

JENNIFER RINELLA KEUP, Ph.D.
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EDUCATION

Doctor of Philosophy, Higher Education and Organizational Change, UCLA	2002
<i>Dissertation title: 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

ACADEMIC AND PROFESSIONAL EXPERIENCE

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

Executive Director 2008-present

Provide leadership for all operational, scholarly, and strategic aspects of the National Resource Center's activities in the areas of conferences and continuing education, publications, research and grants, communications, and network development. Responsibilities include directing the Center's thought leadership in the field of higher education; fiscal management of \$2M+ annual budget; supervision of a staff of over 20 full-time, part-time, and student employees and affiliates; engagement in productive scholarship, presentations, and publications on behalf of the Center's original agenda of research and best practice; oversight of marketing, promotional activities, and brand identity; and serving as the primary liaison to the Center's constituents such as members of the Center's network, current and past Advisory Board members, Fellows, visiting scholars, other national organizations/associations, and the media.

Major Accomplishments as Executive Director

- Shaped the research agenda for premiere thought leadership organization addressing student transition and success
- Launched a program seeking grant-funded research initiatives resulting in over \$2M of funds awarded
- Created and delivered a range of campus services, technical assistance, and consulting on student success and retention initiatives, program development and implementation, DEI, and evaluation, assessment, and accreditation
- Expanded the Center's presence as an international thought leader in student success including ongoing collaborations with established networks in Europe, Canada, and Australasia; serving as a key partner in the charter of the South African National Resource Centre for The First-Year Experience & Students in Transition; and strategic support for new networks in Turkey, Saudi Arabia, and the Caribbean
- Oversaw the initiation and implementation of new online and hybrid professional development opportunities as a complement to in-person offerings

EDUCATIONAL LEADERSHIP AND POLICIES, COLLEGE OF EDUCATION, UNIVERSITY OF SOUTH CAROLINA

Affiliated Faculty Member

2010-present

Teach courses, advise master's and doctoral students, serve on thesis and dissertation committees, and participate in department administration and governance such as admissions decisions, evaluation of students' comprehensive examinations, and service on faculty committees.

Major Accomplishments as an Affiliated Faculty Member

- Taught graduate-level courses on student development theory, assessment, research methodology, pedagogy, and current trends and issues in student affairs.
- Instructed undergraduates, masters students, doctoral students, and continuing professionals via in-person, virtual, hybrid, synchronous, and asynchronous formats
- Mentored and advised students as a committee member for nine dissertations and four master's theses as well as supervised eleven research practicum students

STUDENT AFFAIRS INFORMATION AND RESEARCH OFFICE (SAIRO), UCLA

Director

2006-2008

Principal Research Analyst

2005-2006

Oversaw the delivery of a full portfolio of assessment and institutional research activities for 25 departments in the Division of Student Affairs and Academic Support and served as a campus liaison to the University of California (UC) system on student assessment initiatives.

Major Accomplishments as Director

- Completely rebuilt the budget, staffing, and organizational identity for the office
- Established an internal consultancy model for assessment support requests for student affairs units
- Served as the UCLA representative to the University of California system committee that developed and piloted the University of California Undergraduate Experiences Survey (UCUES), which continues to be used for systemwide student-level assessment to date.

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

Director of Follow-Up Surveys

2003-2005

Project Director

2002-2003

Research Analyst (Principal Investigator: Dr. Linda Sax)

1999-2002

As a member of the HERI Executive Committee, managed all aspects of design, administration, research, and dissemination of findings for two national surveys: Your First College Year (YFCY) survey and College Student Survey (CSS).

Major Accomplishments as Director of Follow-Up Surveys

- Transitioned the Your First College Year (YFCY) survey from grant support to a self-sustaining and revenue-generating component of the CIRP slate of surveys
- Expanded the longitudinal assessment and research capacity of the CIRP agenda with effective integration of both follow-up surveys to the CIRP Freshman Survey

GRANTS AWARDED

- Keup, J.R. *Guided Pathways and Institutional Capacities* funded by NASPA, Student Affairs Administrators in Higher Education as an intermediary for the Bill and Melinda Gates Foundation; December 2022-May 2023 (\$75,000).
- Keup, J.R. *Advising Solution Network Re-Investment Grant* funded by NASPA, Student Affairs Administrators in Higher Education as an intermediary for the Bill and Melinda Gates Foundation; December 2022-February 2024 (\$284,878).
- Keup, J.R. *High-Impact Pedagogy in First-Year Seminars for Developmental Education Students: A Foundation for Equity* funded by Strong Start to Finish; February 2022-September 2022 (\$7,500)
- Keup, J.R. & Young, D.G.** *Advising Solution Network Investment Grant* funded by NASPA, Student Affairs Administrators in Higher Education as an intermediary for the Bill and Melinda Gates Foundation; December 2019-December 2022 (\$1,223,118).
- Keup, J.R. & Young, D.G.** *Advising Solution Network Core Partner Backbone Grant* funded by NASPA, Student Affairs Administrators in Higher Education as an intermediary for the Bill and Melinda Gates Foundation; July, 2018-December, 2023 (\$330,500).
- Kearney, K.S. & **Keup, J.R.** *National Research Conference on College Students formerly in Foster or Out-of-Home Care*. Funded by the Spencer Foundation; February, 2019-June 2020 (\$49,991).
- Young, D.G. & **Keup, J.R.** *A Study of the State of College and Career Readiness in South Carolina* (subcontract of *Center of Excellence for College and Career Readiness*); continuation grants funded by the South Carolina Commission on Higher Education; September, 2016-June, 2021 (\$134,154).
- Young, D.G. & **Keup, J.R.** *A Study of the State of College and Career Readiness in South Carolina* (subcontract of *Center of Excellence for College and Career Readiness*) funded by the South Carolina Commission on Higher Education; September, 2014-August, 2016 (\$84,041).
- Keup, J.R. *Demonstrating the Impact of First-Year Seminars on Student Learning* funded by the Spencer Foundation; August, 2010-January 2013 (\$39,575).
- Keup, J.R. *Research Training Grant* funded by the Spencer Foundation; August 1999-June 2001 (\$45,000 plus tuition).

PROFESSIONAL INVOLVEMENT

JOURNAL REVIEW/EDITORIAL BOARDS

<i>Journal of Higher Education</i>	2015-present
<i>Student Success Journal</i> (Australia and international)	2015-present
<i>Journal of Peer Learning</i> (international)	2012-present
<i>Learning Communities Research and Practice</i>	2012-2021
<i>Journal of The First-Year Experience & Students in Transition</i>	2002-2016
<i>Journal of Learning Communities Research</i>	2008-2011
<i>Journal of College Student Development</i>	2006-2009

NATIONAL/INTERNATIONAL BOARDS AND LEADERSHIP

University of Southern California Pullias Center for Higher Education

Research Affiliate 2019-present

Association of Public & Land-grant Universities (APLU) Powered by Publics

Advisory Council 2019-present

York University (Canada)

Fellow of McLaughlin College 2019-present

National Center for Education Research (NCER) at the Institute of Education Sciences (IES)

Technical Working Group (TWG) “*Information and Advising: Helping Students Navigate Postsecondary Education*” 2019

NASPA Center for First-generation Student Success

Advisory Board 2017-present

South African National Resource Center for The First-Year Experience and Students in Transition (SANRC)

Advisory Board 2015-present

ACPA, College Student Educators International

2013 ACPA Convention Committee, Assessment and Evaluation Chair 2011-2013

Commission on Admission, Orientation, and the First-Year Experience 2007-2010

STATE SYSTEM CONSULTATION AND PROGRAM REVIEW

Ohio Association of Community Colleges

Facilitator for workshops on campus integration of student success initiatives 2020-2021

University System of Georgia

Keynote speaker and facilitator for workshop on first-year seminars 2019

Tennessee Board of Regents

Plenary speaker for High-Impact Practice Statewide Conference 2018

The California State University (CSU)

Advisory Group member for the CSU STEM Collaboratives 2014-2017

Advisor to the CSU Academic and Student Success Initiative 2013-2016

ACADEMIC PROGRAM REVIEW AND CAMPUS CONSULTATION

Lead Quality Enhancement Plan Evaluator SACSCOC Reaffirmation Committee Institution name redacted while in progress	2023
Northern Arizona University Consultant for Academic Program Review of First-Year Seminar Program	2018-2019
Indiana University-Purdue University Indianapolis (IUPUI) External Reviewer for the University College First-Year Experience Program	2014
University of Utah Undergraduate Studies External Reviewer for the Learning, Engagement, Achievement, and Progress Program	2012

INVITED TRAININGS, CAMPUS SERVICES, WORKSHOPS, AND TECHNICAL ASSISTANCE

Associations and Consortia

American Association of State Colleges and Universities (AASCU) cohort
Association of Public & Land-grant Universities (APLU) cohort
E3 Alliance and Growing Inland Achievement (GIA) cohort

Public Two-Year Institutions

Berkshire Community College
Bristol Community College
Miami Dade College
Rock Valley College

Private Four-Year Institutions

Brevard College
Brigham Young University
DePaul University
Stonehill College
University of Bridgeport

Public Four-Year Institutions

Bridgewater State University
California State University, Fullerton
East Carolina University
Georgia Institute of Technology
York University (Canada)
Ohio State University
Purdue University
Rutgers University
Stony Brook University
University of Alabama Birmingham
University at Buffalo, SUNY
University of Illinois Chicago
University of Wisconsin

Institutions Outside the United States

Nagasaki International University (Japan)
University of Johannesburg (South Africa)
University of Nagasaki (Japan)
York University (Canada)

PROJECT-BASED LEADERSHIP AND ADVISEMENT

Advising Success Network

Advisory Council 2019-present

University of Southern California Buffet Foundation Grant

Advisory Board Member 2015-2020

Developing and Supporting Student Leadership (DaSSL) (Australia & New Zealand)

Reference Group member 2014-2016

Center of Inquiry in the Liberal Arts, Wabash College

Teagle Assessment Scholar 2010-2017

Linking Institutional Policies to Student Success (LIPPS)

Advisory Board Member

2012-2015

SELECTED PUBLICATIONS (A complete list of presentations is available upon request.)

ARTICLES IN PROFESSIONAL JOURNALS

Young, D.G. & **Keup, J.R.** (2018). To pay or not to pay: Peer leader compensation as a metric of motivation and vehicle for learning outcomes. *Journal of College Student Development*, 59(2), 159-176.

Skipper, T.L. & **Keup, J.R.** (2017). The perceived impact of peer leadership experiences on college academic performance. *Journal of Student Affairs Research and Practice*, 54(1), 95-108.

Young, D.G. & **Keup, J.R.** (2016) Using hybridization and specialization to enhance the First-Year Experience in community colleges: A national picture of high-impact practices in first-year seminars. *New Directions for Community Colleges*, 175, 57-69.

Keup, J.R. (2016). Peer leadership as an emerging high-impact practice: An exploratory study of the American experience. *Journal of Student Affairs in Africa*, 4(1), 33-52.

Keup, J.R., Padgett, R.D., Kilgo, C.A., Deitering, A. (2015) Instructional characteristics of information literacy programs in the first college year. *Journal of College Orientation and Transition*, 23(1), 5-14.

Padgett, R.D., **Keup, J.R.**, Pascarella, E.T. (2013). The impact of first-year seminars on college students' life-long learning orientations. *Journal of Student Affairs Research and Practice*, 50(2), 133-151.

BOOKS, VOLUMES, BOOK CHAPTERS, & RESEARCH REPORTS

Keup, J.R. & Penaherrera, G. (2022). *How HIP are first-year seminars for developmental education and provisionally admitted students?* (Research Brief, September, 2022). University of South Carolina, National Resource Center for The First-Year Experience and Students in Transition.

Keup, J.R. & Fountain, C.A. (2022). Sense of belonging as process and product in the First-Year Experience. In G. Henning & E. Bentrin (Eds.), *The Impact of sense of belonging in college: Implications for student persistence, retention, and success* (pp. 160-168). Stylus Publishing.

Keup, J.R. & Portillo, I. (Eds.) (2022). *The elevation of advising as a promising practice* (*New Directions in Higher Education*, volume 195). Wiley.

Keup, J.R. & Young, D.G. (2022). Being HIP: Advising as an emerging high-impact practice. In J.R. Keup & I. Portillo (Eds.), *The elevation of advising as a promising practice. New Directions for Higher Education*, 195, 91-99. Wiley.

Young, D. G., & **Keup, J. R.** (2019). *CAS cross-functional framework for First-Year Experiences*. Council for the Advancement of Standards in Higher Education.

Keup, J.R. (2019). Institutional attention to and integration of the First-Year Experience. In D.G. Young (Ed.), *2017 National Survey on the First-Year Experience: Creating and coordinating structures to support student success* (pp. 19-31). University of South Carolina, National Resource Center for The First-Year Experience and Students in Transition.

Keup, J.R. & Young, D.G (2018). Investigating first-year seminars as a high-impact practice. In R.S. Feldman (Ed.), *The first year of college: Research, theory, and practice on improving the student experience and increasing retention* (pp. 93-125). Cambridge University Press.

Keup, J.R. (2018). First-year seminars and experience. In K.E. Linder & C.M. Hayes (Eds.), *High-impact practices in online education: Research and best practices* (pp. 11-25). Stylus Publishers.

Keup, J.R. & Kilgo, C.A. (2014). Conceptual considerations for first-year assessment. In R.D. Padgett (Ed.), *Emerging research and practices on first-year students. New Directions for Institutional Research*, 160, 5-18. Wiley.

Greenfield, G.M. & **Keup, J.R.**, & Gardner, J.N. (2013). *Developing and sustaining successful first year programs: A guide for practitioners*. Jossey-Bass.

SELECT PRESENTATIONS (A complete list of presentations is available upon request.)

INVITED, PLENARY, AND KEYNOTE PRESENTATIONS

Keup, J.R. (October, 2022). *Reflection, synthesis, and action* [Closing address]. 29th National Conference on Students in Transition; Atlanta, GA.

Keup, J.R. (September, 2022). *How “HIP” is your FYE? Interrogating the First-Year Experience as a high-impact practice* [Keynote address]. 2022 Best Practices in Christian Higher Education Conference; Abilene, TX.

Keup, J.R. (April, 2022). *Understanding the contemporary college student* [Invited session]. 2022 Inclusive Leadership Professional Symposium; Columbia, SC.

Keup, J.R. (October 2021). *Reimagining sense of belonging as process and product in the First-Year Experience* [Keynote address]. University of Wisconsin (UW) System Student Success Summit—Engaging and Retaining Students; virtual event.

- Keup, J.R. (July, 2021). *The cycle of crisis, uncertainty, and change: Reflections from a U.S. higher education context* [Keynote address]. 2021 Students Transitions Achievement Retention & Success (STARS) Conference; virtual event.
- Keup, J.R. (June, 2021). *Rebooting engagement and transitions* [Invited panelist]. 2021 APLU Chief Student Affairs (CSA) Officers Summer Forum; virtual event.
- Keup, J.R. (May, 2021). *Stars in the constellation: Collaboration as a key to a successful First-Year Experience programme* [Invited workshop]. 6th Annual South African National Resource Centre (SANRC) FYE Conference; virtual event.
- Keup, J.R.**, Young, D.G., Bureau, D., & Kezar, A. (February, 2021). *Creating a comprehensive and coordinated First-Year Experience* [Featured panel]. 40th Annual Conference on The First-Year Experience; virtual event.
- Keup, J.R. (December, 2020). *To help students succeed, we need organizations that learn* [Keynote address]. Norwegian First-Year Experience Conference; virtual event.
- Keup, J.R. (October, 2020). *How to be HIP: Exploring the residential college model as a high-impact practice* [Keynote address]. 2020 Residential College Symposium; virtual event.
- Keup, J.R.** & Garner, B. (October, 2020). *Intentionally online* [Invited speaker]. Strong Start to Finish (SSTF) Webinar Series; virtual event.
- Keup, J.R. (September, 2020). *Built to last: Developing aligned, integrated, and sustainable first-generation student success programs* [Keynote address]. First-gen Forward Kick-off Workshop; virtual event.
- Cohill, J., Pei, M. Cantley, A., **Keup, J.R.** & Suchy, R. (August, 2020). *Beyond orientation: Supporting first-year students' mental health virtually and year-round* [Invited panelist]. Active Minds Webinar Series; virtual event.
- Keup, J.R.** & Nyar, A. (February, 2020). *Finding the humanity in First-Year Experience (FYE): Critical reflections on the globalization of a movement* [Closing address]. 39th Annual Conference on The First-Year Experience; Washington, DC.
- Keup, J.R. (September, 2019). *Being person driven and data informed: Using data to make decisions about programming and assessment of student groups* [Plenary address]. 2019 National Association for Campus Activities (NACA) South Regional Conference; Chattanooga, TN.
- Keup, J.R. (March, 2019). *Staying HIP: Classroom pedagogy as a high-impact practice* [Keynote address]. 2019 NASPA Faculty Institute; Los Angeles, CA.

Keup, J.R. (June, 2018). *New faces in our spaces: Who are our students and how do we best serve them?* [Keynote address]. Fraternity and Sorority Life Summit of the Carolinas; Rock Hill, SC.

PEER-REVIEWED CONFERENCE PRESENTATIONS

Keup, J.R., Kinzie, J., & Troxel, W. (January, 2023). *Elevating advising as a high-impact practice for student success and equity* [Research panel]. 2023 AAC&U Annual Meeting; San Francisco, CA.

Keup, J.R., Penaherrera, G., & Lahr, J. (January, 2023). *How "HIP" are first-year seminar syllabi for developmental education students?* [Concurrent research session]. 2023 AAC&U Annual Meeting; San Francisco, CA.

Keup, J.R. & Hadley, A. (November, 2022). *Analyzing first-year seminars syllabi for high-impact practice characteristics* [Research paper]. 2022 Association for the Study of Higher Education (ASHE) Annual Conference; Las Vegas, NV.

Burnside, O., **Keup, J.R.**, Troxel, W., & Welker, M. (October, 2022). *Advising in the future of student success* [Panel]. 29th National Conference on Students in Transition; virtual event.

Jones, J.R., Anderson, M.J., **Keup, J.R.**, & Newkirk-Kotfila, E. (March, 2022). *The future is holistic advising* [Panel]. 2022 NASPA Annual Conference; Baltimore, MD.

Keup, J.R., Penaherrera, G., & Kareores, C. (January, 2022). *An examination of high-impact practice characteristics in first-year seminar syllabi* [Concurrent research session]. 2022 AAC&U Annual Meeting; Washington, DC.

Dunbar, M., **Keup, J.R.**, & O'Donnell, K. (January, 2022). *All aboard: Integrated assessment of first-year programming* [Concurrent session]. 2022 AAC&U Annual Meeting; Washington, DC.

Keup, J.R., Pirius, L., von Zastrow, C. (March, 2021). *COVID impacts on student transitions, enrollment, and learning* [Panel]. 2021 Strong Start to Finish: Learning Network Convening; virtual event.

Young, D.G. & **Keup, J.R.** (March, 2021). *Creating connected, coordinated, and comprehensive high-impact advising and other student success programs: The 3Cs of student transition success* [Concurrent session]. 2021 NASPA Annual Conference, virtual event.

Kezar, A., **Keup, J.R.**, Critchon, D., & Edwards, S. (January, 2021). *Creating an ecology of validation where first-generation, racialized minorities, and low-income students can succeed* [Panel]. 2021 AAC&U Annual Meeting; virtual event.

- Keup, J.R. (January, 2020). *Stars in the constellation: National research on the First-Year Experience as a collection of high-impact initiatives* [Research session]. 2020 AAC&U Annual Meeting; Washington, DC.
- Keup, J.R.** & Young, D.G. (October, 2019). *The 3Cs of student transition success: creating connected, coordinated, and comprehensive high-impact advising* [Concurrent session]. 2019 NACADA Annual Conference; Louisville, KY.
- Keup, J.R. (June, 2019). *Approaches to assessing first-generation college student success* [Concurrent session] 2019 NASPA Conferences on Student Success in Higher Education; Orlando, FL.
- Keup, J.R.** & Young, D.G. (March, 2019). *Stars in the constellation: National research on the First-Year Experience as a collection of high-impact curricular and cocurricular initiatives* [Concurrent session]. 2019 NASPA Annual Conference; Los Angeles, CA.
- Keup, J.R. (February, 2019). *Context and connection: How do the constellations of first-year programming differ by institutional type?* [Research spotlight session] 18th Annual Conference of the National Institute for the Student of Transfer Students (NISTS); Atlanta, GA.
- Keup, J.R. (November, 2018). *Reading and rigor: A national study of common reading book selections* [Research paper]. 2018 Association for the Study of Higher Education (ASHE) Annual Conference; Tampa, FL.

ACADEMIC AND PROFESSIONAL AWARDS

Alpha Phi International Fraternity	
Ursa Major Award	2018
Consortium for Student Retention Data Exchange (CSRDE)	
Best Poster Award for “The Stars in the Constellation: Results from the 2017 National Survey of The First-Year Experience” (co-presented with Dallin George Young)	2017
ACPA Foundation	
Diamond Honoree for Outstanding Contributions to the Field of Student Affairs.	2015
University of South Carolina Division of Student Affairs and Academic Support	
Continuing Excellence Award (1-5 years)	2013