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### *Education*

**Ed.D. Northeastern University, 2021**

Concentration: Higher Education Administration

Dissertation: "What Happens to us when we close? An interpretative phenomenological study of Mount Ida College students' lived experiences after institutional closure"

**M.Ed. Boston University, 1995**

Concentration: Higher Education Administration Policy & Planning

**B.S. Boston University, 1989**

Major: Magazine Journalism

### *Higher Education Experience*

**Vice President for Student Affairs**

**Mount Ida College, Newton, MA**

**April 2013 – May 2018**

- **Direct report** to the President of the College. Serve as a member of the College's administrative council/senior leadership team providing decision making a strategy for the College (FTE 1,300).
- **Led a strategic reorganization of the division of student affairs** to more closely match the needs of the institution requiring development of two new departments as well as four new full-time positions with limited financial impact.
- **Provided budgetary oversight** of seven (7) distinct departments (including 9 direct reports) with over 50 full time employees and the student government fee. Total operational budgetary responsibility: \$6.5 million/year. Departments include:
  - Athletic Department (DIII Athletic Program, Intramurals, Recreation, Fitness Facility)
  - Center for Leadership & Civic Engagement (Student Organizations, Leadership Programs, Civic Engagements, Campus Center Operations, Social Justice & Inclusion)
  - Wellness Services (Health Services, Prevention Programs & Counseling Center)
  - Office of Campus Living (Residence Life & Community Standards)
  - Office of Career Services (Career Counseling, Employer Development & Internships)
  - Office of Accessibility Services (Disability services & accommodations)
- **Demonstrate analysis in best practice and federal mandates** in areas such as FERPA, CLERY, Title IX, as well as a track record in the development of effective internal processes, procedures and services that meet student and institutional needs.
- **Lead creation of a Divisional assessment model that merges outcomes assessment with annual data reporting.** Developed a synergistic plan for department and functional area program reviews utilizing CASS standards and best practice benchmarking. Program reviews were performed for the following departments/functional areas: Intercollegiate Athletics, Career Center, Accessibility Services, Community Standards.
- **Lead and served on campus wide committees** and efforts aligned with the college's strategic plan and divisional goals. Including: 2013 Strategic Plan, Vision 2020 (co-chair), SGA Charter Review & Reorganization (Co-Chair),

*Mount Ida College was a small residential college located in Newton, Massachusetts. At the time of its closure in May 2018, full-time enrollment was over 1350 students.*

*Mount Ida featured professional programs in the Applied Sciences, Business, Design as well as majors within the Social Sciences and Humanities. Student Affairs was charged by the President and the Board of Trustees to be a leader in student engagement, retention and student satisfaction.*

[www.mountida.edu](http://www.mountida.edu)

Parent Orientation Program (Chair) and NEASC Accreditation Team (co-chair).

- **Collaborate across divisional lines to enhance quality of student life and service** through the creation of three (3) new campus wide committees and initiatives resulting in an increased student retention and satisfaction.
- **Collaborate with Provost and four School Deans** in creation of sustainable programs that enhance student retention and learning including: CONNECT, Living Learning Community, an enhanced Orientation Program, Inspiration Nation, Jump Start student athlete academic support program, and the creation of the Center for Community Engagement.
- **Development of student-centered relationships with auxiliary services including:** Facilities (Aramark), Dining (Aramark), Transportation, Bookstore (Follett), One Card (Blackboard), and Campus Police. Student concerns and feedback regarding these services and the impact on their quality of life was funneled through Student Affairs, while contracts were managed by Business Services.
- **Oversight of campus-wide events** including All-College Awards, Orientation, Inspiration Nation, and Commencement.
- **Serve campus roles including:** Deputy Title IX administrator, final appellate in student conduct matters including cases of sexual assault and misconduct, crisis management and DOC duty rotation, management of inclement weather closings.

*Additional Mount Ida College Experience:*

*Assistant Dean of Students for Residence Life, July 2008 – April 2013*

**Boston University, Boston, MA**

**December 2005 – June 2008**

**Assistant Director of Residence Life for Student & Staff Development**

- **Direct report to the Assistant Dean for Residence Life** and served as a member of the four-person leadership team providing oversight of the Office of Residence Life.
- **Facilitated the application, selection, evaluation processes and training** of the Resident Assistant and Senior Resident Assistant (Graduate Assistant) staff of over 270 Resident Assistants annually.
- **Implemented Annual (August) Professional Staff training** program and evaluation process.
- **Managed several key processes for the department including** professional staff recruitment process, specialty housing program, and faculty in residence (FIR) program.
- **Chaired and served on divisional and campus wide committees and efforts.** Highlights include: Division Day (chair) and Safety Committee (chair).
- **Co-Supervised with a member of the Office of Student Activities staff the Residence Hall Association program**, which represented 10 separate RHAs on the campus, and over \$90,000 in funds allocations.
- **Served as a member of the Administrator on Call** as the top level of the Residence Life on-call system on a rotating basis.

*The Boston University Office of Residence Life employs over 325 full time and paraprofessional staff in order to provide a learning-centered residential experience to over 11,000 students living in over 145 residential facilities in an urban, research University environment.*

[www.bu.edu/reslife](http://www.bu.edu/reslife)

*Endicott College is a small residential college located on the Massachusetts coast. The Office of Residence Life provided housing for students in a variety of settings including small and large residence halls as well as apartments and townhouses.*

[www.endicott.edu](http://www.endicott.edu)

*Babson College is consistently ranked as the #1 school for Entrepreneurship in the US. The Office of Campus Life was a cross functional student affairs & services office. [www.babson.edu](http://www.babson.edu)*

**Endicott College, Beverly, MA  
Director of Residence Life**

**July 2002 – November 2002**

- **Direct report** to the Vice President for Student Affairs.
- **Selected, trained and supervised staff** of Professional, Split-Position staff and Paraprofessional staff of over 40 individuals.
- **Managed housing assignments** for a 750-bed campus. Opened a new residence hall and coordinated the purchase of furnishings and other residential accessories.
- **Collaborated with various offices** within the Division of Student Affairs as well as across divisional lines in order to build relationships.
- **Managed operational budget** of \$85,000 (excluding salaries and compensation).
- **Adjudicated student conduct matters** and referred appropriate matters to the Dean of Students and Vice President for Student Affairs.
- **Served as the senior point person for crisis management** on-campus 24 hours a day seven (7) days a week.

**Babson College, Wellesley, MA  
Associate Director of Campus Life**

**June 1998 – July 2002**

- **Direct report to the Assistant Dean of Students/Director of Campus Life.**
- **Selected, trained and supervised Residential Life staff** of Professional, Graduate Assistant and Paraprofessional staff of over 30 individuals.
- **Led the reorganization of the department** to more closely match the needs of the institution specifically hiring Professional Staff and downsizing the number of Graduate Assistants.
- **Implemented student leadership program** for new and emerging and senior student leaders.
- **Advised student media groups** (Newspaper, Literary Magazine, Radio Station and Yearbook).
- **Provided oversight for student honor societies** and professional societies coordinating selection and communication processes for a diversity of organizations.
- **Managed vendor relationships** for furniture companies, newspaper readership program, micro-fridge rental program, and other residential amenity offerings.
- **Chaired and participated in departmental, divisional and campus-wide committees.** Highlights include: chairperson of campus wide leadership selection, chair of the women's history month committee and co-chair of First Year Seminar committee.
- **Managed programming budget of \$70,000 per year.** Providing annual financial report to supervisor.
- **Produced annual reports and specialty reports** and proposals for associated projects.
- **Collaborated with various offices** within the Division of Student Affairs as well as across divisional lines in order to build relationship.
- **Served in crisis on-call rotation.**
- **Adjudicated student conduct matters** and referred appropriate matters to Dean of Campus Life and/or the conduct board.

*Indiana University of Pennsylvania is a public institution located in Western, PA that provides outstanding programs in education, business, arts & humanities, with a commitment to first generation students. The division of student affairs has a long-standing veteran staff who are committed to the mission of the division and the college.*

[www.iup.edu](http://www.iup.edu)

## **Residence Life Experience**

**Area Director, Boston University, Boston, MA**  
**April 2004-December 2005 & May 1997-June 1998**

**Residence Hall Director, Boston University, Boston, MA**  
**Nov. 2002 – April 2004, Jan. 1997– May 1997 & August 1992 – June 1995**

**Area Coordinator, Indiana University of PA, Indiana, PA**  
**June 1995 – December 1996**

- Supervised Residential Life staff including Professional, Graduate Assistant and Resident Assistants in various models within residence life departments at large private and medium public institutions
- Contributed on departmental and divisional committees
- Implemented new programmatic efforts in hall-specific programs ranging from career services programs, diversity and inclusion programs, health and wellness programs and life-skill development programs.
- Advised several student groups including the B-movie club, women's empowerment club, as well as the Residence Hall Associations at each campus.
- Produced required annual reports based on institutional needs and expectations.
- Collaborated with various offices within the Division of Student Affairs as well as the Office of Housing, the campus Police Department, Facilities and Conference and Events as appropriate.
- Served as a member of the crisis management on-call rotation.
- Adjudicated assigned matters within the student conduct system and refer cases as appropriate to Chief Conduct Officer.

## ***Teaching, Presentation & Trainings***

### **Graduate Courses**

#### **Boston College, Lynch School of Education & Human Development**

Student Affairs Administration (ELHE 7401, Boston College, Lynch School of Education & Human Development, Fall 2022, Fall 20223)

Student Development Theory (ELHE/APSY 7404, Boston College, Lynch School of Education & Human Development, Spring 2022)

Special Topics in Higher Education: Strategic Planning (ELHE 7555, Boston College, Lynch School of Education & Human Development, Fall 2022, Fall 20223)

Crisis Management in Higher Education (ELHE7314, Boston College, Lynch School of Education & Human Development, Summer 2021, Summer 2022)

#### **Boston University, Wheelock College of Education & Human Development:**

Current Issues in Higher Education (AP699, Boston University, Wheelock School of Education & Human Development, Spring 2019, Spring 2022)

Strategic Planning and Implementation (AP662, Boston University, Wheelock School of Education & Human Development, Spring 2019, Summer 2019, Spring 2020, Summer 2021, Summer 2022)

Student Affairs & The Profession (AP622, Boston University, Wheelock School of Education & Human Development, Summer 2021, Spring 2022)

### **Undergraduate Courses**

Public Speaking (EN105, Mount Ida College, Fall 2009, Spring 2009, Spring 2010)

First Year Seminar (CC101, Mount Ida College, Fall 2007, Fall 2008)

First-Year Seminar (FYS1000, Babson College, Fall 1999, 200, 2001; Also served on curriculum committee for the development of the course)

### **Selected Presentations & Webinars Since 2015**

- Leading Through Crisis (NASPA Manicur Symposium 2015)
- Strategic Budgetary Planning (NASPA Region 1 2016 & New VPSA Institute 2019)
- Crisis Communication (NASPA New VPSA Institute 2019)
- Rather than Hiring, Consider Curating Your Direct Reports (NASPA New VPSA Institute 2019)
- Leadership Competency Development (NASPA 2017, ACPA 2019)
- Division III Athletics as an Enrollment Driver (NASPA 2017)
- Women's Leadership Essentials for Mid-Level Professionals (NASPA 2017)
- The Legacy Mindset (Fortify Custom Keynote: Boston College 2018)
- Outcome Based Planning (Fortify Workshop/Webinar 2018)
- Optimizing Your Cross Generational Workplace (Fortify Workshop/Webinar 2018)
- Jumpstarting Your Project Team (Fortify Custom Workshop: Babson College 2019)
- Workplace Collaboration & Decision Making (Fortify Custom Workshop: Bentley College (2019)
- Inclusive Communication (Fortify Custom Keynote: Emmanuel College 2019)
- Strategic Supervision (Fortify Workshop/Webinar 2019)
- The Art of Delegation (Fortify Workshop/Webinar 2019)
- Performance Improvement Planning (Fortify Workshop/Webinar 2019)
- Big T vs. Little T Traditions (Fortify Custom Workshop: Middlesex Community College 2020)
- Leveraging LinkedIn and Commanding the Cover Letter (Fortify Webinar 2021)

### **Keynote/Featured Speaker**

2007 All of the Above Conference: (Opening Keynote)

2007 NASPA Region 1: (Closing Keynote)

2014 NASPA Region 1: Student Affairs Leaders of Tomorrow (Keynote)

2017 NASPA National Conference: "The Shawshank Effect" (Featured Speaker)

2019 & 2021: NASPA Mid-Level Institute (Featured Speaker)

### **Consulting**

**Fortify Associates, LLC**, Principal & Founder. Founded in 2018, Fortify Associates is a boutique consulting firm providing workplace optimization solutions including strategic planning, program reviews, training and development workshops, and digital training solutions. Design of Fortify Associate's webinar and virtual training delivery portal including the development of a comprehensive menu of professional development webinars and workshops designed to be offered synchronously and asynchronously. Relevant consulting projects for consideration:

- Wellesley College (MA): Class Deans Office Interim Appointment & Program Review
- Tufts University (MA): First Year Programs Office Department Strategic Project
- Nichols College (MA): Health & Counseling Center Program Review
- University of New England (ME): Housing & Residence Life Program Review

- Le Moyne College (NY): Professional Development Series and Executive Coaching
- Winthrop University (SC): Division of Student Affairs Program Review and Title IX Review
- Salve Regina University (RI): Student Affairs Direct Reports Executive Coaching
- Wheaton College (MA): Student Affairs Operational Review
- American Association of University Women (CT Branch): Strategic Plan

### ***Professional and Not-For-Profit Associations***

#### **Administrative Professional Development & Institutes**

Manicur Symposium Participant (NASPA, 2012)

New VPSA Institute (NASPA, 2013)

#### **Selected Honors & Awards**

NASPA Region 1 Massachusetts Mid-Level Professional Award (2006)

Boston Area Rape Crisis Center Champion of Change Award (2008)

NASPA Region 1 Program of the Year Award: “*New Professional Mentor Institute*” (2009)

NASPA Region I Service to the Association Award (2011)

#### **Association & Not-For-Profit Leadership**

##### **Student Affairs Administrators in Higher Education (NASPA)**

NASPA is the leading association for the advancement, health and sustainability of the student affairs profession. NASPA’s work provides high-quality professional development, advocacy and research for 15,000 members in all 50 states, 25 countries and 8 US territories.

- Massachusetts State Director (2010-2012)
- Co-Chair New Professional/Graduate Student Knowledge Community (2013)
- Manicur Symposium: Faculty member (2015)
- New VPSA Institute: Faculty member (2018)
- “Hill Days”, Policy Advocacy Days Washington, DC (2018 & 2020)
- Co-Founder & Co-Chair, NASPA Region 1 New Professional Mentoring Institute (2008-2011)

##### **Massachusetts Association for Women in Education (MAWE)**

The Massachusetts state division of the National Association for Women in Education, MAWE provided a space for professional development, networking and support for women in Massachusetts. Due to financial insolvency, MAWE closed in 2000. MAWE voted to remain functioning until 2006. The MAWE archives are currently held at the Schlesinger Library at Radcliffe College/Harvard University.

- Served several positions including Vice President and President (1992-1999).
- President emeritus (1999-2002)

##### **Additional Associations, Not For Profits and Offices**

- GALA Choruses, Board Member (2018-2023)
- Boston Gay Men’s Chorus, President, Vice President, Board Member (2007-2015)

*For addition information about my professional and personal achievements, please feel free to refer to my LinkedIn ([www.linkedin.com/deveautrain](http://www.linkedin.com/deveautrain)) as well as the Fortify Associates, LLC website ([www.fortifyassociates.com](http://www.fortifyassociates.com))*