

Shylan E. Scott, M.A., Ph.D.

QUALIFICATIONS PROFILE

Seasoned and accomplished professional with progressive leadership across student affairs, residential life, crisis management, and strategic operations at top-tier institutions. Strategic higher education leader with extensive experience in student affairs, housing operations, and financial management. Proven ability to lead complex, multi-functional units through collaborative decision-making, data-driven analysis, and a student-centered philosophy. Built high-performing teams through strengths-based supervision, onboarding redesign, and performance systems that foster growth and accountability. Experienced in representing the division on executive committees, collaborating with faculty, parents, and external agencies, and ensuring clear, consistent communication.

EDUCATION

Ph.D., Higher Education, Policy, Planning & Leadership, William & Mary 2012

Dissertation: Emancipated Foster Youths Transition from Care to Virginia Community Colleges

M.A., Interdisciplinary Studies, Virginia State University 2002

B.A., Psychology, University of Virginia 1998

PROFESSIONAL EXPERIENCE

UNIVERSITY OF VIRGINIA

July 2023 – Present

Associate Dean of Students & Director of Residence Life

Lead comprehensive residential program serving 7,700+ students, ensuring delivery of a safe, inclusive, and developmentally enriching campus living experience. Direct daily operations and strategic initiatives across residence life, housing assignments, academic integration, student conduct, crisis response, and student development. Supervise 315+ personnel, including 4 Assistant Deans, 5 Coordinators, 3 Program Managers, and 275+ student staff; cultivate a high-performing, mission-aligned team. Work closely with facilities and operations, safety, IT, and marketing functions in collaboration with university stakeholders and cross-functional leadership. Manage operational and programmatic budgets, monitor staff expenditures, and align financial planning with institutional priorities.

Key Contributions:

- Formulated long-range strategic and capital plans that aligned residence life operations with institutional goals, elevating student engagement and retention outcomes.
- Spearheaded critical incident response efforts for high-risk cases, including student deaths and public health threats, enhancing campus preparedness and crisis protocols.
- Oversaw Residence Life budget with direct input in the management of a \$60M annual departmental operating budget.
- Implemented Hoos@Home, an academic engagement initiative with the residence halls, expanding partnerships with faculty, academic advising, and career services; Worked closely with Residential Colleges.
- Represented Residence Life on high-level university committees (Title IX Review Group, Threat Assessment, Care & Intervention), promoting policy development and compliance oversight.
- Led overhaul of departmental hiring and onboarding procedures, streamlining talent acquisition and aligning new hire integration with divisional and departmental goals.
- Evolved departmental systems, including policy manuals, training programs, onboarding procedures, and assessment frameworks to meet evolving standards and student needs.
- Instituted robust assessment practices, leveraging benchmarking and learning outcomes to inform continuous improvement and strategic planning.
- Worked closely with Student Affairs to review and revise University policies and protocols; and coordinate student care and support for a variety of circumstances.

Assistant Director

Steered operations for a residential area serving 4,500+ students, coordinating with cross-functional teams to support student belonging and community development. Supervised 170+ personnel, including 6 Area Directors, 6 Community Directors, 9 Head Residents, and 150 Resident Assistants, assuring aligned performance and staff development. Managed recruitment, hiring, onboarding, training, and performance appraisals for professional, graduate, and undergraduate staff across multiple housing areas. Participated in university-wide crisis response through on-call rotations serving both residential and off-campus populations, confirming immediate support and coordination.

Key Contributions:

- Proposed and implemented operational changes that heightened employee retention, productivity, and supervisory workflows, resulting in measurable gains in staff performance.
- Developed and executed a residential curriculum and programming model that strengthened student engagement and aligned learning outcomes across residential communities.
- Generated benchmarking reports and satisfaction assessments that informed data-driven enhancements to staffing models and student programming.
- Served as second-in-command to the Director of Residence Life, providing departmental leadership and continuity in strategic initiatives and daily operations.
- Strengthened partnerships with University Facilities, Maintenance, and Custodial Services to improve residential facility management and student satisfaction.
- Revamped departmental hiring and onboarding processes, led search committees, and provided daily coaching and supervision for all staff, resolving conflicts, managing crises, and cultivating psychological safety and inclusive leadership practices.
- Provided direct support in all emergency responses, including weather and crisis situations.

WILLIAM & MARY

July 2011 – May 2018

Assistant Director, Fraternity & Sorority Housing

Steered daily operations for 24 fraternity and sorority residential facilities housing 400+ students, guaranteeing smooth coordination between housing services, facilities management, national/local organizations, house corporations, and university partners. Maintained oversight of occupancy tracking, room assignments, maintenance requests, and billing processes, ensuring data accuracy and service efficiency. Led onboarding and supervision of 180+ staff, including Housing Assistants and Chapter House Managers, while cultivating a culture of continuous improvement, outcome-driven team culture. Managed campus-wide duty rotation supporting 5,000+ residential and affiliated students, responding to crisis incidents, student conduct issues, and wellness concerns. Collaborated with university departments, national organizations, and student leaders to advance chapter accountability, policy adherence, and community engagement.

Key Contributions:

- Restructured staffing model by designing role clarity, performance standards, and onboarding systems, resulting in increased staff retention, operational effectiveness, and service delivery.
- Secured \$50,000+ in Chapter House Improvement Funds by leading strategic fundraising efforts and presenting proposals to alumni, families, and student stakeholders.
- Participated in design charrettes and planning processes, and managed the successful opening of 12 new facilities, including 11-chapter houses and a community building (\$26M project; 81,600 sq. ft.), ensuring stakeholder engagement, cross-departmental coordination, and full operational readiness.
- Reduced damage billing, service delays, and conduct incidents by applying data-informed protocols and behavior accountability systems, improving resident satisfaction.
- Developed strategic facility maintenance plans leveraging service analytics and student education, accelerating service resolution times, and enhancing property stewardship.

OTHER RELEVANT EXPERIENCE

WILLIAM & MARY

Jan 2021 – July 2023

Collateral Ombuds

Delivered confidential, impartial guidance to 2-3+ visitors daily, resolving workplace conflicts and concerns through tailored informal solutions in a trusted environment. Leveraged deep expertise in university policies to empower visitors with clear strategies for navigating complex organizational challenges. Partnered with senior leadership to analyze conflict trends and develop data-driven recommendations that strategically reduced institutional risk and costs.

Key Contributions:

- Amplified community engagement by heading outreach initiatives that boosted awareness of neutral conflict resolution resources, promoting a measurable increase in visitor volume.
- Strengthened workplace culture by advising on and facilitating effective conflict mitigation strategies, resulting in improved resolution outcomes and stakeholder satisfaction.

WILLIAM & MARY

Jul 2012 – July 2023

Co-Chair Hazing Prevention Coalition

Spearheaded strategic prevention planning and led coalition in designing and executing a comprehensive, data-informed hazing prevention action plan that effectively addressed campus needs. Orchestrated bi-monthly coalition meetings to drive collaboration across departments, confirming seamless implementation of outreach, marketing, event coordination, and training initiatives. Delivered 5-10 monthly education and training programs, significantly increasing student awareness and reporting of hazing behaviors.

Key Contributions:

- Forged and maintained partnerships with 7+ campus units and 50+ student organizations, catalyzing measurable improvements in new member development and anti-hazing practices.
- Administered \$10,000+ budget with precision, optimizing resource allocation to maximize program impact and operational efficiency.
- Co-authored winning proposal for Zeta Tau Alpha Innovation in Hazing Prevention Grant, securing critical funding to expand coalition's influence and programming.

Lakeside Baptist Church Day Care

Summer 1999, 2000

Infant & Toddler Room Assistant Teacher

Supported lead teachers in creating a nurturing, safe, and developmentally appropriate environment for infants and toddlers aged 6 weeks to 3 years. Assisted with daily routines including feeding, diapering, napping, and transitions, ensuring consistency and comfort for each child. Maintained accurate records of children's progress, behavior, and health, communicating regularly with parents and caregivers. Ensured compliance with health and safety regulations, including sanitation procedures and emergency protocols.

CURRICULUM DEVELOPMENT & INSTRUCTION

National Housing Training Institute (NHTI) Faculty, National Association of Housing Officers International
Faculty Member and Cluster Facilitator, Jim Grimm, National Housing Training Institute | Years: 2021, 2024

Regional Entry Level Institute (RELI) Faculty, Southeastern Association of Housing Officers
Faculty and Cluster Mentor, South Carolina University | Year: 2019

Faculty Fellow, Hazing Prevention.Org – Hazing Prevention Institute | Year: 2018

Facilitator, Student Leadership Development, William & Mary | Years: 2013 – 2018

Topics: Training for Intervention Procedures (TIPS) | Hazing Prevention | Fraternity Risk Management & Harm Reduction

First-Year Experience Instructor, Binghamton University, School of Education and Human Development | Years: 2003

LEADERSHIP & COMMITTEE INVOLVEMENT

University Committees & Work Groups

Student Affair Critical Events & Climate Work Group (2024-2026)
University of Virginia Security & General Safety Committee (2023-2026)
University of Virginia Data Stewardship Council 2025-2026)
School Contact Work Group (2023-2026)
Second Year Housing & Programming Work Group (2023-2026)
Crisis Mobile Response Team (2024-2026)
Monroe Hall Renovation Building Committee (2021-2023)
Alcohol Culture Team (2018–2023)
NPHC Campus Housing & Visibility Subcommittee – Member (2019)
Summer Facilities Overview Group – Contributor (2019, 2021)
Building Emergency Coordinator (2006–2018)

Leadership Roles

SEAHO Treasurer – Executive Role (2019–2022)
SEAHO Conference Coordinator – Governing Council (2016–2019)
SEAHO Virginia State Representative – Governing Council (2014–2016)
VACUHO Governing Council – Executive Role (2014–2016)
W&M Area Director Search Committee– Chair (2014, 2018, 2019)

Campus Community Initiatives

Coalition to End Sexual Misconduct (2023-2026)
Suicide Prevention Coalition (2021–2023)

Advisory & Mentorship Roles

ACUHOI Leadership Academy Mentor (2025-2026)
Subject Matter Expert, Student Affairs Certification – 2022
Compliance/Title IX Advisor (2011–2023)
Greater City Advisor (2017–2023)
National Residence Hall Honorary (NRHH) Advisor (2018–2023)

SELECTED PRESENTATIONS

Seattle University

Identity-Conscious Supervision & Leadership – Co-presenter, panelist (2025)

Southeastern Association of Housing Officers (SEAHO)

SEAHO U: Preparing U for the Future – Panelist (2025)
Caring for U: Evolving the Entry-Level Residence Life Position – Co-presenter (2025)
ACUHOI Professional Standards Primer– Co-presenter (2018)
Speed Mentoring (2016, 2017, 2018)
The College Experience for Parents (2007)

National Housing Training Institute (NHTI)

Being a Chief Housing Officer – Presenter, University of Washington (2024)
Diversity & Inclusion – Presenter, Virtual Session (2021)

Regional Entry Level Institute (RELI)

Budgeting – Presenter, South Carolina University (2019)

William & Mary

Admitted Student Day – Presenter (2018–2023)
Student Development Administration Graduate Course – Guest Lecturer (Fall, 2013)
Student Affairs Division Meeting:
Constructing Change: Culture Change in New Fraternity Housing (2012)

Hazing Prevention at W&M – Co-presenter, Clemson University (2012)

National Study on Student Hazing: Results and Implications (2010)

Virginia Student Service Conference

Hazing Prevention: My Tribe, My Responsibility – A Look at Our Path (2016)

Association of Fraternal Advisors

Virginia Drive-In: Hazing Prevention Practices (2014)

Annual Conference: Hazing Prevention – My Tribe, My Responsibility (2013)

Annual Conference: Constructing Change (2012)

Association of College and University Housing Officers – International (ACUHO-I)

Annual Conference: Fraternity and Sorority Housing – A Different World: Best Practices (2009)

Annual Conference: Finding the Right Fit – Selecting the Right Diversity/Inclusion Program (2008)

Binghamton University

Professional Staff Training: Effective Hosting and Interviewing Skills (2003)

PROFESSIONAL SERVICE & LEADERSHIP

IOA Conference Committee – Member (2023–Present)

3E Restoration, Inc. – Board of Directors, Secretary (2015–Present)

CERT (Community Emergency Response Team) – Member (2012–2023)

Hazing Prevention Institute – Facilitator (2012, 2013, 2016, 2019)

ACUHO-I Professional Standards Committee – Member (2014–2018)

VSSC Annual Conference Planning Committee – Registration Chair (2009–2016)

Elevating Your Personal Best Leadership Program – Mentor (2014–2015)

ACUHO-I Professional Standards Institute – Participant (2009)

NASPA/SACSA Mid-Managers Institute – Participant (2006)

AWARDS & HONORS

VACUHO Service Award – Recipient (2010, 2016, 2022)

SEAHO Charles W. Beene Memorial Service Award – Recipient (2020)

VACUHO Deb Boykin Outstanding Professional Award – Recipient (2018)

SEAHO Service Award – Recipient (2006, 2012, 2014, 2018, 2021)

W&M Student Affairs: Golden Griffin for Student Centeredness – Honoree (2015, 2019, 2022)

W&M Campus Living: Professional Service Award – Recipient (2012, 2020, 2022, 2023)

W&M Student Affairs: Chambers-Reid Award for Professional Excellence – Recipient (2012, 2022)

Omicron Delta Kappa Campus Improvement Award – Recipient (2013)

PROFESSIONAL ASSOCIATIONS

Association of College and University Housing Officers – International (ACUHO-I)

International Ombuds Association (IOA)

Southeastern Association of Housing Officers (SEAHO)

Virginia Association of College and University Housing Officers (VACUHO)