

Jeffrey M. Novak

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EDUCATION

Doctor of Education, Educational Leadership, Higher Education

University of Central Florida, Orlando, Florida, August 2008

Dissertation: A comparative analysis of differences in resident satisfaction, retention, and cumulative grade point average between University of Central Florida owned and affiliated housing

Specialist in Education, Counselor Education, Mental Health Counseling

University of Florida, Gainesville, Florida, May 1997

Master of Education, Counselor Education, Student Personnel in Higher Education

University of Florida, Gainesville, Florida, May 1997

Bachelor of Science, Psychology

University of Florida, Gainesville, Florida, April 1994

PROFESSIONAL EXPERIENCE

Associate Vice Chancellor, Division of Housing, University of Wisconsin-Madison, Madison, Wisconsin (July 2014 to present)

- Responsible for leading, planning, and directing the complete operations of an 11,000 resident housing program with undergraduate residence halls, graduate and family apartment housing, a child care and dining operations.
- Oversee a budget of \$150 million in annual rental, dining and conference revenue.
- Provide direction and professional development for 500 full-time staff, 2000 student staff, including the direct supervision of seven Assistant Directors in the areas of Administration (marketing, assignments, and summer conferences), Business Services, Dining and Culinary Services, University Apartments, Human Resources, Residence Life, Residence Halls and Facilities.
- Develop long range planning for student housing needs based on projected university growth, economy, and off-campus housing growth.
- Lead role in establishing strategic direction and priorities for the Division of University Housing consistent with the campus Strategic Framework.
- Oversee \$450 million capital master plan for both the residence halls, dining halls and university apartments.
- Develop long-range plan of renovation/repair/improvement projects for facilities.
- Direct and coordinate departmental Comprehensive Crisis Management Plan.
- Collaborate regularly with the Facilities Planning and Maintenance, University Police Department, Dean of Students, Student Health Services, and other University offices.

Director, Housing Operations and Residence Life, University of Central Florida, Orlando, Florida (April 2011 to July 2014)

- Directed and provided leadership for assignments, marketing, departmental assessment, and overall residence life functions that ensure students' academic success and personal development.
- Oversaw the supervision, selection, training, and evaluation of 2 associate directors, 6 assistant directors, 20 full-time coordinators, 5 USPS staff members, 23 graduate assistants, and 275 undergraduate student staff members.
- Directly responsible for ensuring maximum occupancy of university housing facilities by monitoring and forecasting demand for 7,600 beds with \$54 million in annual revenue for owned and managed housing, including assisting in policy decisions for the establishment of annual rental rates to ensure sufficient revenue to meet debt service and anticipated operational expenses.
- Experience in new construction, renovations, and opening of residential facilities for 3,700 new beds over an eight year period.
- Directed and coordinated departmental Comprehensive Crisis Management Plan.
- Decision making authority for Department on the University Crisis Committee regarding assessment and intervention with students in significant distress, especially those who may be of harm to self, others, or whose behavior significantly impacts the living, learning or work community in a detrimental way.
- Responsible for the inception, development, implementation, and oversight of the residence life and education program for approximately 10,000 students in university owned, managed, and leased housing.
- Directed department-wide review of strategic planning and conduct data analyses using a blend of quantitative and qualitative analysis techniques for short and long-term planning.

- Direct leadership for planning, development, implementation, and evaluation of Living/Learning Communities (LLCs) and First-Year Experience programs intentionally designed to promote student learning and contribute to retention and academic success.
- Served as a Suspension Hearing Officer for the University.
- Served as the chief student conduct officer for the Department of Housing and Residence Life.
- Served is a senior level on-call crisis management role for campus.
- Established departmental student learning outcomes, goals, and objectives with corresponding research and assessment.
- Implemented and oversaw the residential student conduct process by incorporating, implementing and enforcing all university and departmental rules, regulations and guidelines.
- Developed and revised memorandums of understanding (MOU) with private partners and Physical Plant.

Associate Director, University Housing, University of Central Florida, Orlando, Florida (July 2002 to April 2011)

- Responsible for the overall administration of a residence life program serving 8,700 students in university owned, managed, and affiliated (private/public partnership) residence halls, apartments, and Greek houses.
- Oversaw the supervision, selection, training, and evaluation of 3 assistant directors, 11 full-time area coordinators, 18 graduate assistants, and 275 undergraduate student staff members.
- Developed and oversaw \$2,000,000 budget for residence life staffing and programs.
- Designed, marketed, and implemented residence life programming including partnering with academic units for special interest housing, living/learning communities, and first-year experience by incorporating student development theory.
- Worked with student database management systems including RMS, MRI, and PeopleSoft.
- Responsible for the department's crisis response and continuity of operations plan (COOP).
- Served as Suspension Hearing Officer for the University.
- Participated in quarterly CaPFA Capital Corporation/Foundation meetings.
- Served as the chief student conduct officer for the Department of Housing and Residence Life.
- Public spokesperson for Department of Housing and Residence Life.
- Served is a senior level on-call crisis management role for campus.
- Worked closely with maintenance and custodial staff regarding residential facilities.
- Established departmental student learning outcomes, goals, and objectives with corresponding research and assessment.
- Implemented and oversaw the residential student conduct process by incorporating, implementing and enforcing all university and departmental rules, regulations and guidelines.
- Designed and implemented on-going professional development for departmental staff.
- Developed and revised memorandums of understanding (MOU) with private partners and Physical Plant.
- Responsible for records maintenance in accordance with institutional policy and State of Florida law.

Area Coordinator, University Housing, University of Central Florida, Orlando, Florida (July 2001 to July 2002)

Residence Hall Coordinator, East Carolina University, Greenville, North Carolina (July 1997 to May 2001)

Acting Assistant Director, East Carolina University, Greenville, North Carolina (September 1998 to May 1999)

- Served on Residential Life Consultation Duty Team, assisting in total campus crisis coverage for 5000 residents.
- Responsible for overall administration of RA Recruitment and Selection Committee.
- Served as departmental Conduct Hearing Officer.

GRADUATE EXPERIENCE

Hall Director, University of Florida, Gainesville, Florida (August 1994 to May 1997)

Student Judicial Affairs Intern, University of Florida, Gainesville, Florida (August 1996 to May 1997)

ACUHO-I Intern, California State University, Northridge, Northridge, California (June 1996 to July 1996)

Counseling Practicum, CREST Services, Gainesville, Florida (August 1995 to May 1996)

Counseling Practicum, Alachua County Crisis Center, Gainesville, Florida (May 1995 to August 1995)

PROFESSIONAL INVOLVEMENT

Association of College and University Housing Officers – International (ACUHO-I) (July 1998 to Present)

- Task Force Chair, Operational Process Program Committees Operating (2010 to 2011)
- ACUHO-I Talking Stick Writers Group (2009 to 2010)
- ACUHO-I Program Committee, (1998-2006, Chair 2007)
- Host Committee Member for 2002 and 2008 Annual Conference and Exposition

Senior Housing Officers Institute (SHO) Faculty (2024)

National Housing Training Institute (NHTI) Participant (June 2002), **Faculty** (2017)

Southeastern Association of Housing Officers (SEAHO) (February 1997 to 2014)

- Governing Council Member (February 2003 to February 2005)
- Host Committee Member 2005

Florida Housing Officers (FHO) State Representative (2003 to 2005, 2006, and 2008)

Regional Entry-Level Institute Faculty Member (June 2008)