

# KRISTIN A. FILLHOUER

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## EXECUTIVE PROFILE

- Seasoned student affairs leader driving student success through student centered innovative programming, strategic enrollment, and holistic development.
- Strategic collaborator and institutional partner, aligning divisional operations with academic and administrative priorities to drive organizational cohesion and student success.
- Expert in resource optimization, overseeing million dollars budgets and maximizing fiscal efficiency to support impactful student-centered programs and services.
- Advocate for inclusive excellence, championing belonging through innovative policies and practices that create equitable and supportive campus environments.
- Dynamic relationship builder, fostering partnerships across campus divisions, student and staff governance groups, and community organizations to advance institutional priorities and enrollment goals.
- Deeply engaged leader within the Wisconsin higher education system, combining extensive experience in the UW System with a proven track record of impactful service to community organizations.
- Proven track record of developing and leading new programs that demonstrate successful outcomes for students

## PROFESSIONAL EXPERIENCE

### **Interim Vice Chancellor of Student Affairs**

**01/2024-present**

#### **University of Wisconsin Whitewater**

- Provide strategic leadership as a member of the Chancellor's Cabinet, shaping institutional direction, strategy, and operations.
- Collaborate with Academic and Administrative Affairs to align divisional initiatives with institutional goals, driving strategic priorities and campus-wide cohesion.
- Assisted with UW-System Policy Review, including Chapter 17 and Campaigning in the Residence Halls.
- Champion cross-divisional collaborations, fostering partnerships across campus to enhance student engagement, retention, and operational effectiveness.
- Support strategic student enrollment, retention, and engagement efforts.
- Deliver strategic guidance and resources to divisional budget managers, identifying efficiencies to maximize the impact of campus financial resources.
- Direct million-dollar budget, ensuring fiscal responsibility and the alignment of financial resources with institutional and divisional priorities.
- Uphold institutional policies and practices to ensure fair, equitable, and inclusive treatment for all students, advancing a culture of belonging and respect.
- Exemplify commitment to UW-Whitewater's strategic, budget and academic goals and values, as well as student success initiatives.
- Maintain high campus visibility and accessibility, building inclusive relationships with students, faculty, and staff to foster trust and engagement.
- Lead the "Reimagine Student Affairs" initiative, gathering campus feedback to implement an organizational restructure that strengthens the division and improves service delivery.
- Leaned into profession to develop work that is in best practices of student affairs.
- Implement robust professional development programs, including retreats and divisional meetings and events to foster communication and enhance staff performance and morale.
- Direct internal communications and external public relations, strengthening stakeholder engagement and institutional reputation.

**Associate Dean for Student Affairs and Enrollment Management  
University of Wisconsin Whitewater at Rock County**

**2018-Present**

- Collaborated with key stakeholders in the implementation of the integration of all enrollment and student affairs services between UW-Whitewater and UW-Rock County as the two campus became partners in 2017.
- Served as the Senior Student Affairs Officer and Senior Enrollment Management Officer at Rock Campus.
- Led Enrollment Management team on strategic planning for enrollment growth initiatives.
- Directed comprehensive student support services, including advising, academic support, mental health, accessibility services, financial aid, enrollment management, student conduct, and campus life, ensuring alignment with institutional mission and inclusive excellence goals.
- Led, supervised, and evaluated a high-performing Student Affairs team, fostering a culture of collaboration and strategic alignment with campus mission and enrollment goals.
- Led budget development and oversight across student services departments, optimizing resource allocation to meet evolving student and campus needs.
- Collaborated with institutional, system and student governance bodies to drive policy and strategic initiatives
- Built robust partnerships with faculty, staff, and administrative leaders to foster a cohesive, student-centered campus environment.
- Led strategic planning initiatives for Student Affairs, enhancing campus-wide support for academic and career services, pre-college programs, and concurrent enrollment pathways for Rock Campus.
- Developed and executed the annual enrollment plan, integrating marketing, recruitment, partnerships, and data-driven retention strategies to achieve enrollment targets.
- Supervised registration, grade reporting, and student records management, ensuring alignment with academic actions and enrollment policies.
- Led the reestablishment of the Engaging Students in the First Year and LEC 100: New Student Seminar
- Created and Led Student Affairs Programming Board

**Campus Administrator, University of Wisconsin Rock County**

**Regional Associate Dean for Student Affairs and Enrollment Management-Southwest Region**

**University of Wisconsin Colleges**

**2016-2018**

- Demonstrated exceptional performance and leadership, resulting in hire and promotion from Assistant Dean for Student Affairs and Enrollment Management to Rock Campus Administrator and Regional Associate Dean for Student Affairs and Enrollment Management, with expanded responsibilities and larger regional area.
- Co-Chaired the University of Wisconsin Colleges Student Affairs Restructure, which saw the complete reimagine of the student affairs division at 13 campuses across the state
- Represented the campus in leadership functions, managed day-to-day operations, and contributed to external task forces and public relations initiatives.
- Assisted in the restructure of the institution's student affairs division, as well as creation of the Student Affairs One Stop Shop on each of the 13 two-year campuses across and led the implementation in the Southwest Region.
- Served as the Senior Student Affairs Officer and Senior Enrollment Management Officer for the Southwest Region, which included UW-Rock County, UW-Baraboo and UW-Richland Center
- Directed comprehensive student support services, including advising, academic support, co-curricular, mental health, accessibility services, financial aid, enrollment management, student conduct, and campus life, ensuring alignment with institutional mission and inclusive excellence goals.

- Led, supervised, and evaluated a high-performing Student Affairs team, fostering a culture of collaboration and strategic alignment with campus mission and enrollment goals.
- Led budget development and oversight across student services departments, optimizing resource allocation to meet evolving student and campus needs.
- Collaborated with institutional and system governance bodies to drive policy compliance, strategic initiatives, and reporting for institutional, regional (MSEP), and national programs.
- Built robust partnerships with faculty, staff, and administrative leaders to foster a cohesive, student-centered campus environment.
- Led strategic planning initiatives for Student Affairs, enhancing campus-wide support for academic and career services, pre-college programs, and concurrent enrollment pathways.
- Developed and executed the annual strategic enrollment plan (iPlan), integrating marketing, recruitment, partnerships, and data-driven retention strategies to achieve enrollment targets.
- Represented the institution in leadership functions.
- Managed marketing budgets and analyzed enrollment trends, adapting strategies to optimize recruitment efforts and drive student satisfaction through retention programming.
- Supervised registration, grade reporting, and student records management, ensuring alignment with academic actions and enrollment policies.

**Assistant Campus Dean for Student Affairs and Enrollment Management  
University of Wisconsin Rock County**

**2009-2015**

- Served as the Senior Student Affairs Officer and Senior Enrollment Management Officer.
- Directed comprehensive student support services, including advising, academic support, mental health, accessibility services, financial aid, enrollment management, student conduct, and campus life, ensuring alignment with institutional mission and inclusive excellence goals.
- Led, supervised, and evaluated a Student Affairs team, fostering a culture of collaboration and strategic alignment with campus mission and enrollment goals.
- Led budget development and oversight across student services departments, optimizing resource allocation to meet evolving student and campus needs.
- Collaborated with institutional and system governance bodies to drive policy compliance, strategic initiatives, and reporting for institutional, regional (MSEP), and national programs.
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- Developed and executed the annual strategic enrollment plan (iPlan), integrating marketing, recruitment, partnerships, and data-driven retention strategies to achieve enrollment targets.
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- Supervised registration, grade reporting, and student records management, ensuring alignment with academic actions and enrollment policies.
- Led campus CARE Team.
- Represented the campus CEO/Dean in leadership functions, managed day-to-day operations, and contributed to external task forces and public relations initiatives.
- Collaborated with colleagues across campus, institution and system to drive key initiatives.

**Interim Assistant Dean for Student Affairs  
University of Wisconsin Colleges Online**

**2014-2014**

- Served as Interim Chief Student Affairs Officer, Chief Enrollment Manager, Academic Staff Supervisor, and Student Conduct Officer for the UW Colleges Online Program.

- Refined online program policies and procedures, ensuring alignment with traditional campus practices and student needs.
- Enhanced the online program's operational effectiveness, fostering consistency and student-centered practices across modalities.

**Lecturer**

**University of Wisconsin Rock County**

**2011-2015**

- Taught "Education in a Pluralistic Society" course, emphasizing the development of inclusive and pluralistic classrooms and institutions to foster equity and diversity.
- Designed and delivered curriculum focused on strategies for cultivating cultural competence and promoting inclusivity within educational environments.
- Engaged students in critical discussions about the role of diversity and pluralism in shaping effective educational practices and policies.

**Regional College Access Coordinator**

**Great Lakes Higher Education**

**2008-2009**

- Designed and implemented a new and innovative college access programs for the Milwaukee/Racine/Kenosha/Rock County Region, exceeding participation and engagement goals.
- Cultivated strategic partnerships with high school counselors and community stakeholders to expand outreach and programming.
- Collected and analyzed student data to assess needs, improve existing initiatives, and develop additional programming tailored to regional demands.
- Assessed program development and high school performance.

**Engaging Students in the First Year Coordinator**

**University of Wisconsin Rock County**

**2007-2008**

- Directed UW Rock County ESFY Programming and LEC 100 courses.
- Established and led the campus ESFY committee, fostering collaboration to design and implement initiatives aligned with institutional goals.
- Created and assessed initiatives to improve retention and student success, using data-driven strategies to address student needs and outcomes.
- Implemented innovative programming fostering a sense of community and academic support.

**Project AHEAD Coordinator**

**University of Wisconsin-Rock County**

**2003-2008**

- Directed a precollege program for historically underserved students, overseeing recruitment, advising, and retention efforts to increase program participation and success.
- Created and implemented retention programming, including a summer bridge program linked to an introduction to college course, improving student preparedness and persistence.
- Developed relationships with key stakeholders to address student need and provide resources to families.
- Founded the Rock County Education and Training Coalition, fostering collaboration among education service providers to enhance community impact.
- Promoted to Senior Student Services Coordinator.

**Workshop Facilitator and Curriculum Developer**

**Rock County Job Center**

**2000-2003**

- Designed and implemented curriculum for workshops addressing soft skills, employment readiness, life skills, educational options, financial aid, and career planning for adult learners.

- Provided comprehensive case management, delivering individualized support.
- Expert in programs supporting dislocated workers, including WIA, TRA, TAA funds, and unemployment benefits, ensuring participants accessed the resources needed for success.

#### **Executive Director**

#### **Voluntary Action Center**

**1996-2000**

- Supervised staff and volunteers and built and strengthened community partnerships to address the needs of the Stateline area.
- Managed fundraising efforts and led public and community relations efforts.
- Developed and implemented a Youth Leadership Academy and Youth Board on Volunteerism.

#### **Visitor Services Coordinator**

#### **United States Holocaust Memorial Museum**

**1995-1996**

- Provided resources, direction, tours and museum information to visitors from all over the world.
- Assisted with special events.
- Trained in operations and emergency management

#### **UW SYSTEM INVOLVEMENT**

- Janesville School District and UW Rock County: Concurrent Enrollment & International Student Planning team
- UW Colleges: Co-Chair, Localized Services Planning and Implementation Team
- UW Colleges: Member, FLEX Planning and Implementation Team
- UW Colleges: Member, Office of Equity, Diversity and Inclusion Advisory Committee
- UW Colleges: Member, Student Conduct Planning Team
- UW Colleges: Member, Student Conduct Task Force
- UW Colleges: Participant, Bachelor of Applied Arts and Science Degree Creation Team
- UW Colleges: Participant, Branding Task Force
- UW Colleges: Past Chair and Current Member, Student Affairs Council
- UW System: Member, Transfer Evaluation Committee
- UW System: Member, Senior Student Affairs Officer Team Member
- UW Rock County: Chair, Academic Outreach Committee
- UW Rock County: Chair, Behavioral Intervention Task Force
- UW Rock County: Member, Academic Appeals Committee
- UW Rock County: Member, Budget Committee
- UW Rock County: Member, Budget Team
- UW Rock County: Member, Curriculum and Instruction Committee
- UW Rock County: Member, Retention Committee
- UW Rock County: Member, CARE Team
- UW Whitewater: Member, Student Affairs Leadership Team
- UW Whitewater: Member, Enrollment Directors Team

#### **COMMUNITY BOARD LEADERSHIP ROLES**

- Annual Rock County Summit Coalition: Member, Planning Committee
- Action Council of North Rock County: Co-Chair
- Education/Training Coalition of North Rock County: Chair and Founder
- Homeless Intervention Task Force: Secretary
- North Rock United Way: Member, Transformation Team and Co-Chair, Basic Needs Impact Area
- Retired and Senior Volunteer Program: Secretary, Board

- Rock County Young Women’s Leadership: Chair, Planning Committee
- Rock County, Blue Ribbon Task Force on Human Resources: Member, Planning Committee
- Rock County, Education, Veterans and Aging Committee: Member
- TAGOS Leadership Academy Charter School: Secretary, Board

### **COMMUNITY ORGANIZATIONS**

- Badger 4-H, Badger Council of Girl Scouts: Member, Relay for Life Team
- Beloit School District and UW-Rock County: Participant, Service-Learning Initiative and GEAR Up Grant
- Big Brothers Big Sisters and Janesville School District: Mentor, Mentor Program
- Diversity Action Team: Member
- Janesville City Manager Search Committee: Community Representative
- RECAP Committee: Member
- Relay for Life Team, Badger 4-H, Badger Council of Girl Scouts: Member
- Stateline Chamber of Commerce: Graduate, Leadership Academy
- Stateline United Way: Member, Allocation Committee
- Study Circles on Racism: Facilitator
- UW-Rock County: Chair, Engaging Students in the First Year Ad-Hoc Committee
- UW-Rock County: Chair, Volunteer Network Committee

### **PROFESSIONAL ASSOCIATION & CERTIFICATIONS**

- NASPA Institute for new Vice Presidents of Student Affairs (2024)
- Mindful Leadership Training, Harvard University (2013)
- NASPA Higher Education Retention and Assessment Training (2009)
- ACT Enrollment Management Conference (2006, 2010, 2013)
- Conduct, Investigating Officer Training and SAVE Trainings (2009-Present)
- Multicultural Awareness Training, University of Wisconsin Colleges and Extension (2009)
- Stateline Leadership Institute, Stateline Chamber of Commerce (2008)
- Non-Profit Leadership Training, Points of Light Foundation (2000)

### **AWARDS:**

- Educator of the Year, Forward Janesville (2023)
- Outstanding Collaborator, Whitewater Student Government (2022)
- Outstanding Contributor Award for Opportunity, University of Wisconsin System (2019)
- Woman of Distinction, YWCA (2018)
- Chancellor Excellence Award, University of Wisconsin Colleges (2014)
- Kaplan Award for Innovation, University of Wisconsin Colleges (2006, 2012)
- Employee Award for Excellence, Great Lakes Higher Education (2008)

### **EDUCATION**

#### **University of Wisconsin Whitewater**

Master of Science, Curriculum and Instruction, 2007

#### **University of Wisconsin Whitewater**

Bachelor of Arts, History, 1995