

Jaelyn E. Hackett

Indianapolis, IN | [LinkedIn](#) | jackiehackett33@gmail.com

EDUCATION

Indiana University of Pennsylvania

MA in Student Affairs in Higher Education

Indiana, PA

May 2016

Marshall University

BA in Communication Studies; Minor: Psychology

Huntington, WV

May 2014

WORK EXPERIENCE

Sigma Alpha Mu Fraternity

Assistant Executive Director

Indianapolis, IN

August 2022 – present

- Support 45 chapters and colonies through a chapter-coaching model and building relationships with members and alumni
- Supervise, train, and support the five (5) chapter coaches and director-level reports
- Lead the Education Department through researching locations, contacting hotels, booking travel and accommodations and ensure a smooth experience for all attendees for 6 regional leadership conferences and over 250 attendees
- Forecast annual chapter initiations and membership projections for the organization focused on retention and steady growth
- Develop intervention strategies for chapters based on a life stage map, chapter health, and local operations and support
- Manage investigation of alleged policy violations in conjunction with university partners and alumni volunteers
- Create the organization's Code of Conduct and Conduct Board process for chapters through a restorative justice approach
- Recalibrate workplace culture and expectations through revamping the organization's employee handbook

North American Interfraternity Conference

Vice President for Campus Operations

Fishers, IN

July 2021–present

- Conducted needs assessments for 150 college campus IFCs across the southeastern US, serving as subject matter expert consultant on leadership, policy, diversity and inclusion, and harm reduction
- Partnered with stakeholders and IFCs to develop strategic initiatives and evaluate achievements and KPIs to measure progress
- Ensured IFCs are utilizing best practices by collaborating with student leaders to ensure they are aligned with the Standard Operating Procedures
- Achieved annual sales goals and performed account management activities to support IFC and campus relationship development, including implementation of CRM database to increase sales leads and closings
- Created and delivered trainings for 500+ new IFC leaders each academic term, generating curriculum and facilitating regional-based educational workshops for stakeholders in-person and virtually
- Supported goal alignment by establishing and coordinating high-frequency communication between multiple stakeholder groups to strengthen synergy and progress towards shared initiatives

Assistant Director of Education and Leadership Development

November 2018–July 2021

- Developed curriculum and coordinated the execution for 5 educational programs and various professional development experiences for the Conference and Foundation for Fraternal Excellence
- Facilitated various curricula through in-person and online delivery methods
- Supervised professional facilitators and graduate interns for the department, including developing training and evaluation
- Executed and managed logistics for large-scale, multiday in-person and virtual programs and professional development conferences, including registration, marketing, facilitator management, day-of logistics, and post-program evaluations
- Redesigned the long-standing educational experience for the Conference based on in-depth needs assessment, current market trends, and stakeholder partnerships
- Create resources and educational tools for continued learning and leadership development training for IFCs

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Curriculum Designer, freelance

November 2020-August 2021

- Developed engaging learning experiences via 10 online courses to provide personal development for clients
- Utilized the ADDIE model to create content relevant to the themes, objectives, and outcomes of the course
- Supported end-to-end participant journey including content creation, communications, evaluation, and attendee support
- Incorporated the outcomes into sales copy and collaborate with the sales team to meet sales goals
- Collaborated with subject matter experts to design, revise, and update course content

Phi Mu Delta National Office

Assistant Executive Director for Undergraduate Engagement

July 2016–November 2018

- Advised 20 chapters and colonies through a chapter-coaching model and building genuine relationships with members
- Developed a chapter advisor training and certification programs to improve alumni relations and enhanced local support
- Created new educational programs based on needs assessments and stakeholder feedback, such as a total membership development experience, new chapter retreats, a national new member education program, and a chapter wellness program
- Supervised, trained, and managed two professional staff members
- Provided reports to the Board of Directors to convey program effectiveness, organization development, and goal alignment
- Ensure mission-alignment for chapters by investigating potential violations to the Fraternity policies and procedures
- Provided multidimensional support to members and staff by consulting with stakeholders, peers, and partners

SKILLS

Microsoft Office (PowerPoint, Word) | Customer Relationship Management (Salesforce) | Learning and Event Management Systems (Hopin, Whova, Hiitide, Zoom)