

# Michelle D. Sujka

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## **EDUCATION**

Master's of Science, College Student Personnel  
Western Illinois University

May, 2003

Bachelor's of Arts, English  
Eastern Illinois University

August, 2001

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## **HOUSING & RESIDENCE LIFE EXPERIENCE**

### **University of Cincinnati**

Associate Director of Housing, Facility Operations

July 1, 2024 - present

Assistant Director of Housing, Facility Operations

July 1, 2022 – June 30, 2024

Management & Administration

- Member of Housing Services Leadership Team, including Executive Director, Associate Directors, and 2 Assistant Directors
- Hire, train, evaluate, and supervise 1 professional staff manager; 2 interior design co-op students; 1 housing operations co-op; 1 seasonal Facility Operations Assistant
- Manage capital planning budget
- Member of University Housing Leadership Team, including Housing Leadership Team plus Resident Education & Development Director, Associate Director and 4 Assistant Directors
- Manage vendor bids and contracts including implementation and renewal
- Serve as primary liaison to Facilities Management, Housing, Grounds & Maintenance, Resident Education & Development, Public Safety, and Campus Services Operations to collaboratively ensure halls are well maintained, clean, safe, and secure for students and community members

Logistics & Capital Projects

- Oversight of the comprehensive facility operation experience for almost 54,000 square feet of university housing facilities
- Execute restructured move-in process for almost 8,000 University Housing students
- Manage and coordinate unit and common area furniture refresh projects for residential buildings
- Manage contracted movers to assist with housing projects to include, but not limited to: lofting, bunking, office furniture relocations, move-in prep
- Manage renovation and construction logistics with Planning, Design, and Construction office for 500-800 bed facilities
- Participate in Request For Proposal (RFP) processes residential services

Assistant Director of Housing Operations, Housing Services

May, 2021 - June, 2022

Management & Administration

- Member of Housing Services Leadership Team, including Executive Director, Associate Director and 3 Assistant Directors
- Hire, train, and supervise 4 University Services Associates (USA) who manage neighborhood Service Centers; 1 operations graduate assistant; 1 lead student staff member; 2 student crew staff members; 2 ACUHO-I interns
- Oversaw hiring and training of 135-150 departmental desk assistants for four separate neighborhoods
- Oversight of \$1 million operating budget
- Manage 365-day Desk Assistant recruitment, hiring, and training process
- Manage on-site operations of Summer Conferences

Logistics & Capital Projects

- Implement and execute EZ Turn software, serving as liaison between campus partner users and vendor
- Coordinate Occupancy Walks prior to fall student move-in, utilizing EZ Turn software/app, and coordinating directly with housekeeping and maintenance campus partners
- Coordinate summer conferences with campus partners including Conference & Event Services, housekeeping, maintenance, food services
- Directed evacuation of 800+ bed facility in preparations for renovation

Assistant Director of Operations for Resident Education & Development

January, 2017 -

May, 2021

Management & Administration:

- Member of Residence Education & Development (RED) Leadership Team, including Director, Associate Director, and 4 Assistant Directors
- Hired, trained, and supervised 5 University Services Associates (USA) who manage neighborhood Service Centers; 1 Community Coordinator of Operations; 1 ACUHO-I intern for RED Operations; 2 Summer Operations Assistants
- Served as interim USA when vacancies occur: responsible for StarRez management of occupancy, direct supervision of 1-2 Service Centers, coordination with local Housekeeping & Maintenance staff
- Oversaw hiring and training of 135-150 departmental desk assistants for four separate neighborhoods
- Oversight of \$1 million operating budget
- Created and managed summer residence hall tour guides for Orientation tours during Bearcat Bound Orientation
- Developed USA model that compliments the responsibilities of both Housing and Resident Education departments
- Managed recruitment processes, navigating university and placement exchange processes, for 11 full-time staff positions, including Area Coordinator, Community Coordinator, and USA
- Provided on-call crisis, on a rotating basis, management for a residential community housing of 5,200-7,200 students, acting as essential personnel in emergency situations
- Provided direction and guidance to social media & marketing team members

Logistics:

- Coordinated all aspects of staff moves during summer transition months
- Oversaw logistics for staff apartment furniture; developed pilot program with CORT for rental furniture for staff
- Managed and maintained records of all departmental staff keys
- Audited residence hall room keys and key boxes
- Managed all aspects of residence hall move in from residential vantage point; includes recruitment and training of Hall Opening Team staff, coordinating Hall Opening Committee meetings, coordinating and conducting hall walk throughs
- Managed technology for all departmental software programs: GoogleDrive, university shared drive, SharePoint, OrgSync, OneDrive and Office 365, eRezLife
- Served as departmental liaison with Campus Services IT staff for all technology needs
- Collaborated with Housing staff to maximize StarRez modules for residential use, including electronic room condition reports and front desk parcels modules
- Coordinated and presented Bearcat Bound Orientation departmental presentation for incoming families
- Participated in bi-monthly facilities meetings with staff members from housing, housekeeping, & maintenance
- Collaborated with various vendors for staff apartment furniture needs, on-call technology, mail locker system, and various software programs
- Served as departmental contract for block lease property managers

Policies and Procedures:

- Updated departmental "Guide to Living on Campus" policy and procedure document
- Created technology usage policies for Resident Education staff around departmentally issued tablets
- Established opening and closing processes and packets to assist hall staff with smooth processes
- Prepared and execute bi-annual Health & Safety checks procedures for hall staff
- Served on Request for Proposal (RFP) review team for block lease locations

COVID-19 Impact:

- Served as the RED professional staff member responsible for the leadership of day-to-day operations of Isolation and/or Quarantine housing, including, but not limited to:
  - Established two Service Centers that had not been in operation for RED prior to using for COVID housing
  - Supervised 12-24 student Desk Assistants
  - Proposed and hired temporary staff member to assist with the day-to-day operations in an on-site and after-hours capacity; staff member works 12-7pm, Monday-Friday
  - Worked with a Neighborhood Operations Assistant (student employee) to ensure shifts were filled for one-to-two 24-hour Service Center operations
  - Maintained hall-level occupancy spreadsheet for the purposes of move in, move-out, room turn, and key return
  - Coordinated with campus partners in Housing and Housekeeping for turn of spaces on a 10-20 day rotation
  - Conducted weekly key audits of keys to ensure students returned keys after checking out
  - Collaborated with Catering, Food Services, and Vending to provide meals and water to every student in COVID

- Housing
    - Collaborated with Environmental Health & Safety to ensure of proper disposal of waste
    - Communicated regularly with vendors for linen/laundry services and courier meal delivery services
    - Provided after-hours and weekend support of Desk Assistants to assist with operations and questions that arose
    - Provided real-time data updates to Vice President-level staff to assist with preparing for demand, specifically around high-testing times of the semester
- Supported overall department operations with COVID implications, including:
  - Coordinated express checkout process between RED and Housing
  - Collaborated on logistics of student personal items left behind after move out, including communication, pick-up coordination, and moving to storage
  - Collaborated with Housing on time slots in StarRez for hall opening purposes
  - Prepared safe and efficient means for moving in 5,500 students, coordinating with housekeeping staff, preparing rooms with necessary supplies, and managing expectations
  - Provided information to hall staff regarding COVID-related implications, processes, and questions
  - Created a reduced-budget to support budget cuts across the university; included reimagining 24-hour Service Centers, providing modified service from 8am-10pm at all Service Centers, and one 24-hour Service Center in each neighborhood, resulting in a cost savings of over \$250,000 to the department
  - Continued in AC/AD on-call rotation for department
  - Established three move out scenarios in preparation for quick move out on short notice through end-of-semester moveout

*Assistant Director for Resident Education & Development*

*January, 2014 - January, 2017*

Management Experience:

- Member of Residence Education & Development (RED) Leadership Team, including Director and 3 Assistant Directors
- Managed a comprehensive residence life operation of about 2,900 beds, in a system of more than 6,000 beds, including traditional-style, suite-style, apartment-style, and block lease apartment locations
- Hired, trained, evaluated, and supervised 3-5 full-time, post-masters Residence Hall Directors and Community Coordinators, indirectly supervised full-time Community Coordinators, 2-8 graduate assistants and 45-60 Resident Advisors
- Hired, trained, evaluated, and supervised undergraduate co-op students, studying in areas of business and event planning
- Hired, trained, and supervised ACUHO-I summer intern, providing on-boarding opportunities and tasks to help advance the office
- Provided on-call crisis management, on a rotating basis, for a residential community housing over 6,000 students, acting as essential personnel in emergency situations
- Supported and advised hall staff on issues related to student conduct, crisis, and mental health
- Represented RED through collaboration with university partners in programming and committee work
- Responsible for recruitment and selection of all areas in Resident Education & Development, including full-time Residence Hall Directors, Community Coordinators, Assistant Hall Director graduate positions, Resident Advisors, and Desk Staff
- Served as departmental liaison with the Office of University Judicial Affairs managing all RED aspects of Maxient Conduct software and case management
- Provided guidance and direction for all social media efforts, as executed by co-op and intern student staff
- Trained in StarRez housing management software for basic management of assigned students

Advising Experience:

- Advised departmental Advisory Board consisting of bi-monthly meetings with Residence Hall Association and National Residence Hall Honorary advisors, as well as individual consultations throughout the week
- Advised Senior Staff Training committee, charged with assessing past trainings, creating upcoming trainings, and establishing a staff manual
- Advised the Residence Hall Association, serving as the primary advisor, attending weekly general assembly and executive board meetings, and advising the management a budget of almost \$20,000
- Advised RHA executive board members through regular one-on-one meetings to discuss conferences, finances, and overall RHA business functions
- Advised Queen City Chapter of the National Residence Hall Honorary

**University of South Florida**

**Management Experience:**

- Member of the Residential Life & Education Leadership Team, including Director, 2 Assistant Directors of Residential Life, and 2 Program Directors for Academic Initiatives and Living-Learning Communities
- Managed a comprehensive housing and residence life operation in an area housing approximately 2,700 residents, including apartment and suite-style, in addition to 6 Living-Learning Communities and 2 Faculty in Residence
- Hired, trained, evaluated, and supervised 4-5 full-time, post-masters Residence Life Coordinators, indirectly supervised 3 graduate assistants and 85 Resident Assistants
- Supervised all components of housing's role with Orientation for First Time in College (FTIC) students, including student check-in, staff management, late night programming, and checkout of students
- Strengthened ACUHO-I intern search process and supervised intern, with oversight to projects include creation of staff welcome book, behind closed doors training module enhancement, and late night orientation programming
- Provided on-call crisis management, on a rotating basis, for a residential community housing 5,400-5,700 students, acting as essential personnel in emergency situations
- Worked closely with the Program Directors for Academic Initiatives and Living-Learning Communities to support academic partnerships and enhance learning in residential communities, serving as a member of the Green LLC Advisory Board

**Advising Experience:**

- Advised the Staff Training committee, charged with assessing past trainings, creating upcoming trainings, developing an online training module, and establishing a staff manual
- Advised the Residence Hall Association, serving as the primary advisor, attending weekly general assembly and executive board meetings, weekly one-on-one meetings, and advising the management a budget of almost \$25,000
- Advised student delegations and preparations for state, regional and national student conferences
- Provided direction and support to the Green and Gold Chapter of the National Residence Hall Honorary, providing historical context, challenging new initiatives and encouraging broader recruitment methods

**Conduct Experience:**

- Participated in the campus-wide University Conduct Board, reviewing potential code of conduct violations and appropriately adjudicating educational sanctions, up to and including suspension and expulsion from the university
- Served as an administrative hearing officer, reviewing potential code of conduct violations and appropriately adjudicating sanctions

**Operations & Facilities Experience:**

- Participated in bi-monthly Transition Team meetings to discuss assignments, enrollment, and facilities projects
- Assisted with creating facilities and residential life protocol for bed bug concerns
- Enhanced work order efficiencies by providing customer service aspect to checking on completed work orders
- Advised and assisted with larger renovation projects, including making aesthetic recommendations, working with staff on placement of installs, and coordinating with live-in staff for projects affecting students while living in the building
- Charged with providing facilities recommendations for improvements in halls

***Eastern Illinois University***

*Complex Director*

*July, 2005 - February, 2011*

- Selected, trained, supervised and evaluated 3 graduate-level Associate Resident Directors, 16-18 Resident Assistants, one Senior Staff Assistant, and one full-time administrative assistant in a complex of approximately 500 beds
- Supervised the hiring, evaluation, and supervision of 10-12 Desk Assistants with responsibility of United States mail services
- Oversaw 3 hall councils and mentored graduate-level advisors in areas of group dynamics, meeting management, and budget management
- Served in on-call rotation for complex, utilizing skills in areas of crisis management, conflict mediation and resolution, and community development

***Ferris State University***

*Hall Director*

*July, 2003 - June, 2005*

- Selected, trained, supervised, and evaluated 6-15 Resident Assistants, one Desk Service Manager, and 5-10 Peer Mentors in an area of approximately 300 beds
- Advanced the First Year Experience (FYE) in Clark Hall by doubling the number of staff members and resident participants, enhanced the curriculum, and utilized feedback from participants to expand their experiences and leadership
- Served in campus-wide on-call rotation utilizing skills in areas of crisis management, conflict mediation and resolution, and

- community development
- Established the Sophomore Leadership and Education Development Program, as an extension of the FYE program

### **CAMPUS COMMITTEE INVOLVEMENT**

#### Campus TV RFP Committee

|                                                                             |              |
|-----------------------------------------------------------------------------|--------------|
| Director of Parking Services Search Committee, member                       | Fall, 2021   |
| Student Affairs Communications Committee, member                            | 2019-2021    |
| Student Affairs Awards Committee, member                                    | 2015-2017    |
| Advocate Steering Committee, member                                         | Spring, 2016 |
| Director of Housing Search Committee, member                                | Spring, 2016 |
| Director of Student Conduct Search Committee, member                        | 2015-2016    |
| Body Image Work Group, member                                               | 2014-2015    |
| Associate Director of Housing Search Committee, member                      | Fall, 2014   |
| Welcome Weekend Committee, member                                           | Spring, 2014 |
| Welcome Weekend Programming Committee, member                               | Spring, 2014 |
| Director of Resident Education & Development Search Committee, member       | Spring, 2014 |
| Task Force to Enhance Weekend Programming, Member                           | Fall, 2012   |
| Assistant Director of Residential Life & Education Search Committee, member | Spring, 2012 |
| Residence Life Coordinator Committee, Chair                                 | 2011-2012    |
| Living-Learning Program Director Search Committee, Member                   | Spring, 2010 |

### **RELATED STUDENT AFFAIRS EXPERIENCES**

|                                                                     |              |
|---------------------------------------------------------------------|--------------|
| I'm Done Apologizing podcast, host                                  | 2021-present |
| Advisory Board District Liaison, Alpha Sigma Alpha                  | 2014-2015    |
| Advisor, National Residence Hall Honorary, Louis V. Hencken Chapter | 2007-2008    |
| Housing Days Graduate Student co-Coordinator                        | 2005-2010    |
| Advisor, Alpha Sigma Alpha Sorority                                 | 2005-2009    |

### **PROFESSIONAL DEVELOPMENT EXPERIENCES**

|                                                                                     |                         |
|-------------------------------------------------------------------------------------|-------------------------|
| ACUHO-I Foundation, GLACUHO Regional Rep                                            | 2023-2025               |
| ACUHO-I National Housing Training Institute Faculty                                 | 2022, 2024              |
| ACUHO-I Womxn in Housing Network, co-chair                                          | 2023                    |
| ACUHO-I Womxn in Housing Network co-chair elect                                     | 2022                    |
| GLACUHO Mid-Level Institute, faculty                                                | February, 2023          |
| ACUHO-I Womxn in Housing Network, Education Committee Member                        | Fall, 2021              |
| GLACUHO Women's Task Force, co-chair                                                | 2020-2021               |
| GLACUHO Professional Development Institute, Faculty                                 | February, 2020          |
| GLACUHO Past President, Board Member                                                | 2017-2018               |
| GLACUHO President, Board Member                                                     | 2016-2017               |
| GLACUHO President-Elect, Board Member                                               | 2015-2016               |
| The Placement Exchange, Resume Reviewer                                             | 2015, 2016              |
| ACUHO-I Business Operations Conference, Attendee                                    | 2015, 2016, 2018, 2019  |
| GLACUHO 2016 Conference Chair, Board Member                                         | November, 2014          |
| GLACUHO 2016 Host Bid Chair, University of Cincinnati                               | August, 2014            |
| ACUHO-I Annual Conference & Exposition, Attendee                                    | 2007, 2008, 2014, 2016  |
| GLACUHO Programming & Development Committee, Member                                 | January, 2014           |
| NASPA/ASCA Mid-Manager Institute, Attendee                                          | Summer, 2012            |
| GLACUHO Board of Directors, Professional Recruitment & Orientation Committee, Chair | 2006-2008               |
| GLACUHO, Conference Attendee, Committee Member                                      | 2001-2010, 2014-present |

### **PUBLICATIONS & PRESENTATIONS**

#### Association of College and University Housing Officers, International (ACUHO-I)

|                                                                                                                       |               |
|-----------------------------------------------------------------------------------------------------------------------|---------------|
| Journal of College & University Student Housing Themed Issue, "Womxn in Housing", co-editor                           | April, 2026   |
| Business Operations/APPA Conference, "Ready, Set, Turn"                                                               | October, 2025 |
| Campus Home. Live! Conference, "Making the Ask"                                                                       | June, 2025    |
| Campus Home. Live! Conference, "When 'Next Lives Here' Isn't Just a University Tagline"                               | June, 2025    |
| Campus Home. Live! Conference, "Change Management"                                                                    | June, 2024    |
| Live-In Symposium, "Change Management"                                                                                | January, 2024 |
| Business Operations Conference, "Preparing for Hall Opening with the Help of EZTurn"                                  | October, 2023 |
| APPA, "Building from the Ground Up - Infusing Operations & Facilities Management into your career trajectory"         | October, 2023 |
| "Preparing for Hall Opening with the Help of EZTurn"                                                                  | June, 2023    |
| "Building from the Ground Up - Infusing Operations & Facilities Management into your career trajectory"               | June, 2023    |
| WxHN "Big Wheels Keep on Turning: How Women Mid-Level Managers Find Support & Build Resiliency"                       | June, 2023    |
| Mid-Manager Roundtable Pre-Conference Session, co-facilitator                                                         | June, 2023    |
| "F*ck It to Fabulous; Building a Community of Imperfect Women Who Get it"                                             | June, 2022    |
| "I Failed at my 10 Year Plan"                                                                                         | June, 2022    |
| "25 Tips in 25 Minutes to Improve Productivity during a Pandemic"                                                     | June, 2021    |
| Womxn in Housing Network, roundtable panelist                                                                         | April, 2021   |
| Business Operations Conference, "Bitchy, Bossy, and Too Ambitious-Making Female Power the Norm"                       | October, 2020 |
| "When a Search Process Gets F***d Up"                                                                                 | June, 2019    |
| Business Operations Conference, "Who's Really in Charge? Providing excellent customer service in a split system"      | October, 2019 |
| Business Operations Conference, "Raising the Bar: The Evolution of Residential Desk Operations"                       | October, 2019 |
| Business Operations Conference, "Fish are Friends, Not Food-Finding Common Ground Between Business & Student Affairs" | October, 2016 |

#### Great Lakes Association of College and University Housing Officers (GLACUHO)

|                                                                                              |                |
|----------------------------------------------------------------------------------------------|----------------|
| Annual Conference, "Women in Housing Speed Networking"                                       | November, 2025 |
| Annual Conference, "The Only"                                                                | November, 2025 |
| Annual Conference, "Ops is Not a Four Letter Word"                                           | November, 2024 |
| Annual Conference, "Go Ask Mom! A panel discussion on modern motherhood"                     | November, 2024 |
| Annual Conference, "When 'Next Lives Here' Isn't Just a University Tagline"                  | November, 2024 |
| Annual Conference, "Recover, Restore, and Renew with Paper Planning"                         | November, 2023 |
| Annual Conference, "Enhancing Student Engagement & Efficiencies Using RecRe Lockers"         | November, 2023 |
| Annual Conference Signature Session, "Wellness & Resilience for Professional Sustainability" | November, 2023 |
| Annual Conference, "Let's Talk Technology! How your workspace setup impacts productivity"    | November, 2022 |
| Annual Conference, "Preparing for Hall Opening with the Help of EZTurn"                      | November, 2022 |
| Annual Conference, "Women's Task Force Updates"                                              | November, 2021 |
| Annual Conference, "Women's Roundtable"                                                      | November, 2021 |
| Annual Conference, "I Failed at my 10 Year Plan"                                             | November, 2021 |
| Annual Conference, Past Presidents Panel                                                     | November, 2021 |
| Annual Conference, "F*ck It to Fabulous; Building a Community of Imperfect Women Who Get It" | October, 2020  |
| Annual Conference, "Bitchy, Bossy, and Too Ambitious-Making Female Power the Norm"           | October, 2019  |
| Annual Conference, "Stop Apologizing! Tips for Women (and men!) Who Over Apologize"          | October, 2019  |

#### Publications

|                                                                                                        |                |
|--------------------------------------------------------------------------------------------------------|----------------|
| GLACUHO Trends Magazine Article, "Apologies, Authority, and the Language of Leadership"                | April, 2026    |
| ACUHO-I Talking Stick, "Working It Out"                                                                | March, 2025    |
| GLACUHO Trends Magazine Article, "Plan All the Things"                                                 | February, 2020 |
| Women In Housing guest blogger: "I'm Sorry...I Just Have Something to Say"                             | March, 2015    |
| The Student Affairs Feature, "Mean Girls: Understanding the Effects of Bullying on the College Campus" | October, 2013  |
| GLACUHO, Trends Magazine, "Female Bullying and Today's College Women"                                  | Fall, 2007     |
| GLACUHO Trends Magazine: "My ACUHO-I Experience,"                                                      | Fall, 2006     |
| GLACUHO Trends Magazine: "The Mysterious Mid-Managers,"                                                |                |
| Winter, 2005                                                                                           |                |

#### HONORS

|                                                                                                      |                       |
|------------------------------------------------------------------------------------------------------|-----------------------|
| GLACUHO John E. "Jack" Collins Distinguished Service Award                                           | <i>November, 2025</i> |
| GLACUHO Top 10 Program Award, "The Only"                                                             | <i>November, 2025</i> |
| University of Cincinnati Staff Excellence Award, nominee                                             | <i>January, 2023</i>  |
| GLACUHO Mary Smith Women's Issues Award, inaugural winner                                            | <i>November, 2022</i> |
| GLACUHO Top 10 Program Award, "Let's Talk Technology! How your workplace setup impacts productivity" | <i>November, 2022</i> |
| GLACUHO Top 10 Program Award, "I Failed at my 10 Year Plan"                                          | <i>November, 2021</i> |
| GLACUHO Service Award                                                                                | <i>October, 2020</i>  |
| Girl Scout Gold Award                                                                                | <i>Summer, 1996</i>   |