

# Shylan E. Scott, M.A., Ph.D.

## Education

<b>Ph.D., Higher Education, Policy, Planning &amp; Leadership</b>   William & Mary	2012
Dissertation: Emancipated Foster Youths Transition from Care to Virginia Community Colleges	
<b>M.A., Interdisciplinary Studies</b>   Virginia State University	2002
<b>B.A., Psychology</b>   University of Virginia	1998

## Summary

Experienced professional with 22 years in campus housing and residence life, demonstrating strong skills in strategic planning, student development, community building, and leadership. Extensive involvement in professional associations, non-profit boards, and committees. Skilled at administration, analyzing trends, providing strategic direction and recommendations, and engaging volunteers. Proven excellence in developing relationships, maintaining collaboration, and effective communication across units. Experience developing teams to complete deliverables and meet goals to enhance quality. Known for being consistent, reliable, curious, and reflective.

## Work Experience

<b>Associate Dean of Students &amp; Director of Residence Life</b>   University of Virginia	July 2023 – Present
<ul style="list-style-type: none"><li>Manage a residential area housing 7500+ students by collaborating with cross-functional teams to provide strategic direction for an academically and socially supportive living experience for all residential students.</li><li>Led a high-performing team of 4 Assistant Deans, 6 Residence Life Coordinators, 2 Program Coordinators, and student self governed 300+ Resident Staff Program.</li><li>Set and manage operational budget.</li><li>Develop and coordinate the programmatic and living/learning functions of the undergraduate and graduate residential communities, including program model development and academic engagement, assisting with facilities management, partnering with Residential Colleges; implementing assessment plans, and collaborating with units across the university.</li><li>Promote and facilitate student self-governance providing opportunities for student involvement and success across our organization.</li></ul>	
<b>Associate/Assistant Director</b>   William & Mary	May 2018 – July 2023
<ul style="list-style-type: none"><li>Managed a variety of housing configurations including Living Learning Communities, Scholar Communities, Language Houses, Themed/Identity Communities, and Fraternity &amp; Sorority Housing.</li><li>Led a high-performing team of 6 Area Directors and indirectly supervised 6 Community Directors, 9 Head Residents, and 150 Resident Assistants by facilitating a culture of connection, creating systems that improved workflow, and providing feedback and support.</li><li>Organized, facilitated, and directed all recruitment, hiring, selection, and training processes for professional and student staff.</li><li>Presented strategic recommendations to the AVP/Director of Residence Life regarding improvements to area supervision, employee retention, and operational workflows, which resulted in significant increases to employee performance, productivity, and efficiency.</li><li>Enhanced student and community engagement by through the implementation of a residential curriculum and programming model, for all staff to align with organizational objectives, and learning across residential communities.</li><li>Managed and coached professional and student staff daily on strategies to overcome management crisis, conflict, and complex circumstances; fostered a culture of care, psychological safety, and professional growth.</li><li>Generated detailed reporting on staff and resident satisfaction and program outcomes by using benchmarking to support data-driven decision-making process.</li></ul>	
<b>Assistant Director, Fraternity &amp; Sorority Housing</b>   William & Mary	Jul. 2011 – May 2018
<ul style="list-style-type: none"><li>Led the daily administration and operation of 24 residential facilities housing 400+ students in partnership with fraternity/sorority life, IFC, council leadership, and facility boards/house corporations; Maintained occupancy, room changes, maintenance requests, and damage billing.</li></ul>	

- Reorganized staffing structure which involved creating job descriptions, setting performance expectations, and organizing onboarding, which led to improvement in staff retention.
- Collaborated with Student Leadership Development and University Advancement to fundraise Chapter House Improvement Funds by generating interest and presenting program ideas to chapter leadership, alumni, students, and families, generating \$50,000+.
- Worked collaterally with the Dean of Students, Student Leadership Development, Student Conduct, Fraternity and Sorority Life, and Student Councils to manage recruitment, accountability, celebration, damage billing, student self-determination, and recognition.
- Developed immediate and future-plans for facility maintenance and improvements by establishing strong stakeholder relationships, tracking service requests, and educating students, which reduced service request completion times and increased accountability.

## Additional Relevant Experience

### Collateral Ombuds | William & Mary

Jan. 2021 – July 2023

- Supported 2-3+ visitors daily as a designated confidential, neutral campus resource to address workplace issues, concerns, or conflict and provide options for resolution in an informal and welcoming environment.
- Served as the subject matter expert in university policies and provided visitors with guidance, which resulted in visitors being able to better navigate challenging workplace conflicts and complex university systems.
- Consulted with high level administrators to analyze community trends and provide strategic recommendations, to help minimize the costs of workplace conflict.
- Hosted outreach events to promote service offerings and increase community awareness of neutral and confidential resources available to help mitigate workplace concerns, increasing visitor traffic.
- Published an annual report with anonymized data detailing university trends, observations, and recommendations.

### Co-Chair Hazing Prevention Coalition | William & Mary

Jul. 2012 – July 2023

- Led annual strategic prevention planning and guided the coalition to develop, implement, and assess a comprehensive action plan based on an extensive needs assessment and data insights.; Served as the coalition representative at key meetings and events with divisions, senior leadership, coaches, students, and state conferences to help promote the vision and mission of the organization.
- Organized coalition meetings bi-monthly to maintain proactive communication between members and constituencies, which includes outreach, marketing, event planning, workshop facilitation, and assessment.
- Facilitated education, training, and development activities monthly for students to improve understanding of hazing behavior and to raise awareness on the importance of reporting hazing-related activities.
- Formed long-lasting partnerships with 10 campus offices and 50+ student organizations to investigate, develop, and evaluate new member practices and membership development, which translated to the improvement of new member practices.
- Co-authored the coalition’s selected proposal for the Zeta Tau Alpha Award for Innovation in Hazing Prevention Grant; Managed a grant disbursement of \$10,000+ by coordinating disbursements and analyzing expenditures to meet outcomes.

## Professional Association Involvement

### Association of Housing Officers International

- Leadership Academy Mentor June 2025 -May 2026
- NHTI Faculty 2021, 2024
- Research Committee 2023, 2024
- Professional Standards Committee 2010-2017
- ACUHOI Professional Standards Institute 2009

### International Ombuds Association

- Conference Planning Committee 2023, 2024

### Southeastern Association of Housing Officers

- Regional Entry Level Institute (RELI) Faculty 2019
- Treasurer Feb. 2019 – Feb. 2022
- Served as a member of the Executive Board and Governing Council, casting strategic direction with the creation and implementation of the organizations strategic plan and financial management.
- Collaborated with presidential leadership and external vendors to negotiate contracts and obtain favorable insurance coverage and bonds for officers and events. +.

## Professional Association Involvement

• Conference Coordinator	May 2016 – Feb. 2019
• Built and led a conference-planning committee of 12+ diverse team members through a competitive selection process, with members across varying experience levels, positions, and regional representation	
• Monitored and managed conference budgets of \$250,000+ by forecasting expenses and implementing cost control, which resulted in a \$65,000 return to the organization for the next fiscal year's operating costs.	
• Collaborated with cross-functional stakeholders including accommodations, personnel, food and beverage vendors, venues, and entertainment to identify conference needs, mitigate challenges, and provide feedback to association executive leadership and governing council to deliver a unique annual conference experience for delegates.	
• SEAHO Governing Council (Virginia State Representative)	2014 – 2016
<u>Virginia Association of College &amp; Housing Officers</u>	
• VACUHO Governing Council	2014 – 2016
• VSSC Annual Conference Planning Committee (Registration Chair)	2009 – 2016

## Collaborative Work

Threat Assessment Team	2023-Present
Care & Intervention Team	2024
Subject Matter Expert Student Affairs Certification	2022
Suicide Prevention Coalition	2021 – 2023
Alcohol Culture Team	2018 – 2023
Compliance/Title IX Advisor	2011 – 2023
NPHC Campus Housing & Visibility Subcommittee	2019
W&M Women's Mentoring Program	2014

## Community & Civic Involvement

3E Restoration Incorporated Board of Directors (Secretary)	2015 – Present
Latisha's House Foundation Board of Directors	2012-2014
CERT: Community Emergency Response Team	2012 – 2023
Hazing Prevention Institute	2012, 2013, 2016, 2019

## Awards & Recognition

VACUHO Service Award	2010, 2016, 2022
SEAHO Charles W. Beene Memorial Service Award	2020
VACUHO Deb Boykin Outstanding Professional Award	2018
W&M Student Affairs Division: Golden Griffin for Student Centeredness	2015, 2019, 2022
SEAHO Service Award	2006, 2012, 2014, 2018, 2021
Omicron Delta Kappa Campus Improvement Award	2013
W&M Campus Living: Professional Service Award	2012, 2020, 2022, 2023
W&M Student Affairs Division: Chambers-Reid Award for Professional Excellence	2012, 2022