

JENNIFER RINELLA KEUP

**National Resource Center for The First-Year
Experience and Students in Transition
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EDUCATION

Doctor of Philosophy, Higher Education and Organizational Change, UCLA	2002
Dissertation title: <i>Great Expectations and the Ultimate Reality Check: The Effect of Student Expectations on First-Year Adjustment</i>	
Master of Arts, Higher Education and Organizational Change, UCLA	1998
Bachelor of Arts, Psychology, UCLA	1993

PROFESSIONAL EXPERIENCE

**NATIONAL RESOURCE CENTER FOR THE FIRST-YEAR EXPERIENCE & STUDENTS IN
TRANSITION**

Director 2008-present
Maintain responsibility for all operational aspects of the National Resource Center, including long range planning and supervision of program implementation as well as personnel, policy, and program management. Responsible for preparation, management, and maintenance of all program and activity budgets and work with the Associate Vice Provost and administrative coordinator to manage fiscal operations; oversees preparation, outcomes assessment, and reporting for all strategic planning activities; and supervises full-time staff and graduate assistants to enhance productive operations, healthy interpersonal relationships, and good communication flow. Also engage in research and productive scholarship that yields publications and presentations at national and regional conferences; present at conferences and events sponsored by the National Resource Center; and represent the Center at other functions, events, directorate bodies, and boards within the national and international higher education community.

STUDENT AFFAIRS INFORMATION AND RESEARCH OFFICE (SAIRO), UCLA

Director	2006-2008
Principal Research Analyst	2005-2006

As the Director, reported to the Assistant Vice-Chancellor of Student Academic Services and the Vice Chancellor of Student Affairs and managed all efforts to collect, analyze, and disseminate both quantitative and qualitative data on issues relevant to the work of Student Affairs management and professionals such as student development and health; transition, adjustment, and success of new students; campus life, residence life, and student programming; academic and co-curricular engagement; admissions; financial aid; and diversity issues and initiatives. Also oversaw the delivery of a full portfolio of assessment and research consultation services to 25

Student Affairs departments including a comprehensive program review process for all areas of Student Affairs. Collaborated and coordinated with other professional-level institutional research staff and academic and student affairs professionals on the UCLA campus as well as across the University of California (UC) system. Served as a campus liaison for participation in national research projects related to student development, campus climate, and outcomes of college. Other responsibilities include the supervision of staff and managing budgets for individual projects and the office. As the Principal Research Analyst, I was the senior staff member and provided analytical and supervisory support for the activities of the office.

**HIGHER EDUCATION RESEARCH INSTITUTE (HERI), UCLA
Cooperative Institutional Research Program (CIRP)**

Director of Follow-Up Surveys

2003-2005

As Director of Follow-Up Surveys, managed all activities for the Your First College Year (YFCY) survey and College Student Survey (CSS) and oversaw all aspects of design, administration, and research for both instruments. Principal responsibilities consisted of: coordinating all aspects of survey design; managing survey administration; serving as the primary project liaison for participating institutions, the data processing center, and UCLA's Office for the Protection of Human Research Subjects; identifying and directing marketing strategies for YFCY and CSS including the development of marketing materials; developing and maintaining project budgets; analyzing YFCY data and disseminating research findings; and leading a team of research analysts. Served as a member of the HERI Executive Committee and acted as a resource to graduate students by assisting with the design and implementation of their independent research and dissertation projects utilizing YFCY and CSS data.

Your First College Year (YFCY)

Project Director

2002-2003

Research Analyst (Principal Investigator: Dr. Linda J. Sax)

1999-2002

Served as a member of a project team that worked in collaboration with the Policy Center on the First Year of College to develop and administer a new national survey designed to assess student development during the first year of college—Your First College Year (YFCY). As the Project Director, managed the administration, research, and dissemination for the YFCY survey. Primary responsibilities included: survey development and design; overseeing the administration of the instrument; serving as the primary project contact for participating institutions, outside survey vendors, and UCLA's Office for the Protection of Human Research Subjects; analyzing YFCY data; reporting and presenting research findings; and leading a team of research analysts. Other duties included conducting focus groups, establishing and maintaining the project budget, participating in strategic planning, and preparing reports for funding agencies.

Kellogg Forum on Higher Education Transformation

Research Analyst (Principal Investigators: Drs. Alexander and Helen Astin)

1998-2001

Worked on a multi-institution research project funded by the W.K. Kellogg Foundation to conduct applied and theoretical research on institutional transformation in higher education. Specific duties included constructing two longitudinal data sets of student and institutional characteristics for 117 colleges and universities; conducting extensive quantitative analyses of these data to define and measure the process of institutional transformation; and communicating results to the Kellogg

Foundation. Also performed intensive site visits of four “transformed” institutions, developed a graduate seminar on institutional transformation at UCLA, organized a videoconference between the students at the University of Michigan and UCLA on the topic of higher education transformation, and participated in the Higher Education Faculty Network on Institutional Change and Transformation.

LOYOLA MARYMOUNT UNIVERSITY

Irvine Project

Research Consultant

1999

Conducted descriptive and multivariate analyses of two institution-specific data sets--one for students and one for employees--on 14 outcomes in order to assess university efforts to foster an intercultural environment for students, faculty, and staff.

UC BERKELEY EXTENSION

Department of Electronic and Computer Engineering

Program Assistant

1995-1997

Provided administrative and program support for 60 academic courses and 4 certificate programs. Responsibilities included: academic program administration; instructor support; advising adult learners on status and progress in Certificate programs; monitoring of budgets; and oversight of marketing and promotional materials.

INSIGHT IMAGING, INC.

Executive Assistant/Human Resources Coordinator

1995

Managed the administration of benefits, payroll, and personnel issues for a company of 85 employees. Other responsibilities included: executive support to the President/CEO, coordination of employee training seminars, and office management.

JUDY MADRIGAL AND ASSOCIATES, INC.

Personnel Assistant

1993-1994

Assisted in the management of 75 client offices in the areas of recruitment, payroll and benefits administration for 500 employees. Other duties included: the publication of the company newsletter, coordination of employee continuing education seminars, and administrative support.

TASK FORCE & COMMITTEE EXPERIENCE

UNIVERSITY OF SOUTH CAROLINA

- University 101 Program Review Committee, 2008-present
- University 101 Academic Advisory Committee, 2008-present

UCLA

- First-Year Experience Committee, 2007-2008
- Donor/Alumni Census Task Force, 2007-2008
- Student Activity Center (SAC) Board of Governors, 2006-2008
- Student Affairs Student Development Task Force, 2006-2008
- Orienting First-Year Students, 2005-2006
- Curriculum Development Committee for UCLA Freshman Seminar Course, 2000

- Planning Committee on Student Services for UCLA Lower Division Students, 1998-1999

TEACHING EXPERIENCE

INSTRUCTOR

Masters in Student Affairs, UCLA

“Introduction to Research in Student Affairs” (ED 419)

Co-Instructor: Dr. Linda Sax

Winter, 2008

National Resource Center on the First Year Experience & Students in Transition

“Summer Institute on First-Year Assessment”

Summer, 2007, 2005, 2004, 2002

Undergraduate Education Studies Minor, UCLA

“Understanding the Collegiate Experience” (ED 80)

Co-Instructors: Drs. Bruce Barbee, Betty Glick, and Marc Levis-Fitzgerald

Fall, 2005

“Adolescent Psychosocial Development” (ED 191G)

Winter, 2003

Spencer Research Training Grant (RTG) Summer Institute

“An Introduction to Education Research” (ED 263)

Summer, 2004 & 2003

Graduate School of Education and Information Studies, Higher Education & Organizational Change Division (HEOC), UCLA

“Graduate Writing Seminar” (ED 263)

Spring, 2003

TEACHING ASSISTANT

Student Readmission and Retention Program (SRRP), UCLA

“Social Psychology of Higher Education” (ED 180)

Professor: Dr. Bruce Barbee

Summer, 2000

Higher Education Research Institute, UCLA

“Cooperative Institutional Research Program (CIRP) Summer Workshop”

Instructor: Bill Korn

Summer, 1999 & 2000

Graduate School of Education and Information Studies, Higher Education and Organizational Change Division (HEOC), UCLA

“Transformation Efforts in Higher Education” (ED 263)

Professor: Dr. Alexander Astin

Spring, 2000

“Computer Analysis of Empirical Data in Education” (ED 221)

Professor: Dr. Linda Sax

Winter, 2000

“Explanation in the Social Sciences and Educational Research” (ED 209C)

Professor: Dr. Alexander Astin

Fall, 1999

Undergraduate Education Studies Minor, UCLA

“Social Psychology of Higher Education” (ED 180)

Professors: Drs. Bruce Barbee, Jim Trent, and Edward Anderson

Fall, 1998

PUBLICATIONS AND MONOGRAPHS

- Keup, J.R. (in press). New Challenges in Working with Traditional-Aged College Students. In B.O. Barefoot (Ed.) *New Directions in Higher Education. The First Year and Beyond: Rethinking the Challenge of Collegiate Transition*. San Francisco: Jossey-Bass.
- Harper, C.E., Keup, J.R., & Brewer, B. (2007). Using Thirty Years of Institutional Data to Discover Critical Trends among Freshmen. *Journal of College Orientation and Transition*, 15(1), pp. 43-61.
- Koch, A.J., Foote, S.M., Hinkle, S.E., Keup, J.R., & Pistilli, M.D (2007). *The First-Year Experience in American Higher Education: An Annotated Bibliography (4th Edition)* (Monograph No. 3). Columbia, SC: University of South Carolina, National Resource Center for The First-Year Experience and Students in Transition.
- Keup, J.R. & Kinzie, J.I. (2007). A National Portrait of First-Year Students. In M.S. Hunter, B. McCalla-Wriggins & E.R. White (Eds.), *Academic Advising: New Insights for Teaching and Learning* (Monograph No. 46 [National Resource Center]; Monograph No. 14 [National Academic Advising Association]; pp. 19-38). Columbia, SC: University of South Carolina, National Resource Center for The First-Year Experience and Students in Transition.
- Keup, J.R. (2006). Promoting New Student Success: Assessing Academic Development and Achievement Among First-Year Students. In F.S. Laanan (Ed.) *New Directions in Student Services. Understanding Students in Transition: Trends and Issues*. San Francisco: Jossey-Bass.
- Keup, J.R. (2005-2006). The Impact of Curricular Interventions on Intended Second Year Re-Enrollment. *Journal of College Student Retention: Research, Theory, and Practice*, 7(1-2), 61-89.
- Keup, J.R. & Barefoot, B.O. (2005). Learning How to Be a Successful Student: Exploring the Impact of First-Year Seminars on Student Outcomes. *Journal of The First-Year Experience & Students in Transition*, 17(1), 11-47.
- Keup, J.R. & Stolzenberg, E.B, (2004). *The 2003 Your First College Year (YFCY) Survey: Exploring the Academic and Personal Experiences of First-Year Students* (Monograph No. 40). Columbia, SC: University of South Carolina, National Resource Center for The First-Year Experience and Students in Transition.
- Keup, J.R. (2004). The Cooperative Institutional Research Program Freshman Survey and Your First College Year: Using Longitudinal Data to Assess the First Year of College. *Assessment Update*, 16 (2).

- Astin, A.W., Keup, J.R., & Lindholm, J.A. (2002). A Decade of Changes in Undergraduate Education: A National Study of System "Transformation." *The Review of Higher Education*, 25 (2), 141-162.
- Vogelgesang, L.J., Ikeda, E.K., Gilmartin, S.K., & Keup, J.R. (2002). Service Learning and the First-Year Experience: Outcomes Related to Learning and Persistence. In E. Zlotkowski (Ed.), *Service Learning and The First-Year Experience: Preparing Students for Personal Success and Civic Responsibility* (Monograph Series No. 34). Columbia, SC: National Resource Center for the First Year of College and Students in Transition.
- Sax, L.J., Keup, J.R., Gilmartin, S.K., Stolzenberg, E.B., & Harper, C. (2002). *Findings from The 2002 Administration of Your First College Year (YFCY): National Aggregates* (Monograph). Los Angeles, CA: Higher Education Research Institute, UCLA.
- Astin, A.W., Lindholm, J.A., Walker, A.A., & Keup, J.R. (2001). Facilitating Transformative Change Efforts Through the Use of Assessment. In *Institutional Transformation: Context and Process* (Monograph) (pp. 59-82). Los Angeles, CA: Higher Education Research Institute, UCLA.
- Keup, J.R., Astin, H.S., Lindholm, J.A., & Walker, A.A. (2001). Organizational Culture and Institutional Transformation. In *Institutional Transformation: Context and Process* (Monograph) (pp. 21-58). Los Angeles, CA: Higher Education Research Institute, UCLA.
- Keup, J.R. & Lindholm, J.A. (2001). An Example of a Transforming Institution: Brandeis University. In *Transforming Institutions: Case Studies* (Monograph) (pp. 47-62). Los Angeles, CA: Higher Education Research Institute, UCLA.
- Keup, J.R. (1999). Sources and Information: Forces Influencing the Curriculum. In G. Schuyler (Ed.), *New Directions for Community Colleges; Number 108. Trends in Community College Curriculum* (pp. 99-107). San Francisco: Jossey-Bass.
- Keup, J.R. (1998). *Using Technology in Remedial Education*. ERIC Clearinghouse for Community Colleges, Digest, EDO-JC-98-10.

FUNDED RESEARCH REPORTS

- Sax, L.J., Gilmartin, S.K., Keup, J.R., Bryant, A.N. & Plecha, M. *Findings from the 2001 Pilot Administration of Your First College Year (YFCY): National Norms* (research sponsored by the Atlantic Philanthropies and The Pew Charitable Trusts). University of California, Los Angeles, CA: Higher Education Research Institute, 2002.
- Bonus-Hammarth, M., Keup, J.R., & Davis, T. *Working from the Inside Out: Site Visit Observations on Organizational Change at Northern Illinois University* (research sponsored by the W.K. Kellogg Foundation). University of California, Los Angeles, CA:

Higher Education Research Institute, 2000.

Keup, J.R. & Lindholm, J.A. *An Example of a Transforming Institution—Brandeis University* (research sponsored by the W.K. Kellogg Foundation). University of California, Los Angeles, CA: Higher Education Research Institute, 2000.

Sax, L.J., Gilmartin, S.K., Keup, J.R., DiCrisi III, F.A. & Bryant, A.N. *Designing an Assessment of the First College Year: Results from the 1999-2000 “Your First College Year” (YFCY) Pilot Study* (research sponsored by The Pew Charitable Trusts). University of California, Los Angeles, CA: Higher Education Research Institute, 2000.

Keup, J.R., Lindholm, J.A., & Astin, A.W. *Identifying “Transformed” Institutions* (research sponsored by the W.K. Kellogg Foundation). University of California, Los Angeles, CA: Higher Education Research Institute, 1999.

INVITED PRESENTATIONS

Keup, J.R. & Stolzenberg, E.B. *Review of Research: Diversity and the Student Experience*. Invited presentation for the UCLA Council of Student Affairs Directors retreat. Los Angeles, CA; August 2007.

Keup, J.R. *Diversity and Campus Climate at UCLA*. Invited presentation for the UCLA College & Student Affairs Speaker Series. Los Angeles, CA; November, 2006.

Keup, J.R. *Student Affairs Assessment: Current Activities and Future Directions*. Invited presentation for the UCLA Council of Student Affairs Directors retreat. Los Angeles, CA; September 2006.

Keup, J.R. *Today’s Students—Tomorrow’s Heroes*. Keynote address for the California State University Civic Learning Institute. San Diego, CA; June, 2006.

Seplow, S.L., Keup, J.R., Kendrick, G., Viele, P. *Orienting First-Year Students at UCLA*. Invited presentation for the UCLA College & Student Affairs Speaker Series. Los Angeles, CA; May, 2006.

Kendrick, G., Keup, J.R., Seplow, S., & Viele, P. *Orienting First-Year Students at UCLA*. Invited presentation for the 2006 UCLA College/Student Affairs Speaker Series. Los Angeles, CA; May, 2006.

Keup, J.R. & Richlin-Klonsky, J. (2006). *UCLA Transfer Student Survey (TSS): Findings, Implications and Applications*. Invited presentation for the 2006 Transfer Advisor Program (TAP) Council Meeting. Los Angeles, CA; April, 2006.

Glick, B., Herrera, A., & Keup, J.R. . *Access and Retention of Transfer Students*. Invited presentation for the UCLA College & Student Affairs Speaker Series. Los Angeles, CA;

March, 2006.

Keup, J.R., McKinney, K., Miller, C., & Seplow, S. *Special Issues in Student Development*. Invited presentation for the UCLA Student Affairs Leadership Forum (SALF). Los Angeles, CA; October, 2005.

Keup, J.R. *CIRP Freshman Survey and the College Student Survey (CSS): A National Portrait of the College Student Experience*. Keynote address for the Arkansas College Personnel Association (ACPA) conference. Hot Springs National Park, Arkansas; November, 2004

Keup, J.R. *High School Students' Expectations About College: Research Findings*. Invited presentation at St. Monica's High School, Santa Monica, CA; September, 2000.

Keup, J.R. *The Changing American College Student: Findings from 34 Years of the Cooperative Institutional Research Program (CIRP) Freshman Survey*. Invited presentation for the Thurgood Marshall College Retreat, University of California, San Diego Retreat Center, San Diego, CA; July, 2000.

RECENT CONFERENCE PRESENTATIONS

Harper, C.E. & Keup, J.R. *The Transfer Student Experience by Gender, Race, and Participation in a Transfer Assistance Program*. Poster accepted for presentation at the 33rd Annual Conference for the Association for the Study of Higher Education (ASHE). Jacksonville, FL; November 2008.

Keup, J.R., Hersh, S., Hinkle, S.E., & Siegel, M.J. *Admissions, Orientation, and the First-Year Experience: Weaving Together Functional Areas*. Roundtable presented at the ACPA, College Student Educators International Annual Convention. Atlanta, GA; March, 2008.

Harper, C.E., Butler, D., & Keup, J.R. *Using Campus Life Data to Transform Institutional Policies and Practices*. General session presented at the ACPA, College Student Educators International Annual Convention. Atlanta, GA; March, 2008.

Keup, J.R. & Rease-Miles, L. *Connecting the Dots: Creating an Integrated First-Year Experience at a Large University*. Roundtable presented at the 27th Annual Conference on The First-Year Experience. San Francisco, CA; February, 2008.

Sax, L.J., Harper, C.E., Keup, J.R., Lombardi, R., & Merriman, L., Wolf, D. *Parents of Today's College Students: Hovering too Close to the Ground?* Symposium presented at the 32nd Annual Conference for the Association for the Study of Higher Education (ASHE). Louisville, KY; November, 2007.

McKinney, K., Keup, J.R., & Stripe, J. *Fact versus Fiction: The First-Year Experience as Portrayed in Literature*. General session at the ACPA/NASPA Joint Meeting. Orlando, FL; April, 2007.

- Stripe, J., Keup, J.R., McKinney, K. *Understanding and Supporting the Transfer Transition*. General session at the ACPA/NASPA Joint Meeting. Orlando, FL; April, 2007.
- Yeung, F.P. & Keup, J.R. *Ethical Decision-Making in College: Choosing Between Right, Wrong and the Space In-Between*. Student Experience in the Research University (SERU)/University of California Undergraduate Experiences Survey (UCUES) Research Symposium. Berkeley, CA; April, 2007.
- Keup, J.R. *Fact or Fiction: How Do Common Student Stereotypes Compare to the National Data on the First-Year Experience?* Concurrent Session at the 26th Annual Conference on The First-Year Experience. Dallas, TX; February, 2007.
- Keup, J.R. *The Transfer Transition: Development & Outcomes of the 2005 UCLA Transfer Student Survey*. 31st Annual Conference of the California Association of Institutional Research (CAIR). Pasadena, CA; November, 2006.
- Hurwitz, J. & Keup, J.R. *The Impact of Tutoring on Academic Achievement in Postsecondary Education*. Research/scholarly paper presentation at the 31st Annual Conference of the Association for the Student of Higher Education (ASHE). Anaheim, CA; November, 2006.
- Keup, J.R. *Spirits in a Secular World: Understanding Students' Spirituality and Religiosity at a Public University*. Institutional initiative session at the 25th Annual Conference on The First-Year Experience. Atlanta, GA; February, 2006
- Keup, J.K. *Student Expectations About College: Is the Freshman Myth Alive and Well?* Research paper at the Association for the Study of Higher Education (ASHE) Conference, Philadelphia, PA; November, 2005.
- Keup, J.R. *Academic Support Services and Success Among First-Year Students*. General session at the American College Personal Association (ACPA) Annual Convention. Nashville, TN; April, 2005.
- Keup, J.R. *CIRP and the CSS: Charting Students' Trajectory Through College*. General session at the American College Personal Association (ACPA) Annual Convention. Nashville, TN; April, 2005.
- Keup, J.R. *Enhancing First-Year Assessment Practices: What is the Link Between Administration Strategies and Survey Response Rates?* Poster at the Annual Conference on The First-Year Experience. Phoenix, AZ; February, 2005.
- Keup, J.R. *Learning Communities, First-Year Seminars, and Service Learning: The Impact of Curricular Interventions on Intended Second Year Enrollment*. Concurrent Session at the Annual Conference on The First-Year Experience. Phoenix, AZ; February, 2005.

Keup, J.R. *Promoting New Student Success: Assessing Academic Development and Achievement Among First-Year Students*. Research paper at the Association for the Study of Higher Education (ASHE) Conference, Kansas City, MO; November, 2004.

Stolzenberg, E.B. & Keup, J.R. *Why Should I Go to Class? How Pedagogy and Classroom Practices Affect First-Year College Students*. Research paper at the Association for the Study of Higher Education (ASHE) Conference, Kansas City, MO; November, 2004.

Keup, J.R. *Assessing Academic Development and Achievement Among First-Year Students*. Scholarly paper at the Association for Institutional Research (AIR) Forum, Boston, MA; May-June, 2004.

Keup, J.R., Sax, L.J., & Gunty, M.L. *CIRP and CSS: Charting Students' Trajectory Through College*. Panel at the Association for Institutional Research (AIR) Forum, Boston, MA; May-June, 2004.

Keup, J.R., Springer, R.I., Wernig, S.R., Rollings, B. *YFCY: Using Assessment Data to Enhance the First-Year Experience*. Panel at the Association for Institutional Research (AIR) Forum, Boston, MA; May-June, 2004.

A complete list of conference presentations is available upon request

SERVICE

ACPA, College Student Educators International

Member of Editorial Board for *Journal of College Student Development*, 2006-2009

Chair for Directorate Board for the Commission on Admission, Orientation, and the First-Year Experience, 2007-2009

Directorate Board Member for the Commission on Admissions, Orientation, and First-Year Experience, 2003-2006

Association for the Study of Higher Education (ASHE)

Reviewer of Proposals to the "Students" Division for the ASHE Conference, 2003-2006

Journal of the First-Year Experience & Students in Transition

Article Reviewer, 2002-present

American Educational Research Association (AERA)

Reviewer of Proposals to the "Postsecondary Education" Division (J) of the 2005 AERA Conference

Association for Institutional Research (AIR)

Session Facilitator for 2004 AIR Forum

UCLA Graduate School of Education and Information Studies (GSEIS)

University Distinguished Teaching Award Selection Committee Member, 2000-2001
Department of Education Distinguished Teaching Award Committee Member, 2000

UCLA GSEIS, Division of Higher Education and Organizational Change (HEOC)

Outside evaluator of Digests for the ERIC Clearinghouse for Community Colleges, 2000
“High School Advising Program” Mentor to Undergraduate Student Advisors, 1999-2000
Student member of Faculty Search Committee, 1999
Tutor (“Coach”) for Diagnostic Assessment Procedure and Masters Comprehensive Examinations, 1999
Spring HEOC Division Student Representative, 1998
Co-coordinator of Spring orientation for incoming students, 1998

HONORS AND AWARDS

UCLA Student Affairs

“Exemplary Performer” Award, 2006
“On the Spot” Staff Award, 2006

American College Personnel Association

Standing Committee for Graduate Students & New Professionals’ Outstanding Doctoral Student Award, 2002

University of California, Los Angeles, Graduate School of Education

Spencer “Research Training Grant” Fellowship, 1999-2001
Honors on Doctoral Qualifying Examination, 2000

Insight Imaging Systems, Inc.

“Solutions Plus” Employee Award, 1995

PROFESSIONAL AFFILIATIONS

Association for the Study of Higher Education
ACPA College Student Educators International
ACPA Commission for Admissions, Orientation and the First Year Experience
ACPA Commission for Assessment and Evaluation
Association for Institutional Research