

WARREN M. HILTON, EdD

Profile

Higher education professional with extensive senior level management experience. Adept in building partnerships, improving resource utilization, fundraising, addressing recruitment and retention goals, promoting justice, diversity, equity and inclusion; and assessing learning outcomes. Strategic planner who strives to improve the student experience and academic program quality with evidenced-based approaches. An administrator with experience serving on the faculty, performing research, securing grants, writing articles, and making tenure and promotion decisions.

Administration Experience

Vice President for Enrollment Management and Student Affairs, June 2016-present

Kutztown University, Kutztown, PA

Kutztown University is a comprehensive public institution enrolling over 7,500 students with significant commuter, Pell-eligible, and middle-income populations; and active inclusion centers.

Oversight of multiple student affairs, enrollment management and faculty departments including Residential Life, Community Outreach Center, Student Conduct, Counseling and Psychological Services, Admissions, Financial Aid, Housing and Dining, New Student Orientation, Multicultural Center, Women's Center, LGBTQ Center, Veteran's Center, Dean of Students, International Admissions and Services, Student Union Building, and Student Activities. Manage six direct reports and a \$32,000,000 operating budget (not including personnel and grants).

Sample Accomplishments:

- Developed a comprehensive strategic enrollment management plan
- Transformed recruitment efforts resulting in the best enrollment success in eight years
- Founded a Student Success Team to increase persistence and graduation
- Collaborated to increase retention by 4% in four years
- Lead institutional diversity, equity, and inclusion efforts
- Managed all student affairs areas and an on-campus residential population of over 2,100 students during the COVID-19 pandemic
- Assisted with achieving the highest four-year graduation rate at the institution in the last 15 years
- Increased new freshmen enrollment over 7% during the COVID-19 pandemic
- Oversaw efforts that led to increases in persistence of special populations including homeless, food insecure and former foster care students
- Developed recruitment strategies that led to Kutztown University being one of three schools in the 14-member State System of Higher Education with a new student enrollment increase; and the only school with an increase of more than 100 new freshmen
- Raised over \$1,000,000 in gifts and pledges including the largest gift in the 2018 fiscal year

Dean of Enrollment Management, August 2014 – May 2016

Community College of Philadelphia, Philadelphia, PA

The Community College of Philadelphia is a large urban community college with a commuter population and large Pell-eligible and middle-income student body.

Managed all enrollment departments including: Admissions, Student Information Center (call center), Financial Aid, International Student Services, Enrollment Central, Records and Registration, and the Veteran's Resource Center. Provided leadership for three regional centers enrolling over 8000 students. Collaborated with Academic Affairs, Marketing, and Student Life departments to develop process improvements and stable revenue streams.

Sample Accomplishments:

- Provided leadership of large enrollment management division including oversight of a multi-million-dollar budget
- Developed multi-year recruitment plan including measurable outcomes

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- Increased International student enrollment by 10%
- Maintained stable enrollment in a challenging regional enrollment environment
- Oversaw successful division-wide assessment initiatives

Drexel University, Philadelphia, PA (March 2009 – August 2014)

Drexel University is a large private urban university with a unique experiential learning program.

Associate Dean for Student and External Affairs, July 2013 – August 2014

Promoted to Associate Dean based on outstanding performance. Served as senior student affairs, enrollment management, and external affairs officer for the School of Public Health. Supervised director-level, and support staff. Provided oversight and budget management of newly created unit including enrollment management, marketing/public relations, student affairs, event planning, alumni affairs, and IT/web services.

Sample Accomplishments:

- Revamped orientation program to include academic success components
- Managed advising system during a significant increase in student enrollment
- Increased first year student enrollment by 20% in less than two years
- Recruited a diverse incoming class including 44% minorities

Assistant Dean for Student and External Affairs, February 2011 – June 2013

Promoted to assume external affairs responsibilities. Collaborated with other members of the senior leadership team in strategic planning. Planned and developed effective student scholarship and experiential learning programs. Analyzed demographic trends and anticipated recruitment needs; and coordinated marketing and recruitment efforts to increase enrollment. Projected admissions numbers based on demographic data and industry trends. Developed targeted recruitment strategies.

Sample Accomplishments:

- Assisted with the development of an emergency and crisis management plan
- Developed new social media marketing plan that resulted in increased student and alumni engagement
- Oversaw the creation of a social media marketing group and a website managers group
- Managed the production of a biannual school wide magazine

Assistant Dean for Student Affairs, March 2009-February 2011

Managed student success workshops and opportunities to engage students in career development, community service, and professional development. Developed and maintained all student affairs policies and procedures, including student disciplinary processes and the production of the student handbook. Assigned students to advisors based on students' academic interests. Provided leadership to faculty on student retention issues. Developed, managed, and evaluated services and programs delivered to students and their families. Coordinated with various offices, including the University Communications, Registrar, and Administrative Services Offices, to ensure that a positive student experience.

Sample Accomplishments:

- Developed student success webinars to increase student achievement
- Created a writing support course for international students
- Created a professional development series that enhanced students' preparation for career opportunities
- Revised student handbook to align with legal and professional standards

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Moravian College, Bethlehem, PA (August 2003 – March 2009)

Moravian College is private liberal arts college with a predominantly middle-income population.

Associate Dean for Student Development, March 2006 – March 2009

Reported directly to the Vice President for Student Affairs. Supervised Leadership Development, Student Activities, New Student Orientation, Community Service, and Career Development Offices. Managed over \$850,000 budget and 4 director-level staff. Oversaw orientation and recreational sports programs. Advised student government and student events council. Assisted the Vice President for Student Affairs in strategic planning and policy development for the division including assessment, information technology, and student governance. Participated as a member of the Designing Residential Environments at Moravian (DREAM) Commission which evaluated residential facilities and created a plan for a new residence hall. Advised undergraduate students regarding academic concerns. Developed and implemented activities designed to foster leadership development including the Emerging Leaders Program, credit-based leadership courses, and certificate programs. Assisted the Athletics Department with recruitment and retention efforts.

Sample Accomplishments:

- Assisted with achieving diversity recruitment goals and increasing the overnight Multicultural Visit Program attendance by 200%
- Recognized by the Middle States Commission on Higher Education during Moravian College's accreditation process
- Received VP for Student Affairs' Award for stellar contribution to the Student Affairs Division
- Raised over \$80,000 for student affairs programs and staff development

Director for Career Development, July 2003 – March 2006

Managed a comprehensive career center which provided career planning, assessment, job placement, experiential learning, and graduate school information and education. Developed a comprehensive approach for cultivating relationships with employers (20 new employers per year), recruiters, and internship sponsors. Implemented a new online career management system and a new computerized interview simulator. Collaborated with Alumni and Development Offices to involve over 50 alumni in an effort to strengthen alumni and corporate ties. Collaborated with Institutional Diversity staff to promote diversity and retain students of color.

Sample Accomplishments:

- Received EACE President's Award for Outstanding Professional Service
- Restored the reputation and increased visibility of the career center
- Secured over \$30,000 in grant funding/sponsorships
- Increased graduate school attendance by 5%
- Assisted senior class with achieving a 96% placement rate annually including a 23% graduate school attendance rate

Johns Hopkins University School of Public Health, Baltimore, MD

Assistant Director for Career Development, July 2001 – July 2003

Counseled public health and medical students related to career related matters including resume/curriculum vitae reviews. Wrote the annual graduate outcomes report which included data collection and analysis. Performed benchmarking studies and reported study findings to Directors and Deans. Assisted with disability accommodations for students. Assisted with orientation and commencement programs.

Sample Accomplishments:

- Assisted in creating the first online graduate outcomes survey
- Increased the number of workshops offered annually
- Managed office during an extended leave by the Director

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Stevenson University, School of Graduate and Professional Studies - Stevenson, MD

Academic Advisor/Evening Administrator, February 2002-July 2003

Provided academic advising to evening and adult students. Managed orientation program for evening students
Supervised adult education staff.

Sample Accomplishments:

- Assisted in expanding accelerated degree options
- Increased adult learner enrollment by 10%

Baltimore City Community College - Baltimore, MD

Career Counselor/Event Planner (volunteer), March 2002-May 2003

Assisted in placing students in internship and full-time positions in biotechnology companies.

Sample Accomplishments:

- Coordinated the first alumni networking reception
- Increased job placement rate

Teaching Experience

Drexel University, Philadelphia, PA (January 2011 – Present)

Adjunct Professor, School of Education, August 2014 – Present

Assistant Professor, Health Management and Policy, January 2011 – July 2014

Taught graduate health management and policy and education related coursework including “Historical and Contemporary Developments in Social Justice” and “Organizational Development.”
Developed and instructed blended format seminar coursework for undergraduate, graduate and professional school students related to career development, leadership theory, and dissemination of research. Served as a faculty advisor, and supervised master’s thesis projects. Developed curriculum for the School of Education. Served on the Higher Education Program Advisory Board.

Sample Accomplishments:

- Wrote grants and secured over \$1.5 M in grant funding for student scholarships and experiential/service learning opportunities
- Co-directed a National Institutes of Health funded research training program
- Created two new blended format courses for an experiential learning program
- Served as a faculty advisor for over 25 master’s students including supervising master’s thesis projects; and assisting with curricular and co-curricular concerns and issues

Moravian College – Bethlehem, PA

Instructor, August 2006-December 2008

Taught Introduction to College Life courses. Advised undergraduate students with regards to academic and career concerns. Supervised undergraduate supplemental instructor.

Sample Accomplishments:

- Led the selection of freshmen common reading
- Coordinated common reading author’s visit to campus

University of Maryland, College Park - College Park, MD (August 1999 – July 2001)

Course Lecturer/Career Consultant, August 1999-July 2001

Provided instruction for Career Search Strategies Course (a required 1 credit course) in The Robert H. Smith School of Business. Coordinated and managed career related symposiums for business, science, and liberal arts students. Managed the budget for career course including billing for student materials and consultant fees. Counseled students with regards to academic and career concerns.

Sample Accomplishments:

- Created sponsorship program that resulted in over \$10,000 in revenue
- Managed Job Fair budget which included over \$54,000 in revenues and \$34,000 in profits

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Instructor-Introduction to Leadership, August 2000-May 2001

Provided instruction including class lectures, and team exercises for 3-credit leadership course. Demonstrated leadership principles and effective management techniques.

Sample Accomplishments:

- Created new lesson plans for teaching leadership development
- Participated in leadership training with the premier higher education leadership experts

Diversity, Equity, and Inclusion Consulting Experience

Courage to Care (www.c2cjedi.com) – Consultation (2019-present)

Advancing Health Equity (www.advancinghealthequity.com) – Consultant (2020 - present)

Corporate Experience

CoreTech Consulting, King of Prussia, PA – Consultant (1997)

DuPont, Wilmington, DE – Systems Analysis (1995-1997)

Johnson and Johnson, Fort Washington, PA – Computer Technician/Programmer Intern (1991 – 1995)

Education and Training

Drexel University, Philadelphia, PA

Doctor of Education - Educational Leadership and Management (Named 2019 Program of the Year by The Carnegie Project on the Education Doctorate)

Coursework included higher education management, accounting, economics, and governance

Indiana University of Pennsylvania, Indiana, PA

Master of Arts, Student Affairs in Higher Education

Bachelor of Science, Computer Science (Minor: Economics)

Additional Training: Harvard University Institute for Management and Leadership in Education, ACE Advancing to the Presidency workshop, NASPA New Senior Student Affairs Officers, NASPA Institute for Aspiring Senior Student Affairs Officers, National Conference on Law and Higher Education, Moravian Theological Seminary

Professional Memberships (current and previous)

- American Council on Education (ACE)
- National Association of Student Personnel Administrators (NASPA)
- American Association of Collegiate Registrars and Admissions Officers (AACRAO)
- National Society of Leadership and Success (NSLS)
- Omicron Delta Kappa National Leadership Honor Society (ODK)
- National Association of Colleges and Employers (NACE)
- Eastern Association of Colleges and Employers (EACE)
- Association for Graduate Enrollment Management (NAGAP)
- National Association of Advisors for the Health Professions (NAAHP)
- National Career Development Association (NCDA)
- American Public Health Association (APHA)

Volunteer Service

- AACRAO National Strategic Enrollment Management Advisory Committee (2016-present)
- HealthSpark Foundation, Board Member (2014-present); Chair (2020 – present); Vice Chair (2018-2020); Secretary (2016-2018); Governance Committee Chair (2015-present)
- Enon Tabernacle Church, Scholarship/Education Ministry (2014-present)
- Association of Schools and Programs in Public Health, Undergraduate Summit Program Reviewer (2013)
- NASPA, Region II, Board Member (2007 – 2013)
- EACE, Sponsorship Committee (2013-2014)
- Greater Lehigh Valley Red Cross, Board Member (2008 – 2009)

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- Minsi Trails Boy Scouts, Scoutreach Urban Scouting Initiative Committee Member (2007 – 2009)
- Greater Shiloh Church, Youth Ministry Team Leader (2007-2011)
- EACE, Road Trips to the Real World Committee Chair (2004-2006)

University Service (current and previous)

- Accreditation Steering Committee
- Strategic Planning and Resources Committee
- Educational Coordinating Committee
- Executive Committee of the Faculty
- Student Success Team
- Strategic Enrollment Management Group
- Faculty Senate – Student Life Committee
- University Strategic Planning Committee
- Network Faculty (Community College) Council
- Intercultural Forum
- Freshman Admissions Committee

Selected Publications

Hilton, W.M., and Storch, C. (2021). Gimme a Break offers intentional programming for student well-being in the absence of spring break. *Student Affairs Today*, 23(11):2.

Hilton, W.M., and Hilton, A. (2020). *Equity Requires Action*. *Diverse Issues in Higher Education*. <https://diverseeducation.com/article/191772/>

Hilton, W.M., Mangold, S., Generose, N., Suriel, J. (2020). Glean lessons learned from foster care support programs to help students succeed after pandemic-related trauma. *Student Affairs Today*, 23(5):8.

Hilton, W.M., (2020). Pandemic Support for Foster Care Youth in College. *Foster Focus*, 9(12):5.

Hilton, W.M. (2018). Advance planning, updated strategies can help prevent summer melt. *Student Affairs Today*, 20(10):1.

Hilton, W.M., Baillie, C, and Moran, K. (2011). Using QR Codes Effectively in the Recruitment Process. *Recruitment and Retention in Higher Education*, 25(11): 3.

Hilton, W.M., Baillie, C, and Moran, K. (2011). Use QR Codes to Connect with Students and Staff Members. *Student Affairs Today*, 14(9): 6.

Lum, R. and Hilton, W.M. (2010) Try 5 New Uses for Google Maps in Academic Affairs. *Dean and Provost*, 12(12):6-7.

Hilton, W.M. (2010) Discover New Ways to Use Google Maps. *Student Affairs Today*, 13n(6):7.

Hilton, W.M. (2010). Take Time Now to Prepare for Summer Melt. *Student Affairs Today*, 12(12), 6.

Hilton, W.M. (2009). Preparing for an H1N1 Outbreak On-Campus. *Student Affairs Leader*, 37(17), 1-2.

Selected Presentations

Hilton, W.M. (2021, September). *Unconscious Bias*. *UC San Diego Health, San Diego, CA*

Hilton, W.M. (2021, August). *Mobilizing for Health Equity*. *Janssen Scientific Affairs, Titusville, NJ*

Hilton, W.M. (2020, July). *A Conversation on Race and Racism*. New York Presbyterian Hospital, New York, NY

Hilton, W.M., Marquez, S.P., and Chisolm, N. (2014, March). *Opening the Doors for Diverse Populations to Health Disparities Research Training: A Model Pipeline Program*. Columbia University Health Disparities Conference, New York, NY.

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- Hilton, W.M. (2013, November). *Designing Undergraduate Public Health Programs to Encourage Matriculation into MPH programs*. Undergraduate Public Health Summit, Boston, MA.
- Betts, K. and Hilton, W.M. (2011, April). *Generation Saturation? Distinguishing between Research, Trends & Stereotypes*. Harvard University, Boston, MA.
- Betts, K. and Hilton, W.M. (2011, March). *Generation Who? Differentiating between Research, Trends, Stereotypes & Best Practices*. 2011 NASPA Annual Conference, Philadelphia, PA.
- Hilton, W.M. (2008, October). *Managing the Multigenerational Workforce*. NYU Medical Center, New York, NY
- Hilton, W.M. (2008, January). *Managing the Multigenerational Workforce in Healthcare*. New York Presbyterian Hospital, New York, NY
- Hilton, W.M. (2007, November). *Sportsmanship and Leadership*. Landmark Athletic Conference Student-Athlete Advisory Committee Conference, Bethlehem, PA. A.
- Hilton, W.M. (2007, October). *Congruence: Leading with Integrity*. Co-Curricular Leadership Certificate, Moravian College, Bethlehem, PA.
- Hilton, W.M. (2007, April). *Teaching Millennials*. Committee on the Advancement of Teaching, Moravian College, Bethlehem, PA.
- Hilton, W.M. (2006, November). *Employing the Millennial Generation*. Joint Meeting of ASTD/SHRM of Northern New Jersey, Totowa, NJ.

Journal Peer Reviewer

Journal of Career Development, current. <http://jcd.sagepub.com/>

Journal of Health Care for the Poor and Underserved, current. <https://www.press.jhu.edu/journals/journal-health-care-poor-and-underserved>

Grants

Role: Co-Investigator

Hilton (Co-PI) 1/2/2020-5/14/2021 \$210,375

(Co-PI: Kirshman) U.S. Dept. of Education and the Pennsylvania State System of Higher Education

Gaining Early Awareness and Readiness for Undergraduate Programs (GEAR UP) Summer Bridge Program

The major goal of this project is to prepare high school seniors for college, assist them in transitioning to college, and provide academic support services.

Role: Co-Investigator

Hilton (Co-PI) 9/1/2011-6/30/2016 \$1,615,125

1 R25 MD006792-01 (PI: Marquez) NIH/NIMHD

Opening the Doors for Diverse Populations to Science Education

The major goal of this project was to educate and engage undergraduate, graduate, and medical school students from underrepresented minority programs in health disparities research in preparation for careers in health care and research with an emphasis on health disparities.

Role: Principal Investigator

Hilton (PI) 7/1/2010-6/30/2012 \$235,670

T08HP22425, T08HP18772 (PI: Hilton) HRSA

Serving Philadelphia and Beyond

The major goal of this award was to provide scholarship funding for students from disadvantaged backgrounds