

Esther Warren

EXPERIENCE

Erikson Institute

Aug 2023—present

Associate Director of Academic and Institutional Affairs, Chicago, IL

- Plan, coordinate, and execute primary accreditation process with the Higher Learning Commission.
- Co-lead and manage area-specific accreditations alongside program directors.
- Coordinate annual budgets for departments under Academic and Institutional Affairs.
- Serve as primary liaison between academic departments as it pertains to academic policies and procedures, course scheduling, and course creation.

Institute for Clinical Social Work, Chicago, IL

Associate Director of Academic Affairs

Jul 2023—Aug 2023

Interim Associate Director of Academic Affairs

Jul 2022—July 2023

- Co-led efforts to evaluate modality and scheduling of academic programs.
- Provided onboarding and ongoing training and support for faculty including the use of technology and teaching resources.
- Revised and developed new academic policies and procedures including academic code of conduct and academic standing.
- Served on DEI committee and student support sub-committee to advance institutional DEI objectives.
- Served as academic advisor for all MA students.
- Identified and documented state specific licensure requirements for the MA program.
- Served on accreditation team to ensure continuous improvement through assessment and conformance to accreditation requirements.

School of the Art Institute of Chicago, Chicago, IL

Assistant Director of Academic Advising

Jul 2018—July 2022

- Hired and supervised 5-10 part-time faculty advisors. Managed faculty advisor annual budget of approximately \$200,000. Created and managed outreach plans for faculty advisors and their assigned students.
- Supported 8 full-time advising staff in partnership with the Assistant Dean for Academic Advising. Co-created onboarding and training plan for new advisor hires.
- Planned and ran bi-annual training program for faculty advisors and full-time advising staff.
- Managed Academic Standing process for undergraduate and graduate students, which included coordinating and streamlining the process with Administrative Support Services, Enrollment Services, and Student Financial Services staff. Updated and maintained a step-by-step guide and schedule for Standing process. Managed outreach for students who were suspended or dismissed.
- Implemented and managed EAB Navigate as an Application Administrator. Seamlessly transitioned student scheduling, documentation, retention tracking, and faculty progress reports to EAB Navigate. Improved communication about students between faculty and advisors. Led efforts to integrate Student Financial Services, the Writing Center, and the Library departments into EAB Navigate, making it easier for students to connect with these offices through a single platform.
- Served on the Refund Review Board and Academic Review Board which determines outcomes for student appeals on school policies and requirements.

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- Provided one-on-one, holistic and ongoing academic advising support for students of all grade levels by proactively outreaching, making appropriate campus referrals, and partnering with families, faculty, and departments such as the Dean's Office. Provided comprehensive case management support to students with high-level academic, physical health, and/or mental health concerns.
- Co-led efforts to shift Academic Advising's operations to remote platforms during COVID-19 pandemic. Co-developed return to office plans, including hybrid working, staff scheduling, and student support

Academic Advisor

Aug 2013—Aug 2015, Jul 2016—Jun 2018

- Provided one-on-one, holistic and ongoing academic advising support for students of all grade levels, with a focus on first year and second year undergraduate students. Advised students on policies, degree requirements, and class selection.
- Served as designated academic advisor for Scholars Program students.
- Presented to first year student advisees and their parents during Orientation, providing information about Academic Advising and the role of the Academic Advisor.
- Presented to groups of 10-15 students on navigating PeopleSoft and enrolling in classes.
- Made referrals to and collaborated with SAIC departments including Residence Life, Health Services, Disability Learning and Resource Center, Counseling Services, International Affairs, and Career and Professional Experience.
- Managed a case load of approximately 20-25 students with high-level mental and physical health concerns, meeting with them regularly and coordinating with parents, faculty, and other SAIC departments as needed.
- Monitored Class Progress Reports and proactively contacted students via phone and e-mail when they experienced academic difficulty or attendance issues.
- Assisted Assistant Director of Academic Advising in running the Academic Standing process, and co-developed step-by-step Academic Standing guide.
- Co-developed SAIC Academic Advising Wiki website and maintained content.
- Co-developed and co-presented at Chicago's Academic Advising Network 2014 conference on SAIC's Integrated Advising model, a presentation also used at the 2014 Association of Independent Colleges of Art and Design (AICAD) conference.
- Co-developed and co-presented at NACADA's regional conference on supporting students with high-level mental and physical health concerns.

Temporary Campus Life Coordinator

May 2013—Aug 2013

- Benchmarked online presence of diversity programs at art schools and prepared presentation for use by Vice President and Dean of Student Affairs and Dean of Student Life at AICAD conference.
- Contacted campus departments and compiled information for Orientation handbook.
- Planned a series of summer celebration events for all students.
- Assisted with reconciling campus life budgets.

Northwestern University, Evanston, IL

Admission Application Reader

Jan 2012—Feb 2012, Jan 2016—Mar 2016

- Independently evaluated 75 undergraduate applications per week focusing on extracurricular involvement, academic performance, and personal statements.
- Recommended admission decisions.

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Loyola University Chicago Quinlan School of Business, Chicago, IL

Graduate Assistant for Undergraduate Programs

May 2012—May 2013

- Provided one-on-one academic advising for approximately 25 new transfer students, introducing them to the academic requirements of Quinlan and Loyola and offering them support in transition.
- Prepared credit evaluations, compiled transfer summaries, interpreted articulated courses, and documented recommended courses for approximately 120 new transfer students.
- Tracked transfer student progress within the first year of transfer date and intervened when appropriate.
- Coordinated with transfer articulation team and transfer credit team to ensure accuracy of transfer courses.
- Prepared graduation audits for more than 300 students, responded to related inquiries from students, and checked final term schedules to ensure all graduation requirements were met.
- Updated credit evaluations weekly and upon student request.
- Monitored undergraduate advising e-mail account and responded to student questions and concerns.

Concordia University Chicago, River Forest, IL

Academic Advising Intern

Jan 2013—May 2013

- Identified and contacted 5-10 students per day by phone and e-mail who were experiencing academic and attendance issues by using Academic Early Warning System.
- Researched and collected data on the transfer student experience and provided recommendations for increased retention rates and student success.
- Assisted with planning and program development of “Grad School 101,” a program designed to help students apply to and succeed in graduate school.

Dominican University, River Forest, IL

Global and Civic Engagement Intern

Aug 2012—Dec 2012

- Led focus group on civic engagement programming with 11 students representing 7 student groups, prepared report summarizing findings, and provided recommendations for further research and next steps.
- Researched case studies of college and university community-based research projects, prepared report summarizing findings, and provided recommendations for further research.

Harold Washington College, Chicago, IL

Transfer Center Intern

Jun 2012—Aug 2012

- Created presentation on study skills, college tips, and Transfer Center resources.
- Edited data report tracking student use of Transfer Center resources.
- Participated in advising and registration appointments, providing course transfer guides and offering guidance for successful transfer to four-year institutions.

EDUCATION

Loyola University Chicago, *Master of Education*

May 2013

Program Focus: Higher Education

Haverford College, *Bachelor of Arts*

May 2007

Major: Sociology, Minor: Africana Studies