

SUE ANDERSON, MS, SPHR

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. While at UCSD, she led a campus wide change management initiative which earned the Performance Excellence Applied Knowledge (PEAK) award from the Association for Talent Development San Diego Chapter. Her professional passions are diversity education, change management, and leadership development with the goal of helping leaders create work environments that allow employees to do their best work every day. She continues to serve as a consultant in these areas. 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.

Laura Cyphers Benson

Laura Cyphers Benson is a consultant with Education Support Services Group (ESS). ESS provides a comprehensive menu of services for governing boards, superintendents, presidents/chancellors, senior management teams, school districts, and community colleges/higher education institutions. The community college/higher education division of service includes crisis management, negotiation support/preparation, PR/reputation management, trustee/president relations, leadership coaching, executive search services, organizational development and team building, human resources development, compliance, management and professional development training. Laura is trained in higher education implementation of Title IX, Title V, Investigations, and Diversity Programs.

Laura has more than 20 years of experience in the field of human resources, including seven years in community colleges, five years in K12, and five years in independent universities. Laura has been an associate vice president of human resources, executive director, and part-time faculty member.

Following undergraduate study in business administration with a concentration in large organizational management at Humboldt State University, Laura received her master's degree in organizational development from Fielding Graduate University and a second master's degree in psychology.

Laura has been involved with numerous professional organizations, including Association of Chief Business Officials (ACBO), Association of Chief Human Resources Officers (vice president and president in 2015 and 2016), Association of California Community College Administrators (ACCCA), Association of Independent California Colleges and Universities, Shasta Trinity Schools Insurance Authority, Northern California Community College School Insurance Authority, Northern 15 Human Resources Group, co-chair of the Human Resources Leadership Academy, and the Community College League of California (CCLC).

JOHN BERBERET, MS, SPHR

John is the Manager of the Employee Assistance Program for Santa Barbara Cottage Hospital. Prior to coming to Cottage Health in 2016, he was the manager of the Academic and Staff Assistance Program at UCSB for some twenty-two years. He has more than thirty years of experience in presenting or facilitating a wide variety of seminars, consultations, keynote presentations, training programs and team retreats.

He is experienced in executive coaching, management consultation, course design and instruction. His work history includes positions in corporations, higher education and non-profit organizations.

John is a graduate of Santa Clara University with an MA in Counseling Psychology. During his twelve years with Santa Clara, he had the privilege of working in the Student Affairs Division. He is a licensed marriage and family therapist, a clinical member of the American Group Psychotherapy Association and a Certified Group Therapist.

He is married and the father of two young kids. He and his family enjoy camping, looking at bugs and connect-the-dots coloring books. He is pretty good at sourdough bread baking.

Janna Bersi

Janna Bersi is currently Vice President, Investments and Administration of Chapman University. Dr. Bersi's professional record encompasses more than 20 years of senior leadership experience in private and public higher education and spans a broad spectrum of responsibilities with a concentration of strengths in financial administration, investment and endowment management, strategic planning, governing board relations, educational effectiveness and accreditation, academic affairs, human resources, as well as real estate and risk management.

Dr. Bersi's academic credentials include service as Professor of Graduate Education/Higher Education Administration and Leadership, as well as Associate Vice President, Academic Resources Management and Planning at California State University, Dominguez Hills (CSUDH). Prior to that she was Chief Financial Officer of Chapman University. She is the former Associate Executive Director and Chief Financial Officer of the CSU Long Beach Foundation and the founding Director of the American Institute of Philanthropic Studies. She is a former member of the CSUDH Philanthropic Foundation Board of Directors and a former member of the Board of Directors of the Western Association of College and University Business Officers (WACUBO) where she served as the inaugural Chair of the Marketing and Communications Committee.

Dr. Bersi earned her doctoral degree in Organizational Leadership from Pepperdine University and holds an MBA and BS in Finance from California State University, Long Beach. She is a Certified Specialist in Planned Giving and a graduate of the WASC Senior College and University Commission Assessment Leadership Academy.

TERI BUMP

Teri Bump is the Vice President of University Relations & Student Affairs for American Campus Communities, the first publicly traded student housing REIT.

Teri presents nationally on university trends and issues and has delivered educational sessions and keynotes for ACE, NASPA, ACUHO-I, NACUBO, NIRSA, ACPA, NACAS, NASAP, and APPA. She currently serves on the faculty for Chema's Women's Leadership Institute and SACUBO's Chief Business Officer Institute and has presented at NASPA's Manicur Symposium, Aspiring, Escaleras and New SSAO Institutes. Teri is a past ACUHO-I and ACPA Foundation Board trustee and currently serves on the NACAS Education Foundation Board and the ACPA Senior Student Affairs Officer Advisory Board. In 2007 she was awarded the ACUHO-I Corporate Friend Award for service to the association, the Business Partner of the Year Award at the 2007 national NACAS conference, the 2010 ACPA and 2015 NACAS West Business Partner of the Year Awards. In 2014 she was honored for her service to the African American Male & Female Summits at the national conference and received the 2016 Diamond Honoree Award from ACPA and the 2017 NASPA Pillar of the Profession.

Prior to joining American Campus Communities in 1991, Teri served Boston University, Oberlin College, University of Illinois Champaign-Urbana, 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.

TERESA COSTANTINIDIS

Currently serving as the University of New Mexico's Senior Vice President for Finance & Administration, Teresa Costantinidis is responsible for the units that provide financial, administrative, and other support functions to the UNM main campus including the Office of Planning, Budget, & Analysis, Human Resources, Information Technologies, UNM Police Department, Financial Services Division, Safety & Risk Services, and Institutional Support Services. Teresa works closely with senior leadership, including the President, Provost, Chancellor for Health Sciences, Deans, Regents, and the UNM Foundation.

Teresa has higher education budget, financial, and administrative management experience spanning over 30 years. Prior to this position, Teresa was the University of California, San Francisco's Vice Chancellor and Chief Financial Officer, responsible for planning and administering the overall campus operating and capital budgets, costing policy, federal indirect cost rate negotiations, recharge, enterprise-wide decision support, risk management, insurance services, and planning and institutional analysis. At the UC Berkeley campus Teresa served as the Assistant Vice Chancellor for Budget & Resource Planning and Senior Assistant Dean and Chief Operating Officer for the Haas School of Business.

Teresa is an active presenter and board member of the Western and National Association of College and University Business Officers. She holds an MBA degree from UC Berkeley, a BS degree in Biological Sciences from UC Davis, and is an active and contributing board member to industry and community organizations.

Georgelle Cuevas, Esq.

I feel privileged to have the opportunity to assist people with their problems. Georgelle Cuevas regularly assists school districts, county offices of education, and community colleges in navigating the requirements of the Education Code, Public Records Act, the Brown Act, and conflict of interest laws. Ms. Cuevas is experienced in counseling and representing public and private sector employers in all aspects of labor and employment law, including discrimination/harassment, wrongful termination, disability, reasonable accommodation, wage and hour requirements, leave requirements, discipline and dismissal. She has significant experience conducting thorough and effective investigations concerning workplace issues and student complaints.

In addition to being a licensed attorney, Ms. Cuevas is also a Certified Professional in Human Resources. Ms. Cuevas gained experience in employment law, retirement, education and civil rights at previous firms. Her prior experience also includes internships with the Equal Employment Opportunity Commission and the National Labor Relations Board.

During law school, Ms. Cuevas served as the Vice-President of External Affairs for the Moot Court Honors Society. In addition, she won a CALI award for receiving the highest grade in her Immigration Law class.

MIGUEL O. DELGADO, ARM-P

Miguel Delgado is the Assistant Director of Risk Management at the University of Arizona in Tucson, Arizona. He oversees all aspects of the university's insurance programs, including management of the insurance policy portfolio (Workers' Compensation, Liability, Property, Auto, Cyber Risk, Fine Arts, Crime, and International Travel insurance) and administration of the university's claims program. Additionally, he provides support and guidance to a wide array of university stakeholders with respect to insurance coverage and other risk control/risk transfer issues. The University of Arizona is a public land grant university with significant academic teaching and research programs in agriculture, medicine and biological sciences, optical sciences, and astronomy, as well as a broad spectrum of academic programs in the sciences, liberal arts, engineering, and business.

Miguel holds the professional designations of Associate in Risk Management (ARM) and Associate in Risk Management for Public Entities (ARM-P). He is currently pursuing the Certified Risk Manager (CRM) professional designation. His educational background also includes a B.S. degree in Theology. Before joining the University of Arizona, Miguel worked in Risk Management at the University of New Mexico, where he held titles as Manager of Risk Management, Insurance & Claims and Claims Specialist. Prior to entering Risk Management in Higher Education, he worked in the commercial insurance sector as a Sr. Workers' Compensation and Multi-Line Claims Adjuster.

Miguel is also an active member of the University Risk Management & Insurance Association (URMIA) and the Arizona chapter of the Public Risk Management Association (PRIMA).

JERRY FARLEY

Jerry Farley has served as President of Washburn University since 1997. Prior to this he was the Vice President and Chief Financial Officer at the University of Oklahoma, Norman campus and the Health Science Center and Oklahoma State University.

He served as President of SACUBO and Chair of the Board of Directors of NACUBO. He is the recipient of NACUBO's Daniel Robinson award in accounting and the NACUBO award for Professional Development.

He holds a B.B.A., MBA and Ph.D. all from the University of Oklahoma, and is a C.P.A. He has authored or co-authored numerous articles and books in his field - not for profit finance and accounting.

Jerry has served on local and state boards for United Way, American Red Cross, American Cancer Society, Boy Scouts, Kansas Society of CPA's, state and local Chambers of Commerce and economic development corporations. He is past Chair of the Topeka Chamber of Commerce.

He also serves on the Board of Directors for the Guggenheim Security Funds Board and CoreFirst Bank. He was inducted into the Topeka Business and Oklahoma Higher Education Halls of Fame and is a Rotary Paul Harris Fellow.

DIANE M. FENNIG, PH.D.

Diane Fennig is a passionate architect at the intersection of opportunities and talent. She brings more than 25 years of career development and management experience in a University environment to Executive Search. Diane joined The Human Capital Group in 2009 to incorporate her network with her keen sense of talent for a new role in Executive Search. She embodies the motto...**We make a difference in your business...by doing things differently in ours...** Diane has enjoyed serving WACUBO, SACUBO and BMI over the past eight years as both a facilitator and a coach.

Diane earned degrees from Marquette University, Miami University and The University of South Carolina and enjoys her role as career connector and educator. She is also a guest blogger for the Society of Human Resource Management in the areas of recruitment, retention and employee satisfaction.

LORI GENTLES, MBA, SPHR

Lori Gentles is an entrepreneurial and transformative change-promoter with 20 plus years experience inspiring and leading strategic organization wide initiatives in various complex and diverse public sector agencies. Over the years, Gentles has established a professional brand as a Cultural Architect specializing in designing, building and cultivating a culture that embraces employee empowerment and leverages individual and collective genius through creativity, diversity, equity and inclusion. The program designer of *Employeeeship™*, *The Path to Leadership*, Lori's vision is to provide highly motivated employees across the globe with the tools to become exceptional leaders and societal contributors by moving away from entitlement to empowerment.

A. CATHLEEN GREINER, PH.D.

Dr. Greiner has a proven career in higher education and the CCCs as a teacher, dean and vice president, with expertise and responsibility in leadership, online learning, and networking with employers and critical community and educational partners to respond to changing learning needs and building enduring bridges between business and education. Cathleen is a highly effective executive professional with a demonstrated commitment to bridging employment and education in service and support to students, faculty, and business colleagues with relevant actions and innovative outcomes. As a long time small business owner (agriculture and travel/photography), she has 'real-world' experience and effectively networks across the OC to infuse relevant information into current college curriculum and explore opportunities for students to gain experience. As a strategic, long-range planner with an entrepreneurial spirit, she is a sought-after expert on organizational growth, the gig economy, the new world of work, the impact of AI, automation and technology, and on the need to prepare students and individuals for academic and workplace success. She is a faculty member for the *Western Association of College and University Business Officers* (strategic planning and case studies), as well as at the *Online Teaching Conference* and *DET/CHE*.

In leading the California Community Colleges' Business & Entrepreneurship Sector in Orange County, which is the largest employment sector in the county, she is focused on college enrollment, student internships, assisting employers gain and/or upskill their workforce and connecting the regions' unified school districts, nine community colleges and university partners in support of workforce readiness and college opportunities. Most recently she facilitated successful ABA program accreditation, initiated a focused pathway for accounting between high school, community college and university, and expedited internships with two local employers.

RYAN HAGEMANN

Ryan Hagemann is the Vice President & General Counsel of Western Oregon University, where he is the chief legal officer, secretary to the Board of Trustees and responsible for legal affairs, risk management, human resources and payroll, government and public affairs and institutional research. Prior to his appointment at Western Oregon University, Ryan was the Vice Chancellor & General Counsel of the Oregon University System, where he was the chief legal officer of a seven-university system prior to its dissolution by the Oregon Legislature in 2015 and an Assistant Attorney General for the Oregon Department of Justice assigned to both the Education and Labor & Employment sections. Ryan has delivered over 100 speeches to various organizations on higher education and employment topics.

Ryan has his BA in Politics *magna cum laude* from Whitman College in Walla Walla and his JD from the University of Oregon. Ryan and his husband Roy live in Salem, Oregon and enjoy the outdoors, Oregon wineries, and family and friends. In his personal capacity, Ryan has served as the President of the Whitman College Alumni Association and is the Board Chair of the High Desert Museum in Bend, Oregon.

DEBRA L. HAMMOND

Debra L. Hammond has more than 39 years of experience in higher education and currently serves as the Executive Director of the University Student Union (USU) at California State University, Northridge (CSUN). The USU is a 501 (3)(c) non-profit organization governed primarily by students. In 2013, 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, as part of her areas of responsibilities. She also serves as a faculty member in the Michael D. Eisner College of Education. She teaches in the college counseling student services program where she received the Outstanding Professor of the Year Award in 2012. 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 is a member of a number of professional organizations, including the Association of College Unions International (ACUI) where she has served in a number of volunteer capacities, including President and Co-Chair of the Strategic Planning Committee. In 2002, she received the Association's highest honor, the Butts-Whiting Award for outstanding service to the association and the profession. At CSUN, she served as the Interim Assistant Vice President for Student Life, as a member of the Western Association of Schools & Colleges (WASC) Accreditation Team, and she heads the Division of Student Affairs program review efforts. Hammond has presented educational sessions on a variety of topics including strategic thinking, leadership, change management, executive presence, goal setting and achievement, and political savvy at a number of professional associations including the Auxiliary Organizations Association (AOA), Student Affairs Administrators in Higher Education (NASPA), the American College Personnel Association (ACPA) and the National Intramural Recreational Sports Association (NIRSA). She has conducted program reviews at a number of student unions throughout the country.

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. It is the highest award presented to an administrator by the CSU. She was recognized for her meritorious commitment and dedication to advance the CSU's mission, bringing benefit and credit to the CSU, and enhancing the CSU's excellence in teaching, scholarship and service. Debra also received the *San Fernando Valley Business Journal's* Lifetime Achievement Award at the 2017 Women in Business Awards Luncheon for her accomplishments as a woman in business.

HAROLD W. HEWITT, JR.

Harold W. Hewitt, Jr. has served as Executive Vice President and Chief Operating Officer for Chapman University in Orange, California since 2007. His prior service includes: CFO for the Los Angeles Philharmonic Association, VP and CFO of Occidental College in Los Angeles, and VP and CFO of Whittier College.

He is a past member of the National Association of College and University Business Officers (NACUBO) Board of Directors, and past chair of the Western Association of Schools and Colleges' (WASC) Senior College and University Commission, the regional accreditor for California and Hawaii 4-year and graduate institutions. Harold currently serves on the WASC Review Committee.

His involvement with the Western Association of College and University Business Officers (WACUBO) is substantial and includes the following:

- Past president of WACUBO (2014-15)
- Chair of the WACUBO Business Partner Steering Committee (current)
- Member of the WACUBO Finance Committee (current)
- Member of the WACUBO Board of Directors (current)
- Chair of the Host Committee for the WACUBO 2019 Annual Conference in Vancouver, BC

He recently joined the Board of the Lingnan Foundation, a private foundation that awards scholarships to Chinese students who want to study at U.S. universities, where he serves as Chair of the Audit Committee.

STEVEN C. HOLLAND, CRM, ARM, DRM

Steven Holland is Chief Risk Officer at the University of Arizona in Tucson, Arizona. His responsibilities include management of the university's programs in enterprise risk management, risk identification and assessment, loss prevention, environmental health & safety, and coordination of insurance programs for property, liability, cyber/technology, and worker's compensation. The University of Arizona is a public land grant university with significant academic teaching and research programs in agriculture, medicine and biological sciences, optical sciences, and astronomy, as well as a broad spectrum of academic programs in the sciences, liberal arts, engineering, and business.

Steve's education includes a B.A. in Psychology and M.S. in Finance and Safety Management, from the University of Arizona. He also holds the professional designations of Certified Risk Manager (CRM), Associate in Risk Management (ARM), and Registered Environmental Manager (REM). Steve's 37-year professional career has included titles as Industrial Hygienist, Occupational Safety and Health Specialist, Environmental Safety Officer, Director of Risk Management, Assistant Vice President for Risk Management, and currently Chief Risk Officer.

Steve is the Past-President of the University Risk Management and Insurance Association. URMIA is a national professional organization of higher education risk managers and service providers associated with colleges, universities, and risk management service companies. In 2008, URMIA awarded Steve the Distinguished Risk Manager (DRM) designation, honoring his service to the organization and higher education risk management. Steve is also active in the Arizona chapter of the Public Risk Management Association (PRIMA), and is a faculty member for the Western Association of College and University Business Officers (WACUBO). In 2018 Steve was invited to join the Risk Management Advisory Committee for United Educators, a higher education liability insurance organization.

Steve also serves as a faculty member and educational consultant for the National Alliance for Insurance Education & Research, which provides national training and certification programs for risk management and insurance professionals.

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JAIRY C. HUNTER, JR., PH.D.

Dr. Jairy C. Hunter, Jr. is President Emeritus and Professor of Business at Charleston Southern University, where he served as President for more than three decades. During this time, enrollment grew from 1,600 to 3,500 students, alumni giving increased by 500 percent, the endowment quadrupled, several undergraduate and graduate programs (face-to-face and online) were added, and the physical plant greatly expanded. Charleston Southern University is the largest accredited university in South Carolina. The university recently received zero recommendations for reaffirmation of reaccreditation from the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC). The university has ended each fiscal year with a budget surplus for 32 consecutive years.

In Dr. Hunter's previous career, he served in key leadership roles in Student Affairs, Development, Public Relations and Financial Affairs at both public and private higher education institutions. Dr. Hunter has remained true to his passion for leading, teaching and mentoring students. He has taught every semester at each of the schools where he served administratively.

Dr. Hunter is a nationally known speaker in higher education on leadership, board development, change management, problem solving, integrated strategic planning, budgeting, institutional effectiveness and team building. He has a clear understanding of the type of leadership essential for success in the changing environment of higher education.

Dr. Hunter has served on numerous for-profit and not-for-profit boards including the Council of Independent Colleges (CIC) and the National Association of Independent Colleges and Universities (NAICU). He is a member of the faculty of the College Business Management Institute at the University of Kentucky and the Business Management Institute at the University of California, Santa Barbara.

Dr. Hunter was bestowed the Order of the Palmetto, the state's highest civilian honor, by the Governor of South Carolina. Additionally, he was awarded the state's Order of the Silver Crescent, for those who have made significant contributions to the life and well-being of South Carolina. The National Association of College and University Business Officers (NACUBO) presented Dr. Hunter the Distinguished Business Officer award at the 2016 annual meeting.

Dr. Hunter earned an Associate Degree from Wingate University, B.S. in Business and an M.B.A. and M.A. in Student Personnel Services from Appalachian State University. He received a Ph.D. in Educational Administration from Duke University.

MELISSA JARNAGIN

Melissa Jarnagin joined the University of California, Santa Barbara in February 2018. She is the Chief Financial Officer for Housing, Dining & Auxiliary Enterprises, managing a \$190 million annual operating budget. Previously, Melissa was the Associate Vice President, Budget & Planning at California State University Channel Islands where she spent 15 years, and prior to CSUCI spent 11 years at Oregon Graduate Institute. She has been active in WACUBO since the 90's and has served as Track 3 lead and Faculty at the Business Management Institute.

Melissa holds a B.S., in Business Administration from Portland State University.

RUTH JOHNSTON, PH.D.

Ruth Johnston serves as Vice Chancellor for University of Washington Bothell Planning & Administration and provides leadership for administrative, financial, facilities, information technology and human resource operations. Dr. Johnston is a longtime University leader, with 39 years of experience in areas including housing and food services, continuing education, human resources, financial management, finance and facilities, and student fiscal services. She most recently served as Associate Vice President and Chief of Staff for the UW Planning & Management, with responsibility for units including organizational excellence, UW Sustainability and the business diversity program.

Dr. Johnston holds a doctorate in organizational development and higher education, a master's degree in human relations and a bachelor's in counseling psychology. Ruth serves as first Vice President on the Western Association of College & University Business Officers board of directors. She also teaches a variety of classes and workshops, and consults with higher education institutions and associations and some federal agencies.

BARBARA L. KAUFMAN, PH.D.

For over 27 years, Dr. Barbara Kaufman, President of ROI Consulting Group, Inc., has worked as an executive, educator and executive coach to help individuals and teams increase their leadership effectiveness and organizational capacity. As a trusted advisor to leaders in higher education and the non-profit sector, Dr. Kaufman combines executive experience with researched-based, pragmatic guidance in the area of leadership effectiveness. Areas of expertise include: leadership effectiveness at the individual and team levels, executive coaching, high performing teams, performance assessment for senior administrators, executive on-boarding, shared governance, succession planning, board development and related topics.

In the area of performance assessment, Dr. Kaufman has designed the comprehensive performance review process for presidents and chancellors in two complex systems in higher education. She has over twenty-five years of experience in performance reviews related to executive coaching for senior leaders in the non-profit sector. Dr. Kaufman believes that a performance review process should be a learning experience and a chance to understand the leader's strengths and an opportunity to reevaluate what the leader may need to do differently to excel in his or her role. Her approach is qualitative based on a belief that open-ended questions offer more insight into strengths and weaknesses than numeric ratings provide. The performance criteria, assessment process, including interview questions, as well as professional development recommendations are customized to meet client needs.

Clients:

Her clients include a wide range of organizations, including colleges and universities in seven systems of higher education across the country. A partial list of clients includes The California State University – Office of the Chancellor and campuses, Bill & Melinda Gates Foundation, LA County Natural History Museum – President and senior leadership team, University of California System and campuses, University of North Carolina System – president, campus leadership and board, University of Texas system and campuses, University of Nebraska System (president, senior leadership team, board and the flagship at Lincoln), Northwestern University, University of Tennessee – Knoxville, Scripps Women's College, RTI International and Yale.

Volunteer Activities:

Dr. Kaufman is a committed volunteer who contributes time and resources to professional development organizations. Currently, she is on the board of the Coachella Valley Symphony, dedicated to providing scholarships to young emerging musicians and to support diversity among youth and adult musicians who perform for the symphony. She is an advisor to and past president of Leadership California, a non-profit organization devoted to educational programs and furthering the advancement of women leaders in business, government, education and other public and private arenas. She serves on their Executive Advisory Board. Additionally, Dr Kaufman is the

recipient of the prestigious Leadership California Leader award for her program design and board development efforts. In her teaching capacity, she is also on the faculty of the Western Association of College and University Business Officers (WACUBO) and is certified by the Connected Leadership Institute in the use of the Leadership Achieving Styles model.

Education:

Dr. Kaufman received her Ph.D. in Education, with an interdisciplinary focus in leadership and non-verbal behavior from Claremont Graduate University (CGU). She served as the Leader-in-Residence at the Institute for Advanced Studies in Leadership, located at the Peter Drucker School of Management (CGU), where she earned her Master's in Executive Management. Dr. Kaufman periodically serves as an adjunct professor at CGU, where she teaches courses in leadership and talent management. She is also a certified master instructor in the use of the Connective Leadership Achieving Styles Model.

Selected Publications:

Barbara's publications include: The Power of Self-Directed Leadership Development in an Era of Disruptive Change (August 2014) A Proactive Approach to Preventing Train Wrecks, Landmines, and Derailment (November 2013, University Business) The Importance of Collective Leadership: Building and Maintaining High-Performing Teams (September 2013, Academic Leadership) Executive Onboarding: The Unwritten Rules of Success (November, 2012, University Business) Collaboration at the Heart of Successful Change Initiatives (September 2012, Academic Leader) Anatomy of Dysfunctional Working Relationships (March, 2012, Business Strategy Series. Overachieving Leaders: When an A Is Not Good Enough (March 2012, Business Strategy Series. Leadership Strategies: Building Your Sphere of Influence (Nov/Dec 2011, Business Strategy Series). Speaking Truth to Power (June 2011, Leadership Excellence). Don't Stop Thinking About the Future: Surviving budget cuts to keep professional development and the institutional mission moving forward (February 2011, University Business). Landmines Ahead: Why smart, newly appointed leaders derail (Summer 2010, University Business). Working with Consultants: Look before you leap (December 2008, University Business). Reining in Those "Maverick" Trustees (July-August 2007, AGB, Trusteeship). Organizational Champions (July/August 2006, Board Member). The Helping Hand (March 2006, University Business). The Leader as Change Agent (March 2005, University Business). En Route to Executive Retention (January 2005, American Society of Association Executives, January 2005). The Juggling Act (July 2004, University Business).

JOYCE LOPES

Joyce Lopes is returning for her third year to teach courses with Business Manage Institute (BMI) and she is excited to share her experience and knowledge with the BMI participants.

Ms. Lopes joined Sonoma State University as the Vice President of Administration and Finance and Chief Financial Officer in August 2017. Prior to coming to SSU she served as the Vice President of Administrative Affairs at Humboldt State University. Along with being a certified public accountant, Ms. Lopes holds a Master's in Business Administration and a certificate from the Chief Business Officer Leadership Institute sponsored by the California Association of School Business Officers. She is also a trained consultant in interest-based negotiations.

Ms. Lopes earned her Bachelor's Degree in Business at the University of Maryland in Europe where she took advantage of the location to study art history in Prague, world economics in Den Haag, music appreciation in Salzburg, and world literature in Egypt. Throughout her career, she has managed, coordinated and supervised a wide range of people from diverse backgrounds. This has led to a greater awareness and understanding of the richness that diversity brings to the workplace.

Ms. Lopes has 35 years of finance experience in the education industry that includes public and private universities in the U.S. and overseas, as well as a research university, a community college and a K-12 district. Her results-oriented leadership style is focused on trust, collaboration and accountability. She is a self-motivated and creative leader with experience developing sustainable budgets in growing and declining enrollment environments.

HOWARD LUTWAK, CIA, CFE

Howard has been the Director of Internal Audit at California State University, Northridge (CSUN) since 2000. He conducts audits and investigations of campus units and serves 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 30 interns. This is Howard's fourth year on the BMI faculty.

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.

THOMAS O. MCDONALD, MPA, SHRM-SCP

Thomas O. McDonald, MPA, SHRM-SCP serves as the Chief of Staff to the Senior Vice President for Business Affairs & CFO at the University of Arizona.

There he wields the powers of Trust, Courage, Collaboration, and Humility to solve problems, build relationships, oversee strategic initiatives, amplify the successes stories of Business Affairs units, serve as the conduit for contact to the Senior Vice President, and act as her stunt double. Like a Vocational Kris Kringle, he bestows the Senior Vice President and the Business Affairs' team the gifts of Time and Capacity. Think Leo McGarry from The West Wing (not Doug Stamper from House of Cards), Tyrion Lannister from Game of Thrones (before the terrible last two seasons ruined his character), or Tony Stark supporting the Avengers (minus the arrogance and limitless wallet, of course).

Prior to recently joining the Senior Vice President, Thomas served in similar roles in the University of Arizona's Division of Human Resources and local environmental nonprofits. If he bothered to hang credentials on a wall, they would indicate a background based in public administration and music – that last bit he credits to helping unlock the “creative” in his “creative problem solving” prowess.

Anna Miller

Anna Miller represents public school districts and California community college districts in all areas of general education law; labor relations; employment matters such as discrimination, dismissal and harassment; student issues such as fraudulent receipt of federally issued financial aid, grade disputes, student discipline and harassment charges; and First Amendment rights. She is active in the firm's Title IX group, conducting Title IX investigations and giving presentations on Title IX issues.

Ms. Miller conducts complex workplace investigations for both public and private sector entities, including universities and colleges, school districts, public safety entities, counties and cities; and provides legal counsel on matters involving safety, campus police and human resources. In addition, she has a wealth of experience representing clients in court, arbitration proceedings and administrative hearings. During law school, Ms. Miller held an externship in Sacramento at the California Senate Office of Research, where her focus was on higher education/community college issues.

CARINA CELESIA MOORE, MA, SPHR

Carina Celesia Moore, M.A., SPHR, CPLP, ACC is Director of the University of California - Davis HR: Talent Management and Development, and is responsible for learning and development strategies for over 30,000 employees at both the UC Davis campus and the UC Davis Health campus in Sacramento. She oversees professional development, leadership development, training administration, worklife, performance management, and career coaching and counseling. Carina cultivates excellence in people and organizations through innovative programs and impactful organizational consulting and coaching. She has over 25 years of experience in human resources and enjoys transforming organizations into places where people contribute their best work. Carina has created numerous best practice programs, courses, and learning and development resources that have received national recognition. Since 2004, Carina has been an active member of the Western Association of College and University Business Officers (WACUBO) serving in many roles including board member, conference speaker, faculty at the Business Management Institute, and chair of the Mentoring Program. She served as an instructor at UC Davis Extension for 19 years, has served as part-time faculty at CSU Sacramento in the Graduate Career Counselor Education Department, and currently serves as adjunct faculty at the University of the Pacific Benerd School of Education, Master of Arts program in Organizational Learning & Effectiveness. Carina attended Stanford University's Teaching and Learning Studio at the "d.school" and enjoys incorporating design thinking into her work. She is an Associate Certified Coach (ACC) through the International Coach Federation (ICF) and holds a Master's degree in curriculum and teaching from Columbia University Teachers College in New York.

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BARBEE OAKES, PH.D.

Dr. Barbee Oakes was appointed Chief Diversity Officer for UNLV in September 2017. She has implemented a Cultural Intelligence Leadership Series to foster a culture of inclusive excellence among senior administrators, academic leaders, and faculty. Oakes was the inaugural CDO and Assistant Provost for Diversity and Inclusion at Wake Forest University from 2009-2017. Under her leadership, Wake Forest was awarded a Higher Education Excellence in Diversity (HEED) Award by *Insight into Diversity* in 2012. In 2012 Oakes was also named by *Diverse Issues in Higher Education* Magazine as one of “25 Women Making A Difference”. Upon completion of her PhD in Exercise Science and Nutrition from the University in Tennessee, Knoxville, she became the first Black woman with a doctoral degree in the American College of Sports Medicine.

KATY REES

Katy is the Associate Vice President of Administration at California State University San Marcos. She is a passionate employee and organizational change advocate with over two decades of experience in programs including employee onboarding, recognition, and engagement, Balanced Scorecard, Baldrige, process improvement, survey administration and analysis, strategic planning, and team facilitation. Katy oversees Safety, Health & Sustainability, Integrated Risk Management, and the Vice President's Office, which includes internal audits and compliance, Clery, quality improvement, policies and procedures, and division budget. Katy also works for the CSU Chancellor's Office as the Organizational Development Special Consultant to assist campuses with organizational assessments, strategic planning, affinity group development, and harnessing the power of the CSU system to deliver outstanding services for students, faculty, and staff.

Under her oversight, the Finance and Administrative Services division received statewide recognition for performance excellence with winning the California Challenge Award in 2010 and the California Prospector Award in 2013. Katy received numerous professional awards including the NCCI (Network for Change and Continuous Innovation) 2016 Leader of Change Award. Her work with WACUBO currently includes Chair of the Leadership Programs, member of the WACUBO Professional Development Steering Committee, and faculty for the Business Management Institute. Katy served on the Baldrige National Quality Award Board of Examiners and was a member of the inaugural NACUBO Fellows Program. She is a Gallup Certified Strengths Coach and MBTI Certified Practitioner. Katy earned her MBA from the Ken Blanchard Executive MBA Program at Grand Canyon University.

HELENA A. RODRIGUES, PH.D.

Helena A. Rodrigues, Ph.D., is the Interim Chief Human Resources Officer at the University of Arizona. In this position, Helena has responsibility and oversight for benefits advising and administration, employee relations, recruitment and outreach, compensation, organizational and leadership development, human resources information systems, and employee wellness programming for the University's over 15,000 staff and faculty.

Helena believes strong relationships are critical to understanding institutional challenges and, as such, she enjoys serving on University committees. In addition to representing HR on data privacy and compliance committees for the University, Helena currently serves as Co-Chair for the Integrity: Ethical and Responsible Conduct Committee, one of the University's five Higher Learning Commission Accreditation committees. She recently completed a three-year term as Co-Chair of the Diversity Coordinating Council, and in the past year led an initiative partnering with an outside consulting company to execute the University's first organizational health index survey initiative.

In service to her profession, Helena serves on the Board of the Arizona Chapter of the College and University Professional Association for Human Resources, having just completed her term as President. She also serves as a member of the Human Resources Advisory Council for the Pima Community College system in Tucson.

Prior to joining the University's Division of Human Resources in 2012, Helena served as the Director of the University's National Science Foundation ADVANCE grant, a seven-year project promoting faculty development, educating campus leaders on unconscious bias, and implementing more equitable hiring and promotion practices.

Helena received her bachelor's degree in political science from Providence College, and her master's and doctoral degrees in political science from the University of Iowa.

JUDY SAKAKI, PH.D.

Dr. Judy K. Sakaki became Sonoma State University's seventh president on July 1, 2016. Sonoma State is one of 23 campuses within the California State University, the largest public university system in the country. She is the first Japanese-American woman in the nation to lead a four-year college or university.

Her career in higher education has been devoted to leading developing and implementing best practices in access, affordability, inclusion and student success. Previously, she served as Vice President for Student Affairs at the University of California-Office of the President; Vice Chancellor for Student Affairs at the University of California, Davis; and Vice President for Student Affairs and Dean of Students at Fresno State.

Under President Sakaki's leadership, the University has: 1) Increased its four-year graduation rate for undergraduates by 5 percent to nearly 35 percent; 2) Increased its two-year graduation rate for transfer students by nearly 7 percent to 62.2 percent. Sonoma State is now ranked No. 1 out of the 23 CSU campuses for the highest graduation rate for transfer students; and 3) Successfully completed "Building Our Future @ SSU Strategic Plan 2025." Strategic priorities include: student success, academic excellence and innovation, and leadership cultivation, all with an emphasis on making a transformative impact on the lives of those on campus and in the community.

Dr. Sakaki is the recipient of numerous community and leadership awards. She was recognized as President of the Year in 2017 by the California State Student Association representing the 430,000 students of the CSU. She also received the Student Affairs Administrators in Higher Education, Region VI President's Award in 2018. Dr. Sakaki is a former American Council on Education Fellow, an Executive Fellow of the California State University, a senior Fellow of the American Leadership Forum, and attended the AACSB Millennium Leadership Institute and Harvard Management Institutes. Dr. Sakaki grew up in Oakland, California and was a first-generation college student. She earned her B.A. in Human Development, her M.S. in Educational Psychology both from CSU East Bay and her Ph.D. in Education from the University of California, Berkeley. She serves on numerous local and national boards and speaks about leadership and resilience having been a victim of the Tubbs Fire in Sonoma County in October 2017, which destroyed more than 5,000 homes.

ALX SANCHEZ

Hello, my name is Alx Sanchez. I am a zealous seeker of knowledge, random purveyor of wisdom and also, coincidentally, an instructional designer and instructor. I am a graduate of the prestigious University of California at Santa Barbara and Capella University. I hope my work and commitment to training and teaching reflects the caliber of these two institutions.

My thoughts on knowledge and learning:

Acquiring knowledge is achieved through experiencing relevancy. If the processed understanding is not relevant to the learner's prior experiences, then it will be hard to retain. Therefore, great instruction provides different physical or emotional scenarios to increase the learners' ability to keep knowledge. This knowledge contributes favorable and contrary to the human experience, depending on how the learners have experienced the world and where their moral compass points.

ALLISON M. VAILLANCOURT, PH.D., SPHR

Allison M. Vaillancourt, Ph.D., SPHR serves as Vice President of Business Affairs & Human Resources at the University of Arizona where she also holds faculty appointments in the UA School of Government and Public Policy and the Honors College. Under her guidance, the University of Arizona has been nationally recognized for building a community of leaders and creating an inclusive organizational culture.

She writes about workplace issues as a regular *Chronicle of Higher Education* contributor, serves as a leadership advisor to several national organizations, and is a board member for the American Research Universities Human Resources Institute, Society for Higher Education Human Resources Executives, and Community Foundation for Southern Arizona. She is a past national chair of the College and University Professional Association for Human Resources.

Active in her community, Allison offers pro bono executive coaching and consultant services for several Tucson nonprofits through Social Venture Partners, is engaged in public policy work through the Women's Foundation of Southern Arizona, and serves as a coach and performance advisor for judges through the Arizona Judicial Review Program.

JEFFREY J. WEST, MBA, CPA

Mr. West started his professional career in California, where he worked for two different CPA firms. He then began his long association with higher ed administration by joining Utah State University, where he worked for seven years in the Accounting and Controller's offices (getting his MBA degree in the process). Following his employment at USU, he and his young family moved to Tucson where he began his tenure at the University of Arizona - advancing through various positions over fifteen years in the Office of the Associate VP for Finance and the Financial Services Office. He then moved on for a brief stint at the Maricopa Community Colleges in Phoenix, as Director of Financial Services/Controller, before moving back to Utah. Just prior to joining Salt Lake Community College earlier this year, he concluded a fifteen year tenure at the University of Utah as their Associate VP for Finance.

Mr. West is a long-time contributor to WACUBO – serving on their governing board and on several committees over the past 20 years. This is his 5th year as a faculty member at BMI, which continues his involvement in delivering professional development courses, having previously taught both the Basic and Intermediate Accounting courses for several years. He was also the main developer and instructor for WACUBO's annual workshop for Academic & Unit Business Officers. In addition, Mr. West has been actively involved with NACUBO – serving twice on their Accounting Principles Council, and teaching at several forums and workshops. He received NACUBO's Professional Development Award for 2009, and their Daniel D. Robinson Award for 2017. Mr. West has both BS and MBA degrees from Utah State University and is a Certified Public Accountant. His current position is Vice President for Finance & Administration/CFO at Salt Lake Community College.

RENATE WIGFALL, CPA, MPA

Renate Wigfall is an experienced University Administrator with over 30 years of experience in the private and public arena of accounting, finance, budget management as well as human resources functions. Recently retired, she worked at the California State University, Northridge for over 20 years where she started as an Accounting Technician and ended her career as the Director of Finance and Operations. During her employment at Cal State Northridge, her career progression gave her the opportunity to work in various departments and divisions on campus which led to a deeper understanding and perspective of Higher Education's opportunities and challenges. She held leadership positions in the College of Engineering & Computer Science and the College of Health and Human Development where she was responsible for all budgetary, financial, and operational functions. In retirement, she has enjoyed working on special projects for the University in various administrative and financial areas, including University Advancement, Admissions & Records and Academic Affairs.

Ms. Wigfall received a Bachelor of Science in Business Administration and Accounting from California State University in Bakersfield, a Master of Public Administration from California State University in Northridge and is a Certified Public Accountant. Ms. Wigfall is a graduate of the WACUBO Business Management Institute and is passionate about its mission to mentor and develop future leaders in Higher Education.

JENNIFER WILLIAMS

Jennifer Williams is the Associate Vice President, Campus Climate and Chief of Staff to the President at California State University San Marcos. She is responsible for driving the university's strategic priority of Campus Climate, which includes fostering, advocating, and advancing CSUSM's culture efforts to promote a positive work environment where employees feel welcome, engaged, and supported. In this role, she leads employee engagement initiatives and programs, including the University Onboarding Program, Campus Connect, the Great Colleges to Work For Survey, and the Staff Appreciation and Development (SAND) Committee. In addition to her focus on campus climate, she serves as a strategic thought partner to the President and provides support for her many systemwide commitments, as well as oversight for the Executive Office, Institutional Planning & Analysis.

She has nearly 15 years of experience in organizational development, quality improvement and strategic planning, with a heavy focus on organizational culture and employee engagement. Jennifer is a Certified-Gallup Strengths Coach, MBTI and DISC certified as well as a "Carrot a Day" Recognition Facilitator. She has served as a California Baldrige Examiner for the California Council of Excellence and has played an instrumental role in attaining statewide recognition for performance excellence for the Finance and Administrative Service's division, receiving both the California Challenge Award in 2010 and the California Prospector Award in 2013.