

Hilary L. Lichterman, Ph.D.

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SUMMARY OF QUALIFICATIONS

- Strategic leader, collaborator, and facilitator with 21 years of progressive, full-time experience serving at a diverse array of institution types, proactively engaging with senior leadership, faculty, staff, and students to actualize strategic goals and priorities.
- Proven track record of extensive, practical experience leading and supporting strategic vision, strategic initiatives, organizational infrastructure development, student success initiatives, cross-campus collaboration, emergency management, stewardship of resources, workforce engagement, organizational culture, and transformative change.
- Serve as Fellow at the Global Curiosity Institute, bringing curiosity research and practical strategies to individuals and organizations to advance innovation and engagement of strategic priorities.
- Co-author of *The Curricular Approach to Student Affairs: A Revolutionary Shift for Learning Beyond the Classroom*. Maintain service and involvement in higher education professional associations (ACUHO-I, ACPA, NASPA, CUPA-HR).

EDUCATION

Educational Administration in Higher Education Ph.D.
University of South Carolina, Columbia, SC
Cognate: Human Resources & Management
Dissertation: *Organizational Perspective on Implementing the Residential Curriculum Approach: An Ethnographic Case Study*

Student Affairs Administration in Higher Education M.A.
Ball State University, Muncie, IN
Thesis: Self-efficacy beliefs of assistant residence hall directors at Ball State University

Psychology and Spanish for the Professions B.A.
Marquette University, Milwaukee, WI

SELECTED AREAS OF LEADERSHIP & EXPERTISE

Strategic and Administrative Leadership

- Serve as chief housing officer, providing vision, leadership, strategy, and oversight for a comprehensive campus housing and residence life program with a capacity for 2,800 students, 5 leadership members, 5 entry-level staff, 6 graduate staff, and 115 student leaders. The department is the second-largest revenue source for the institution.
- Liaison to Capstone on Campus Management senior leadership and on-site staff to onboard a 430-bed community for Cornish College of the Arts and Seattle University and prepare for full oversight in August 2026.
- Champion and lead relationship development between Student Affairs, Chartwells Dining, and Business Services to strategically integrate campus dining and catering into communications, programs, and campus priorities.
- Co-chair and developer of a Seattle University cross-functional steering committee comprised of nine colleagues representing Academic Affairs and Student Affairs, focused on a campus-wide change initiative dedicated to whole person formation, belonging, retention, and career readiness, and aligned with the campus' strategic plan.
- Lead and champion strategic change initiatives grounded within the institutional context, including scalable initiatives such as the development, implementation, and assessment of learning initiatives, including a residential curriculum on two campuses impacting 8,000 and 2,400 students, respectively, living-learning community, and first-year interest groups. Examples of outcomes and results related to an increase in student and staff sense of belonging, increased gains in GPA and academic achievement, and relationship building among staff and faculty.
- Organizational architect leading change initiatives related to staffing patterns, creating and revising standard operating procedures, and strategic communications with internal and external stakeholders.
- Lead crisis and emergency preparedness and response for the on-campus residential community of 8,000 (USC), 2,400 (SU) in partnership with Associate Vice President & Dean of Students and Public Safety, Assistant Dean of Students, and Vice Provost for Student & Campus Life. Beginning June 2025, inherit duty response for elevated student needs at the Cornish College of the Arts, newly integrated in Seattle University.

Cross-Functional Collaboration and Partnerships

- Contribute as a member of the Seattle University Division of Academic & Student Affairs' Student & Campus Life Senior Leadership Team (since January 2026) and directorate staff (June 2021 to January 2026) by collaborating with peers and senior leadership, and offering resources for practice, to deliver on institution and division strategic priorities regarding student success, learning, retention, belonging, stewardship of resources, and organizational effectiveness.
- Selected as the representative from the Seattle University Division of Academic & Student Affairs' Student & Campus Life Team (SCLT) to serve on the search committee for the Director of the Undergraduate Core Curriculum and the SU delegation for the American Association of Colleges & Universities (AACU) 2023 Institute on General Education and Assessment (IGEA).
- Serve as a member of the university's Coordinated Assistance & Resource Education (CARE) Team and Threat Assessment Team to provide directed support to individual students and the campus community at large.
- Initiate, lead, participate in, and sustain partnerships with faculty, campus staff, and senior leadership to develop and enhance a supportive campus environment for all students regarding student well-being and success, residential revenue and operations management, academic initiatives, and student engagement experiences. The range of partners includes departments and units in Academic Affairs, Undergraduate Admissions, Business Services, Campus Ministry, Center for Student Involvement, Dining Services, Department of Public Safety, Integrity Formation, Office of Community Involvement, Office of the Dean of Students, Office of Multicultural Affairs, Parent and Family Engagement, Orientation Programs, Residence Hall Association, University Recreation, Wellness and Health Promotion, and third-party housing property management.
- Served as an active campus partner during Seattle University's academic advising model revision and implementation. Engaged with colleagues to review proposals to change and evolve practices based on current trends and promising practices in academic advising.

Supervision

- Supervise, coach, and evaluate the performance of full-time staff for 19 years in diverse roles and experience supervising paraprofessionals, graduate, entry-level, mid-level, and rising mid-levels using inclusive supervision approaches.
- Elevate staff satisfaction through training and a people-first approach; drove a staff retention rate of 95% over the past 3.5 years.
- Cultivate talent through individual meetings, leadership, and group meetings, individualized development plans, and advocacy for growth-oriented opportunities.

Budget & Fiscal Management

- Oversee a \$3.5 million operating budget to allocate and align with the departmental mission and strategic priorities.
- Proactively and collaboratively identify revenue generation strategies for housing and residence life programs.
- Align fiscal resources and program outcomes to maximize student satisfaction, belonging, and retention.

Organizational Data and Continuous Improvement

- Served on ACPA–College Student Educators International's Strategic Initiatives Working Council, collaborating on the development of the organization's new strategic plan.
- Engaged in division strategic planning efforts and knowledge used to inform departmental vision and practice.
- Lead, interpret, and apply findings from assessment, evaluation, and research to inform the allocation of fiscal resources, staffing patterns, academic initiatives, staff training and development, and operational excellence.
- Invited by Deputy Provost and Vice Provost of Student & Campus Life to partner with two faculty members to theme and present data from a faculty and staff survey about integration efforts involving Academic Affairs and Student Affairs.
- Subject matter expertise and frequent presenter at local, regional, national, and international conferences and institutes. Invited Student Affairs Certification Subject Matter Expert Contributor.

Teaching, Learning, and Facilitation

- Served as co-chair of ACPA – College Student Educators' Residential Curriculum Institute (2013) and Institute on the Curricular Approach (2022) and faculty member from 2014 to 2023, focusing on student success beyond the classroom and organizational excellence.
- Align campus initiatives, department, unit, and program delivery with adult learning theories, strategic priorities, the mission, and strategic priorities.

- Transform organizations and programs by leveraging data insights, technology, and learning methodologies.
- Substantive experience leading and contributing to professional associations across the terrain of higher education, centering learning and development for diverse stakeholders and organizations. Presented 80+ educational sessions at local, regional, national, and international conferences and authored 10 publications.

PROFESSIONAL EMPLOYMENT

Executive Director, Housing & Residence Life & Practitioner Faculty August 2025 – Present

- Serve on Student & Campus Life Senior Leadership Team (Jan. 2026)

Director, Housing & Residence Life and Practitioner Faculty June 2021 – August 2025
Seattle University – Seattle, WA

Selected Accomplishments

- Invited by executive and senior leadership for institutional visioning and strategic initiatives for student success.
- Partnered with the Seattle University Advancement colleagues and Resident Assistant alumni to create a student leadership fund to increase mental health training, scholarships for student hardships, and recognition of student leaders, which recently reached endowed status.
- Invited to serve as faculty for the Student Development Administration graduate program. Teaching experience is outlined later in the resume.

Senior Associate Director of Residence Life, University Housing October 2020 – June 2021
University of South Carolina – Columbia, SC

Selected Accomplishments

- Served as a trusted advisor to the entering director and in the continued onboarding of the executive director of the department. Communicated on insights about campus partnerships, departmental practices, data insights, campus strategic priorities, and vision setting for the Residence Life unit.
- Contributed to the revision of department-wide standard operating procedures regarding various emergency procedures.

Interim Director of Residence Life, University Housing January 2020 – June 2020
University of South Carolina – Columbia, SC

Selected Accomplishments

- Co-author of the 2020 book *The Curricular Approach to Student Affairs: A Revolutionary Shift for Learning Beyond the Classroom*. Core areas of focus include learning and development for student success, assessment and evaluation, organizational excellence, and leadership.
- Developed staff, strategic planning, and resource development to foster student and staff safety and well-being, fiscal responsibility, and contingency planning. Supported the Residence Life Leadership team in navigating changes per COVID-19. Represented the Residence Life unit at weekly University Housing Directors' meetings, University Behavioral Intervention Team, Interpersonal Violence Committee, and with campus partners.

Associate Director of Residence Life, University Housing October 2013 – October 2020
University of South Carolina – Columbia, SC

Selected Accomplishments

- Led the unit of 40 full-time staff, 15 graduate students, and 320+ student leaders in the design, implementation, and assessment of a paradigm shift to actualize the departmental mission and strategic priorities.
- Initiated and led the development of the "Communicable/Infectious Diseases & Health Concerns" protocol in 2018 for the University of South Carolina's Residence Life unit and collaborated with student health professionals and departmental leadership.
- Served as chair of the cross-functional Communications Task Force charged with diagnosing communications patterns, challenges, and opportunities within a comprehensive department including 7 departments and 500+ full-time staff.

Associate Director of Residential Learning Initiatives, University Housing July 2010 – October 2013
University of South Carolina – Columbia, SC

Selected Accomplishments

- Established University Housing presence, beginning in 2011 and sustained through my departure in 2021 at University New Faculty Orientation at the University of South Carolina.
- Led multifaceted approach to infrastructure changes to staff roles, budget allocations, and unit-wide practices to develop new learning initiatives to benefit 8,000 residential students, 40-full-time staff, and 15 graduate students.

Area Coordinator, Residential Life

University of Missouri-Columbia, Columbia, MO

June 2007 – June 2010

Residence Life Coordinator, Residential Life

University of Missouri-Columbia, Columbia, MO

July 2004 – June 2007

UNIVERSITY SERVICE

- *Member*, Emergency Management Response Team (September 2025 – Present)
- *Member*, RISE Summit Planning Committee - focus on Artificial Intelligence (March 2025 – Present)
- *Member*, University Staff Award Selection Committee (June 2025, Spring 2024)
- *Appointed Member*, Seattle University Value Proposition Leadership Working Group (March 2025 – Present)
- *Co-Chair*, Curricular Approach to Student Formation Beyond the Classroom Campus-Wide Workgroup, Seattle University (November 2022–Present)
- *Co-Chair*, Seattle University Campus Housing Study, Campus-Wide Workgroup (December 2024–Present)
- *Member*, Data Governance Campus Workgroup, Seattle University (February 2024–Present)
- *Member*, Executive Director of Public Safety Search Committee, Seattle University (February 2024–September 2024; July 2023–August 2023)
- *Member*, Faculty Success & Development Onboarding Workgroup, Seattle University (December 2023–Present)
- *Co-Chair*, Assessment Committee, Student & Campus Life Team, Seattle University (November 2023 –Present)
- *Member*, Academic Advising Transition Campus Steering Committee, Seattle University (October 2023 to May 2024)
- *Member*, Delegation for American Association of Colleges & Universities' 2023 Institute on General Education and Assessment, Seattle University (June 2023)
- *Featured Speaker*, Division of Student Development In-Service on the Curricular Approach, Seattle University (February 2023)
- *Member*, Director of Seattle University Core Curriculum Search Committee, Seattle University (January 2023 –April 2023)
- *Facilitator*, Strategic Directions (strategic plan) Workshop on First-Year Student Experience, Seattle University (January 2023)
- *Member*, Sullivan Leadership Award Selection Committee, Seattle University (January 2023 –May 2023)
- *Facilitator*, University Common Text Discussion Circle, Seattle University (September 2022)
- *Member*, COVID-19 Containment and Prevention Working Group, Seattle University (June 2021–January 2022)
- *Member*, Quarantine & Isolation Housing Work Group, University of South Carolina (March 2020 – June 2021)
- *Member*, Biennial Review Committee, University of South Carolina (February 2020 – June 2021)
- *Member*, Resiliency Project Task Force, University of South Carolina (May 2019 – June 2021)
- *Reviewer*, Division of Student Affairs & Academic Support Award Committee, University of South Carolina (2021, 2020)
- *Member*, Carolina Judicial Council, University of South Carolina (Fall 2015 – June 2021)
- *Member*, Leadership & Service Awards Committee, University of South Carolina (March 2015 – 2017)
- *Member*, New Student Leader Award Committee, University of South Carolina (March 2013)
- *Member*, Tobacco-Free Task Force, University of South Carolina (January 2013-August 2013)
- *Associate Affiliate*, USC Connect & Center for Integrative & Experiential Learning, University of South Carolina (August 2010 – June 2021)
- *Liaison*, Parent Relations Office, University of Missouri (January 2009 – June 2010)

- *Member*, Family Weekend Task Force, University of Missouri (December 2009 – June 2010)
- *Member*, Chancellor's Excellence Awards Selection Committee, University of Missouri (March 2010)
- *Representative*, Freshman Interest Group (FIG) Core, University of Missouri (August 2006 – May 2007)
- *Member*, Eating Disorders Strategic Planning Committee, University of Missouri (Summer 2006, 2005)

AWARDS & RECOGNITION

- Seattle University, Best Place to Work on Campus, Housing & Residence Life Department (May 2025)
- Division of Student Development “Collaboration Award: Orientation & Housing & Residence Life”, Seattle University (April 2023)
- Division of Student Development “Department Allstars Award” from Vice Provost, Seattle University (February 2023, 2022)
- Division of Student Development “Dean’s List” from AVP & Dean of Students, Seattle University (April 2022)
- Outstanding Advocate for First-Year Students Award, University of South Carolina (April 2021)
- The State Media Co.’s *17th Annual 20 Under 40 Class for 2020* coordinated by *The State* (March 2020)
- Continuing Excellence (5+years) Award, USC Division of Student Affairs & Academic Support (April 2018)
- Residence Hall Association Presidential Pin Recipient (April 2017)
- Featured in USC Division of Student Affairs and Academic Support’s 2016 *Essay* publication in the “Expert Advice” section (regarding residential curriculum):
http://www.sc.edu/about/offices_and_divisions/student_affairs/our_news_and_publications/news/2016/essay_expert_advice_hilary_lichterman.php
- Outstanding Mid-Level Professional Award, Southeastern Association of Housing Officers (February 2015)
- Chi Sigma Alpha Pillars of Excellence Award, University of South Carolina (April 2013)
- Inducted into Chi Sigma Alpha – Lambda Class, University of South Carolina (January 2012)
- Outstanding New Professional for Mid to Senior Level Professional Award, USC Division of Student Affairs and Academic Support (May 2010)
- Outstanding New Professional Award, University of Missouri, Division of Student Affairs (September 2006)
- Advisor of the Year, University of Missouri-Columbia Residential Life (April 2006)

INVITED SPEAKING ENGAGEMENTS & EXTERNAL REVIEWS

Consultant, Advisor, Facilitator

- University of South Carolina, Division of Student Affairs & Academic Support, Strategic Advisory (July 2025 – Present)
- Syracuse University, Office of Student Living, Residential Curriculum Training (July 13-14, 2022)
- Texas State University, Housing & Residential Life, Residential Curriculum Training (January 22-23, 2018)
- University of Utah, Housing & Residential Education, External Review on Curricular Approach (Jan. 16-17, 2018)
- Syracuse University, Office of Residence Life, Residential Curriculum Training (May 22-23, 2017)
- Florida Atlantic University, Division of Student Affairs and Housing and Residential Life, External Reviewer of Residential Curriculum (May 21-23, 2017)
- North Carolina State University, University Housing and College of Education, External Reviewer for Students Advocating for Youth (SAY) Village (February 23 – 24, 2017)
- North Carolina State University, University Housing, Residential Curriculum Workshop, Part II (Feb. 21, 2017)
- North Carolina State University, University Housing, Residential Curriculum Workshop – Part I (January 4, 2017)

Guest Keynote Speaker, Panelist & Webinars

- Keynote and Workshop Facilitator, University of Puget Sound, Human Resources, *Shifting the Sound: Curiosity as a Catalyst for Innovation* (January 2026)
- Workshop Facilitator, University of Portland, Division of Student Affairs & Inclusive Excellence, *Mission in Motion: Aligning Evidence, Story, and Strategy to Advance the Student Experience* (December 2025).
- Invited Webinar, *Curious in HR: Inspiring Trust, Change, and Innovation in Your Sphere*, CUPA-HR (October 2025).
- Invited Class Speaker, *Disrupting the Ordinary: Curiosity in Civic Leadership*, University of Arizona, Leadership for the Common Good, W.A. Franke Honors College (October 2025).

- Opening keynote speaker, University of South Carolina, Division of Student Affairs & Academic Support, *Aspire & Advance Conference, Curiosity: Your Superpower for Disrupting the Ordinary* (July 2025).
- Invited speaker, Student Government of Seattle University, Senate Meeting. Keynote speaker on *Curiosity is a Leader's Superpower!* (January 2025).
- Invited podcast guest, Association for Talent Development, *Curiosity Unleashed: Transforming Learning with the Global Curiosity Institute*, <https://talentdevelopmentleaderpodcast.libsyn.com/curiosity-unleashed-transforming-learning-with-the-global-curiosity-institute>
- Invited podcast guest, Student Affairs NOW, *The Workplace Curiosity Manifesto: How Curiosity Helps Individuals and Workspaces Thrive in Transformational Times* (August 21, 2024, No. 218) <https://studentaffairsnow.com/the-workplace-curiosity-manifesto/>
- Invited panelist for *Storytelling in Action: An ACUHO-I Research Committee & Benchworks by Elentra*. University Housing Officers – International (ACUHO-I). Virtual webinar.
- Guest speaker, Appalachian State University, Higher Education & Student Affairs Assessment Course (February 2024)
- Guest speaker at Seattle University Student Development Administration (SDA) Best Practices seminar on the Curricular Approach to Student Learning Beyond the Classroom (June 2022)
- Invited panelist for *Data-Driven Decision Making and the Small College & University Housing Experience*, Association of College and University Housing Officers – International (ACUHO-I) Small College & University Symposium (April 2022)
- Panelist on Inclusive Supervision for 2021 Aspiring Directors Institute, sponsored by ACUHO-I (campus housing), ACUI (student unions and activities), and NIRSA (campus recreation), (July 2021)
- Guest speaker at USC Division of Student Affairs & Academic Support Diversity, Equity, Inclusion, & Achievement Task Force (December 2020)
- USC Chi Sigma Alpha, Panelist for professional lessons learned and advice (September 16, 2020)
- Oklahoma State University, Housing & Residential Life, Residential Curriculum Panel/Webinar (April 13, 2018)
- Lichterman, H., & Nied, D. (October 2017). *Residential Curriculum and Living-Learning Programs Pre-Conference Session* at Academic Initiatives Conference. Association of College and University Housing Officers – International (ACUHO-I) Academic Initiatives Conference, Atlanta, GA.
- USC, WomenLEAD Keynote: A Woman's Perspective: Internal and External Strength (Feb. 2018, Apr. 2017)
- USC Chi Sigma Alpha, Panelist on Terminal Degrees in Student Affairs (Confirmed for February 15, 2017)
- USC, EDHE 731: Student Affairs in Higher Education, Panelist on Academic/SA Relationship (Nov. 2017,

Expert Reviewer

- Third reader for dissertation, Midlevel Leader Meaning-Making of Supervision in Student Affairs: An Interpretative Phenomenological, Lemmons, A.A. (July 2024).
- Invited reviewer for book chapter on living-learning community curriculum and course design (September 2020)

PROFESSIONAL INVOLVEMENT & SERVICE

Fellow, Global Curiosity Institute (May 2024 – Present)

Editorial Board Member, Journal of The First-Year Experience & Students in Transition (December 2020-2023)

ACPA – College Student Educators International (October 2005 – Present)

- ACPA Foundation Board Trustee, 3-year term (starting April 2026)
- Strategic Initiatives Work Council, Association-Wide Leadership Role (March 2024 – January 2026)
- Annual Convention Program Reviewer (2011 – Present)
- Institute on the Curricular Approach
 - ICA 2022 Co-Chair (January 2022 –October 2022)
 - Faculty Member (2021, 2020-virtual, 2019, 2018)
- Nominator and Champion (fundraising campaign) for Diamond Honoree Class of 2021 & 2017 Inductees
- Next Generation Professional Development Guide (March 2018)
- Directorate Board for Commission on Assessment and Evaluation (March 2017 – July 2018)
 - Annual Convention Programs Committee
 - Elections Coordinator (for 2018)

- ACPA Residential Curriculum Institute Liaison
- Residential Curriculum Institute
 - Faculty Member (2017, 2016, 2015, 2014)
 - Participant Evaluation Coordinator (2017)
 - Co-coordinator of Showcases (2015)
 - Co-Chair and host campus (2013)
 - Closing Panel Member (2012)
- Directorate Board for Commission on Housing and Residential Life (January 2012 –March 2015)
 - Member, Professional Development and Education Team (January 2012 – March 2014)
 - Vice Chair of Ethics and Legal Foundations Team (March 2014 – March/April 2015)
- Donna M. Bourassa ACPA Mid-Level Management Institute Participant (2012)

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

- Professional Standards Revision Task Force Member (May 2021 – July 2025)
- James C. Grimm National Housing Training Institute Coordinating Committee Chair (July 2024 –July 2025)
- Future of the Professions Operational Learning Workgroup Member (April 2023 –September 2024)
- Student Affairs Certification Subject Matter Expert Contributor for Housing & Residence Life (January 2022 – July 2022)
- Professional Standards Revision Task Force (May 2021 – Present)
- Faculty Member, 2021 James C. Grimm National Housing Training Institute (Human Resources session lead)
- 2021 Annual Conference & Exposition Presenter & Facilitator Training Committee Member (Spring 2021)
- Chair, Talking Stick Advisory Panel (July 2018 – December 2019)
- Identified as “Alternate Faculty” for 2019 and 2018 James C. Grimm National Housing Training Institute
- Invited Pre-Conference Session Co-Presenter, Academic Initiatives Conference (October 2017)
- Inaugural Talking Stick Advisory Panel Member (September 2017 – April 2018)
 - Occupancy and Information Technology Coordinator
- ACUHO-I Living Learning Programs Conference, Program Reviewer (2015, 2014, 2012)
- James C. Grimm National Housing Training Institute (NHTI) Participant (June 2008)

NASPA – Student Affairs Administrators in Higher Education Member (November 2015 – Present)

- Alice Manicur Symposium Participant (January 2025)
- Student Affairs Certification Subject Matter Expert Contributor for Housing & Residence Life (January 2022 – July 2022)
- Annual Convention Program Reviewer (2018)

Southeastern Association of Housing Officers (SEAHO) (February 2013 – June 2021)

- Annual Conference Awards and Recognition Committee, Sub-Team Lead (2015)
- Mentoring Pair Professional Member (2015)
- Regional Entry Level Institute, Faculty Member (2015)

Missouri College Personnel Association (MOCPA)

- Publicity Chair (1-year term)
- Annual Conference Programs Committee Co-Chair (2008)
- Newsletter Coordinator (1-year term)
- Support Staff Drive-In Conference Registration Chair (2008)
- Support Staff Drive-In Conference Co-Chair (2007)
- Public Institutions Representative (2-year term)
- Annual Conference Program Committee (2006)

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

- Conference Awards and Recognition Committee (2004)
- Residential Facilities Systems Committee (2003)

PUBLICATIONS

- Dusseault, E., **Lichterman, H. L.**, Woosley, S. From Stagnation to Transformation: Why Curiosity is Higher Education's Next Strategic Move. *Change: The Magazine of Higher Learning* (Forthcoming).
- **Lichterman, H.**, Payne-Kirchmeier, J., Perillo, P., Phillips, C., & Tolliver, J.R. (2025). *Curiosity: A powerful tool to navigate change and inspire innovation. Leadership Exchange*. NASPA – Student Affairs Administrators in Higher Education. <https://www.leadershipexchange-digital.com/leadershipexchange/library/item/2025fall>
- **Lichterman, H.** (November-December 2023). Embracing a Curious Mindset. *Talking Stick*: Association of College and University Housing Officers – International.
- Kerr, K. G., Edwards, K. E., Tweedy, J., **Lichterman, H.L.**, & Knerr, A. (June 2020). The Curricular Approach to Student Affairs: A Revolutionary Shift for Learning Beyond the Classroom. Sterling, VA: Stylus Publishing.
- Tormey, T., & **Lichterman, H.L.** (Jan.-Feb. 2020). Designing the First-Year Experience: Survey helps to identify common practices to support incoming students. *Talking Stick*: Association of College and University Housing Officers – International.
- Bruner, H., & **Lichterman, H.** (Sept.-October 2019). Timing is everything: A look into the effect of interim roles on individuals, the community, and the institution. *Talking Stick*: Association of College and University Housing Officers – International.
- Kniess, D., Varga, M. & **Lichterman, H.** (Eds.). (May 2019). Training and development in housing and residence life. *The Journal of College and University Student Housing*.
- **Lichterman, H.**, & Bloom, J. (April 2019). The curricular approach to residential education: Lessons for Student Affairs Practice. *College Student Affairs Journal* 37(1), 54-67. Southern Association for College Student Affairs.
- Hobgood, B. K., & **Lichterman, H.** (October 2017). Priorities: Remaining student focused throughout your career. *Talking Stick*: Association of College and University Housing Officers – International.
- Edwards, K., Kerr, K. G., & **Lichterman, H.** (2016, March). Transformative Residential Curricula: Lessons Learned Over 10 Years. *ACPA – College Student Educators International Commission on Housing and Residence Life* [Blog] via <https://acpahousing.wordpress.com/2017/03/23/transformative-residential-curricula-lessons-learned-over-10-years/>
- **Lichterman, H.**, Friedman, D., Fallucca, A., & Steinas, J. (2016). Common Courses: A developing linked coursework perspective, first-year seminars and learning communities. In Schmidt, L. C., In Graziano, J., (Eds.) & National Resource Center for the First-Year Experience & Students in Transition (University of South Carolina). *Building synergy for high-impact educational initiatives: First-year seminars and learning communities*.

SELECTED PRESENTATIONS

Curiosity as a Core Leadership Competency for Transformational Times

- **Lichterman, H.**, Parker, J. (October 2025). *Curious in HR: Inspiring Trust, Change, and Innovation in Your Sphere*. College and University Professional Association for Human Resources (CUPA-HR), Webinar.
- **Lichterman, H.**, Parker, J. (April 2025). *Curious in HR: Inspiring Trust, Change, and Innovation in Your Sphere*. College and University Professional Association for Human Resources (CUPA-HR) Spring Conference, Seattle, WA.
- **Lichterman, H.**, Payne-Kirchmeier, J., Perillo, P., Phillips, C., & Tolliver, J.R. (March 2025). *Curiosity-Driven Leadership: Shaping the Future of Student Affairs Workforce, Practices, and Organizational Excellence*. NASPA – Student Affairs Administrators in Higher Education Annual Conference, New Orleans, LA.
- **Lichterman, H.**, Conde, T., Klinger, J., Botts, B., & Murphy, L. (June 2024). *Transformative Curiosity* (3-hour pre-conference session). Association of College and University Housing Officers – International (ACUHO-I) Annual Conference, Milwaukee, WI.

Student Success, Organizational Culture, & Change Initiatives

- **Lichterman, H.**, Wagner, R., & Herndon, S. (March 2024). *The Time is Now: Life-Giving Organizations in Student Affairs*. ACPA–College Student Educators International Annual Conference, Chicago, IL.
- Kropf, H., & **Lichterman, H.** (October 2023). *Leading a Learning Organization?* ACPA Institute on the Curricular Approach, Long Beach, CA.
- **Lichterman, H.** & Sanders, A. (July 2022). *The Curricular Approach & Your Role as an Advisor*. Virtual Summer Series Advisors. National Association of Campus Activities (NACA).
- Brown, P.G., Herndon, S., **Lichterman, H.**, & Sanders, A. (June 2022). *Learning-Centered Supervision & Today's Campus Housing Workforce*. Association of College and University Housing Officers – International (ACUHO-I), Virtual Annual Conference.

- Brown, P.G., Kropf, H., **Lichterman, H.**, Pernotto, E., Sanders, L., Scheibler, D., (June 2022). Panelist on *Insights from the Research on Residential Curriculum*. Association of College and University Housing Officers – International (ACUHO-I), Virtual Annual Conference.
- Knerr, A., Lassi, K., **Lichterman, H.** & Simpson, E. (October 2021). *Developing a Curricular Review Process*. ACPA Institute on the Curricular Approach, Chicago, IL.
- **Lichterman, H.**, & Sanders, A. (October 2019). *What is a Learning Organization?* ACPA Institute on the Curricular Approach, Anaheim, CA.
- Kerr, K. G., Edwards, K, E., & **Lichterman, H.** (March 2019). *Leadership to Foster a Curricular Approach Beyond the Classroom*. ACPA – College Student Educators International Annual Conference, Boston, MA.
- **Lichterman, H.**, & Pernotto, E. (October 2018). *Organizational Change Within a Curricular Context*. ACPA Institute on the Curricular Approach, Chicago, IL.
- Brown, P. G., & **Lichterman, H.** (March 2018). Genius Lab Spotlight: *Implementing Self-Assessment Guides and Barometers to Evaluate Your Residential Curriculum*, ACPA – College Student Educators International Annual Conference, Houston, TX.
- Herndon, S., & **Lichterman, H.** (October 2017). *Facilitating Organizational Change Within a Curricular Context*. ACPA Residential Curriculum Institute, Norman, OK.
- **Lichterman, H.** (October 2017). Research poster presentation on dissertation, *Organizational Perspective on Adopting the Residential Curriculum Approach: An Ethnographic Case Study*. ACPA Residential Curriculum Institute, Norman, OK.
- Edwards, K., Kerr, K. G., & **Lichterman, H.** (September 2017). *Transformative Residential Curricula: Lessons Learned Over 10 Years*. ACPA – College Student Educators International [webinar].
- Fallucca, A., & **Lichterman, H.** (October 2012). *Living and Learning Communities Planning Initiative: A Multi-Component, Year-Long Strategic Guide*. ACUHO-I Living Learning Community Programs Conference, Albuquerque, NM.

Leadership, Diversity, Equity, Inclusion, & Belonging

- **Lichterman, H.**, Timm, D., Wallace, J., & Woosley, S. (March 2024). *Craft Your Career: A Discussion About Mid-Career Options and Experiments*. ACPA–College Student Educators International Annual Conference, Chicago, IL.
- Bruick, T., **Lichterman, H.**, Wallace, J., & Woosley, S. (March 2024): *Craft Your Career: A Discussion About Mid-Career Options and Experiments*. NASPA – Student Affairs Administrators in Higher Education Annual Conference, Seattle, WA.
- Conde, T., Brown, P.G., Knerr, A., **Lichterman, H.**, & Sanders, A. (June 2023). *Vivid Vision: Inspire Your Team to Dream Big with Spectacular Results* (3-hour pre-conference session). Association of College and University Housing Officers – International (ACUHO-I), Portland, OR.
- Conde, T., Herndon, S., Lichterman, H., & Palacios, M. (June 2023). *Beyond DEI Training: Commitment to Action and Practice*. Association of College and University Housing Officers – International (ACUHO-I), Portland, OR.
- Knerr, A., Herndon, S., **Lichterman, H.**, Sanders, A., & Woosley, S. (June 2023). *Stuck in the Middle with You: Supporting Our Mid-Career Professionals*. Association of College and University Housing Officers – International (ACUHO-I), Portland, OR.
- Brown, P.G., Knerr, A., **Lichterman, H.**, & Sanders, A. (June 2022). *Vivid Vision: Inspire Your Team to Dream Big with Spectacular Results* (60-minute session). Association of College and University Housing Officers – International (ACUHO-I), Pittsburgh, PA.
- Edwards, K., & **Lichterman, H.** (March 2018). *Mindful Leadership*. ACPA – College Student Educators International Annual Conference, Houston, TX.
- Hobgood, K., & **Lichterman, H.** (February 2017). *Priorities: Remaining Student Focused Throughout Your Career*. Southeastern Association of Housing Officers Annual Conference, Chattanooga, TN.
- Edwards, A., & **Lichterman, H.** (May 2015). *Getting to the root of resiliency on your team: The Capability Framework*. IdeaPOP! Conference: Division of Student Affairs and Academic Support at the University of South Carolina, Columbia, SC.
- Edwards, A., & **Lichterman, H.** (May 2014). *Ready, Set Go: Onboarding Staff in Student Affairs*. IdeaPOP! Conference: Division of Student Affairs and Academic Support at the University of South Carolina, Columbia, SC.
- **Lichterman, H.**, Page, T., & Shearer, H. (March 2009). *Residential Emergency Securing Procedure: Review of MU's Development and Implementation*. ACPA – College Student Educators International Annual Conference, Washington DC.

Assessment & Storytelling

- Klinger, J., **Lichterman, H.**, Tormey, T., & Venaas, M. (May 2024). *Storytelling in Action: An ACUHO-I Research Committee & Benchmarks by Elenra*. University Housing Officers – International (ACUHO-I). Virtual webinar.
- **Lichterman, H.**, Nelson, A., Timm, D., & Woosley, S. (March 2024). *Fast, Furious, and Fruitful: Unlocking Practical Assessment Tips*. ACPA – College Student Educators International Annual Conference, Chicago, IL.
- Venaas, M., & **Lichterman, H.** (June 2020). Moving Beyond the Either/Or of Assessment Choices. University Housing Officers – International (ACUHO-I) Virtual Summit.
- Woosley, S., Glass, M., & **Lichterman, H.** (March 2019). *Exploring the Possibilities: How Benchmarking Can Improve Our Work*. ACPA – College Student Educators International Annual Conference, Boston, MA.
- Knerr, A., **Lichterman, H.**, & Woosley, S. (July 2018). *Mythbusters: The Assessment Version*. Association of College and University Housing Officers – International (ACUHO-I) Academic Initiatives Conference, Denver, CO.
- **Lichterman, H.**, & Shorey, D. (October 2017). *Using Assessment to Brand, Market, and Tell the Story of a Residential Curriculum*. ACPA Residential Curriculum Institute, Norman, OK.
- Long, E., & **Lichterman, H.** (March 2015). *Unlearning Our Assumptions: Assessment Cycles and Living and Learning Communities*. ACPA – College Student Educators International Annual Conference, Tampa, FL.
- Creveling, K., Fallucca, A., & **Lichterman, H.** (May 2013). *Assessment Strategies: Using Technology to Measure Programmatic Learning Outcomes*. IdeaPOP! Conference: Division of Student Affairs and Academic Support at the University of South Carolina, Columbia, SC.
- Fallucca, A., & **Lichterman, H.** (October 2012). *Data Downloads: Utilizing Technology to Measure Learning Community Outcomes*. ACUHO-I Living Learning Community Programs Conference, Albuquerque, NM.

TEACHING EXPERIENCE

Seattle University (graduate)

- Instructor, SDAD 5500: Strategic Leadership through Assessment & Evaluation, Seattle University (Fall 2025)
- Instructor, SDAD 5900: Seminar (National Job Search Strategy), Seattle University (Fall 2024)
- Instructor, SDAD 5400: Student Development Theory, Research, & Practice, Seattle University (Winter 2024 & 2023)
- Committee Chair for Portfolio Presentations, Student Development Administration Program, Seattle University (Spring 2023 – Present)

Eastern Illinois University (graduate)

- Instructor, CHE 5505: Research Methods in College Student Affairs (online, asynchronous), Eastern Illinois University (Spring 2025)

University of South Carolina (undergraduate)

- Second reader for University of South Carolina Honors Thesis: Reszczynski, N. (May 2020). *The Importance of and Best Practices for Implementation of Living Learning Communities in University Housing*.
- Instructor, UNIV 290: The Resident Mentor in the Residential Community, University of South Carolina (Fall 2020, 2019, 2018, 2017)
- Instructor, UNIV 401: Graduation with Leadership Distinction (integrative learning e-portfolios), University of South Carolina (Spring 2021, 2020, 2018, 2017)
- Instructor, UNIV 101: University 101, University of South Carolina (Fall 2020, 2019, 2018, 2017, 2016, 2014, 2013, 2012, 2011); Linked with Arts & Sciences ARTE 101 (Fall 2014); Linked with Arts & Sciences PHIL 110 (Fall 2012)

University of Missouri (undergraduate)

- Co-Instructor, SSC 1150: Learning Strategies Course, University of Missouri (Fall 2006)

Ball State University (undergraduate)

- Co-Instructor, EDHI 200: RA/Leadership Course, Ball State University (Spring 2004, 2003)

CERTIFICATIONS & SPECIALIZED TRAINING

- Luma Institute, Practitioner Certification in Human-Centered Design (March 2024)

- 20 hours, Racial Equity Coaching, University of Southern California Race & Equity Center (June – August 2023)
- Adult Mental Health First Aid Training, Seattle University (May 2022)
- Diversity, Equity, and Inclusion in the Workplace Certificate, University of South Florida (June 2021)
- Post-Crisis Leadership Certificate, University of South Florida, Muma College of Business (October 2020)
- USC Carolina Judicial Council Title IX, Dating Violence, and Harassment Training, Columbia, SC (February 2017 & October 2016)
- USC Human Resources Learn, Educate, & Develop (LEAD) Series, Columbia, SC (2014-2016)
- Disney's Institute: Approach to Selection, Training, and Engagement, Midlands Technical College – Airport Campus, Columbia, SC (March 2015)
- Suicide Prevention Gatekeeper Training, Columbia, SC (July 2014)
- National Crime Prevention Institute – Basic Campus Prevention, Columbia, SC (January 2012)
- NIMS Emergency Management Institute
 - Intro to the Incident Command System ICS-100 (November 2010)
 - National Incident Management System IS-200 for Single Resources and Initial Action Incident (November 2010)
 - National Incident Management System IS-700 Introduction (November 2010)