ms. Brown has drafted procurement procedures; analyzed and resolved construction bid protests; and trained school public entity staff on contract administration procedures. She has experience drafting and negotiating leases, joint use agreements, and memoranda of understanding for public entity clients with a heavy construction and procurement volume.

Ms. Brown provides advice to both private and public clients. She has negotiated public and private partnerships relating to shared fund and maintenance of sports fields and a public library that allowed youth sports groups and local communities' access to public facilities that otherwise would be unavailable due to funding shortfalls.



Teri Bump

Teri Bump is the Vice President of University Relations & Student Affairs for American Campus Communities. Teri presents nationally on university trends and issues and has delivered educational sessions at APPA, NASPA, ACUHO-I, NACUBO, NIRSA, ACPA, NACAS, and ACE Spectrum. Teri is a past ACUHO-I, ACPA and NACAS Foundation Board trustee and currently serves on the Leadership Board of Directors. In 2007 she was awarded the ACUHO-I Corporate Friend Award for service to the association and received the Business Partner of the Year Award for American Campus at the 2007 national NACAS conference and the 2010 ACPA Business Partner of the Year Award. She has been honored as a 2017 ACPA Diamond Honoree and 2018 Pillar of the Professions for NASPA. In addition, she has recently joined the inaugural cohort of Senior Fellows for the Aspen Index.

Prior to joining American Campus Communities in 1991, Teri served Boston University, Oberlin College, University of Illinois Champaign-Urbana, Texas Southern University, Alfred University and SUNY Oswego in student affairs. Teri received her bachelor's degree in Sociology from SUNY Oswego and her master's in College Student Development from Alfred University.



Carina Celesia Moore

Carina is a coach and consultant with over 25 years leading UC Davis talent development teams and programs (retired 2020). She designed and implemented high-profile learning and development programs in leadership, management, mentoring, and career management. As a rehired retiree, Carina co-facilitated the 2022-23 UC-CORO Systemwide Leadership Collaborative. Carina served as Visiting Instructor at University of the Pacific, teaching graduate courses in coaching (2018-2023).

Since 2004, her roles with the Western Association of College and University Business Officers have included Board Member, Career Coach, Business Management Institute Faculty, Mentoring Program Chair, Workshops Instructor, and Diversity, Equity, and Inclusion Committee Chair. Carina enjoys coaching leaders across an organization, whether emerging, high-potential, or executive. Her positive energy is present in her engagements, and she brings out the best in individuals and teams. Carina is an Associate Certified Coach (International Coaching Federation) and a Certified Professional in Talent Development (Association for Talent Development).



Diane Fennig

Diane Fennig is a passionate connector at the intersection of opportunities and talent. Her career foundation has been in association with universities and higher education systems for over 25 years. Diane continues to be a curious student. Her experiences in search and talent development along with her connections are the foundation ingredients in Diane's "secret sauce" for success. Her recipe also includes a serving of generosity, passion, grace, and

gratitude. Diane joined the Human Capital Group in 2009, which is now Gallagher Executive Search.

Diane's commitment to education includes an earned Bachelor of Arts degree in Psychology/Secondary Education from Marquette University, a Master of Science degree in College Student Personnel from Miami University and a Doctor of Philosophy degree in Educational Leadership/Organizational Behavior from the University of South Carolina. Diane has enjoyed Association Affiliations over the past decade with WACUBO and Forté Foundation.



Debra Hammond

Debra L. Hammond has more than 43 years of experience in higher education. She received a bachelor's degree in sociology from Rutgers University and a master's degree in educational administration from California State University, Los Angeles. She serves as the Executive Director of the University Student Union (USU) at California State University, Northridge (CSUN). She opened a \$60 million Student Recreation Center as well as a Pride (LGBTQ) Center, a Veterans Resource Center, and a state-of-the-art Oasis Wellness Center. She is currently planning a renovation project, which includes a center for basic needs (food pantry, basic needs counselors, community kitchen and clothing closet). She also serves as a faculty member in the college counseling/student services program at the Michael D. Eisner College of Education where she received the Outstanding Professor of the Year Award in 2012.

For her body of work, the California State University (CSU) selected Debra from among the CSU's 23 campuses as its outstanding staff member of 2016. The Wang Family Excellence Award is the highest award presented to an administrator by the CSU. Additionally, Debra serves as a consultant for universities across the country in the areas of leadership, strategic planning, equity and inclusion, and organizational development



Ruth Johnston

Ruth currently serves as Vice President, NACUBO Consulting and is the founder and owner of RAJ Consulting, LLC. Ruth is a strategist, collaborator, teacher, trainer, and facilitator who enjoys solving problems, streamlining processes, and driving change.

Prior to these roles, Ruth served as the System Vice Chancellor and Chief Operating Officer at New Mexico State University (NMSU). Her leadership centered on system-wide strategy, operational excellence, and continuous improvement, while fostering a culture of accountability, service, and trust. Over her nearly four-year tenure, Ruth oversaw vital areas, including Finance & Business Services, Facilities & Services, Enterprise Risk Management & Safety, Human Resource Services, Information & Communication Technologies, Government & Community Relations, and Marketing & Communications.

Most of Ruth's career was at the University of Washington, and last position there was Vice Chancellor for Planning & Administration at the University of Washington (UW) Bothell. Notably, she led the development of a hybrid budget model based on responsibility-centered management principles. She served at the main UW campus, where she held the position of Associate Vice President/Provost for numerous years. Her wide-ranging leadership roles spanned Human Resources, Financial Management, Planning & Administration, School of Nursing, Organizational Excellence, UW Extension, and Housing & Food Services.

Ruth holds a doctorate in organizational development and higher education, a master's degree in human relations, and a bachelor's in counseling psychology/social sciences.

Ruth served as Past President of the Western Association of College & University Business Officers' board of directors and actively contributed to the National Association of College & University Business Officers' board for three years. Ruth is an esteemed educator, offering various classes and workshops, and a sought-after consultant for higher education institutions, associations, and governmental agencies.



Dr. Queen E. King

Dr. Queen's career has focused on financial reporting, accounting, audit, tax, budget, and process improvements and systems implementation.

Dr. Queen is the Interim Vice President & CFO of Administration and Finance at Cal State LA. She leads key administrative functions of the university, such as human resources, information technology, facilities, change management and strategic initiatives, risk and environment health & safety, public safety & university police department, and internal audit & compliance.

Previously, Dr. Queen served as Associate Vice President and Chief Accounting Officer at California State University, Bakersfield. She was responsible for financial reporting, accounting, audit, tax, and budget for the university and its auxiliaries and supported athletics and campus facilities and capital design and construction. Prior to joining California State University Bakersfield, Queen worked in Corporate America, healthcare, and public accounting.

Dr. Queen has served as chair, vice-chair, and secretary of the California State University (CSU) Financial Officer's Association (FOA). She also has served as chair, vice-chair, and member of the CSU Business Conference Planning Committee and on the CSU systemwide Concur and CSUBuy governance committees. Queen was a 2020-2021 participant in the Western Association of College Business Officers (WACUBO) mentoring program for aspiring chief business officers and chief financial officers. She also has served on WACUBO's 2023 and 2024 annual conference program committees and as a panelist in the Women's Leadership program. Currently, Dr. Queen serves on WACUBO's Board of Directors and the professional development committee.

Queen earned her bachelor's in accounting & international business and master's in accountancy from Southern Illinois University – Edwardsville (SIUE). She also earned a certificate in management and leadership from UCLA. She earned a doctorate in higher education leadership at Maryville University.



Joyce Lopes

Joyce Lopes joined WWU as Vice President for Business and Financial Affairs in July 2021, where she oversees Facilities Development and Operations, Finance and Business Services, Human Resources, Risk, Ethics, Safety & Resilience, Strategy, Management and Budget, University Police, and University Policy and Public Records.

Prior to coming to Western, Joyce was the Vice President of Administrative Affairs at Sonoma State University in Rohnert Park, in California's Sonoma Valley, where she oversaw human resources, budgeting, finance and accounting, student financial services, facilities management, risk management, safety services, law enforcement, property management, and entrepreneurial services, as well as other operations such as Title IX, Athletics, the bookstore and culinary services.

Prior to Sonoma State, Joyce served in a similar capacity as Vice President for Administrative Affairs at California State Polytechnic University, Humboldt (formerly Humboldt State University) in Arcata, California. She led the efforts at both Cal Poly, Humboldt and Sonoma State to sign the Second Nature Climate Commitment and implemented a Climate Action Plan at CSPU, Humboldt. She volunteers with the Western Association of College and University Business Officers serving on the DEI Committee, as faculty member for the annual Business Management Institute, and as a mentor for the past five years.

Over her 41-year career in education, Joyce has served in key finance and administrative management roles in K-12, community colleges, as well as public and private universities in the US and Europe. Along with being a certified public accountant, she holds an associate degree in business management from the University of Maryland in Munich, Germany; a BA in Business and Management from the University of Maryland European Division; and an MBA from the University of Colorado.



Howard Lutwak – Internal Audit Director Emeritus, California State University, Northridge

Howard was the Director of Internal Audit at California State University, Northridge (CSUN) from 2000 to 2023. He conducted audits and investigations of campus units and served as the campus liaison for external audits. He regularly makes presentations to the campus community and a number of professional organizations regarding internal audit, internal controls and fraud prevention. In 2003, he established an internal audit internship program at CSUN that has employed more than 35 interns. This is Howard's sixth time presenting at BMI.

Prior to joining CSUN, he had over ten years of auditing experience with PricewaterhouseCoopers and financial institutions. Howard is a Certified Internal Auditor and a Certified Fraud Examiner. He is a member of the Institute of Internal Auditors, the Association of College and University Auditors and the Association of Certified Fraud Examiners. Howard has Bachelor of Science degree in Accounting Theory and Practice with a Minor in Music from CSUN. When not auditing, Howard is a professional classical guitarist.



Antonio "Tony" Nava

Antonio "Tony" has trained over 2000 staff as the Program Manager for the Lean Six Sigma Yellow Belt Certification at UCSD. Additionally, he has trained 700 staff in process mapping as the administrator for Promapp and was awarded the 2021 UC San Diego Exemplary Staff Employee of the Year.

Tony regularly facilitates cross-departmental and cross-institutional projects, Prosci Change Management, and LSS methodologies to support change initiatives, and delivers campus-wide efforts to support lean initiatives and business best practices.

Since the development of an introductory AI Module for UCSD staff, his current focus is on blending LSS and AI to ensure teams reach optimal benefits from each tool set.

Tony spends his time outside of work as a Den Leader with Boy Scout Pack 7777, cycling, and often donates his ponytail to Locks of Love, a 501(c)(3) that supports a sense of self and normalcy in children suffering from hair loss.



Paul Orfalea

Kinko's founder Paul Orfalea grew a single copy shop into the industry leader with 1200 branches worldwide and over 23,000 co-workers. Much of Kinko's success is grounded in Orfalea's passion for retailing, his insistence on taking care of his co-workers and customers, and a sharp eye for opportunity. Orfalea retired in 2000 and is no longer involved with Kinko's. Orfalea has always invested in real estate, stocks and opportunities ranging from small business ventures to entire chains. Orfalea is

in demand for public speaking and lectures at colleges nationwide. His family's philanthropic foundation supports early care and education in California.



Sara Reed

Dr. Sara Reed has over 25 years of experience in leadership, management, organizational change, and leadership development. Through her service in higher education and the military, she has led diverse teams throughout the globe. Currently, she serves as the Vice President of People & Talent at Western Governors University, where she leads a team of trusted HR professionals and strategic partners to advance WGU's mission and key results. Prior to that role, she served in different leadership capacities within higher education, including at a large urban community college and two large research institutions. Sara has also been an adjunct faculty member at several institutions, teaching at undergraduate to doctoral level.

Sara is a passionate advocate for higher education, especially in the areas of leadership and advancing equity, with the ultimate goal of helping people find their pathway to opportunity and see and reach their potential. Prior to her transition to higher education, she served as an active-duty military officer and is now retired from the United States Air Force. She earned her doctorate from Drexel University, MA.Ed. from California State University – Sacramento, M.S. from Troy State, and BA from University of Minnesota and has earned the SHRM-Senior Certified Professional credential. She is married and is mother to three children, is most often found with a book in her hand or in her ear and is dedicated to lifelong learning and sharing that learning with others.



Katy Rees (Co-Founder)

Strategic, Communication, Individualization, Competition, Activator, Maximizer Katy Rees is a passionate employee engagement and transformational change advocate with nearly three decades of experience in organizational development programs. She co-founded The Culture People to create engaged, positive, and strengths-based workplaces. Serving as an unconventional university administrator for most of her career, Katy is forever a student advocate, focused on service and continuous improvement, and pioneering

initiatives to impact greater employee engagement, team building, and leadership development. She received the designation of Administrator Emerita from California State University San Marcos honoring her contributions and career long commitment to the university's mission.

Katy serves as faculty for WACUBO's Business Management Institute, former chair of their Leadership Programs, member of the Professional Development Steering Committee, and speaker at multiple conferences and workshops. She also served as a Board Member of NCCI (Network for Change and Continuous Innovation), member of the NACUBO Advisory Group on Leadership Diversity, and the California Higher Education Collaborative (CHEC) Conference Planning Committee. Katy received a Master of Business Administration, is a Gallup Certified Strengths Coach, former member of the Baldrige National Quality Award Board of Examiners, and the inaugural NACUBO Fellows Program. Her professional honors include the NCCI Leader of Change, CSU Quality Improvement Facilitator of the Year, and CSU Distinguished Service.



Allison M. Vaillancourt, PhD

"Allison M. Vaillancourt, PhD is a vice president at Segal, a human resources and organizational strategy consulting firm. As a member of Segal's Organizational Effective practice, she consults with organizations in varied industries on future planning, HR strategy, organizational culture and redesign, leadership effectiveness, and creating inclusive and high-performing workplaces. Allison is also an executive coach.

Allison's consulting work is informed by more than 30 years of faculty and leadership experience in universities across the United States. Prior to joining Segal in 2020, Allison was at the University of Arizona where she served as Vice President for Business Affairs & Human Resources and was an award-winning faculty member in the School of Government and Public Policy.

She writes about workplace issues for the Chronicle of Higher Education and is the author of *The Organizational Politics Playbook: 50 Strategies to Navigate Power Dynamics at Work*.

Allison earned a PhD in Public Policy and Administration from the University of Colorado-Denver. She received a master's degree in public administration and a bachelor's degree in political science from the University of Wisconsin-Madison.



Guadalupe Valencia, MBA, CGFM, Senior Associate Vice President for Business Affairs Deputy Chief Financial Officer, The University of Texas at El Paso

Guadalupe Valencia is Senior Associate Vice President for Business Affairs and Deputy Chief Financial Officer. She is responsible for many elements of conducting business at the University and works closely with leadership to manage complex projects to ensure fiscal resources properly align with the institution's mission and vision.

Before joining UTEP, Guadalupe spent several decades serving in accounting executive leadership positions at university campuses throughout the United States including the Texas Tech Health Sciences Center at El Paso (TTUHSCEP), the University of Washington (UW), the University of Alaska Anchorage (UAA) and the University of Arizona (U of A). In those roles, her duties included effort reporting, fixed asset/property accounting, service centers, F&A cost rates including corresponding negotiations, human capital management, facilities/physical plant operations and resources management, police operations, budget, student business services, capital asset management, financial reporting, financial system implementations, rate studies, procurement, and payroll operations. Furthermore, as Executive Director and Associate Controller for UW, she served as the primary liaison between the University and UW's federal cognizant agency (Cost Allocation Services). At UAA, she served a dual appointment as Chief Financial and Administrative Officer (CFAO) at the Business Enterprise Institute and the University's Financial Services Department. In this role, she served as CFAO for the Alaska Small Business Development Center and the Alaska Center for Economic Development. Most recently she served as Chief Financial and Administrative Officer (CFAO) at the Texas Tech Health Sciences Center at El Paso (TTUHSCEP).

Guadalupe is currently Past President of the Western Association of College and University Business Officers (WACUBO) and serves on the board of the National Association of College and University Business Officers (NACUBO). She is also on the board of the local El Paso Chapter of the Association of Government Accountants. She holds a BBA and MBA in Accounting from The University of Texas at El Paso and is a Certified Government Financial Manager.



Jennifer Williams (Co-Founder)

Strategic, Maximizer, Achiever, Relator, Learner, Self-Assurance, Ideation Jennifer Williams serves as the Co-Founder of The Culture People - an organization focused on transforming the world of work to be positive, productive, welcoming, flexible, and inclusive. Her passion is for building great workplaces where every individual and team may develop and thrive. Jennifer has over two decades of experience in organizational development, employee engagement, strengths-based development, team effectiveness, and organizational culture. She holds a Master of Science in Psychology with an emphasis on Organizational

Development and is a Gallup Certified Strengths Coach, Situational Leadership II Facilitator, ATD Change Management Facilitator, MBTI Certified Practitioner, DISC Certified Practitioner, as well as a “Carrot a Day” Recognition Facilitator.

With nearly two decades in Higher Education, Jennifer has served as a member of the Western Association of College and University Business Officers (WACUBO) Professional Development Steering Committee, Chair of the WACUBO Mentoring Program, and faculty for WACUBO Business Management Institute. She also holds the honorary designation of Administrator Emerita from California State University San Marcos (CSUSM) for her service, leadership, and commitment to the university’s climate, signature employee engagement programs, and leading the campus to be recognized as a Great College to Work For by The Chronicle of Higher Education and ModernThink. Jennifer also has served as a California Baldrige Examiner for the California Council of Excellence and played an instrumental role in attaining statewide recognition for performance excellence for the Finance and Administrative Services division at CSUSM, receiving both the California Challenge Award in 2010 and the California Prospector Award in 2013.



Kendra Yoshimoto

Kendra Yoshimoto is the Senior Director of Fiscal & Audit Services at the University of Washington Bothell. She has over 25 years of experience in the private, non-profit, and public sectors, which includes public accounting, internal audit, and fundraising, at Ernst & Young Los Angeles, Paramount Pictures Hollywood, and United Way of Greater Los Angeles. At the University of Washington Bothell, she is responsible for the central and shared business operations of the

campus, as well as providing guidance on audits, fiscal compliance, and ethics. Kendra has volunteered in various capacities for WACUBO, including the Board of Directors, the DEI Committee, and multiple Host and Program committees. She holds a bachelor's degree in business/accounting from the University of Hawaii and is a certified public accountant (CPA).