

# JONATHAN I. GONZALEZ-MONTELONGO

## STUDENT-CENTERED, EQUITY-MINDED, HIGHER EDUCATION LEADER

As a transformational leader, I use my ambitious impact to create doors for tomorrow's leaders and to provide culturally sensitive, evidence-based, and mission-critical leadership toward a better higher education system.

### EDUCATION

Bachelor of Arts, Political Science

California State University, San Bernardino, 2015

Master of Science, Education, Concentration: Higher Education, Emphasis: Student Affairs

California State University, Fullerton, (Expected: 2024)

### EXPERIENCE

#### **CAMPUS TOURS AND VISITS COORDINATOR - SSP II CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO**

**AUGUST 2021-PRESENT**

- Responsible for the complete implementation and coordination of the campus tours and visits program.
- Coordinate, manage, and execute programs, initiatives, and experiences that help visitors to the university have successful campus tours and visits.
- Utilize campus tours and visitor services best practices and program evaluations to aid in efforts to offer a welcoming and informative experience for prospective students, families, and visitors.
- Recruits, trains and supervises a paid/volunteer student ambassador program.
- Establishes recruiting and hiring procedures to ensure that campus ambassadors represent the school's diversity.
- Plans and conducts training sessions for student employees, as well as creates training materials and evaluation methods to ensure campus ambassadors are prepared to give tours.
- Develops and executes surveys and evaluations with the goal of increasing ambassador retention and making suggestions for enhancements to the Campus Tours and Visits program.
- Assist with the organization and execution of campus tours, visit programs, and activities provided via Orientation and Transition Programs, as well as cooperation with the Admissions Operations, Outreach, and Student Recruitment offices.

#### **VISITOR SERVICES AND EVENTS COORDINATOR - SSP II CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO**

**FEBRUARY 2019 - JULY 2021**

- Provided leadership and oversight of all admissions on-campus programs and events.
- Provided leadership in campus-level steering committees; planning and implementing strategic on-campus recruitment programs.
- Designed, coordinated, and executed complex and large-scale admissions events including recruitment, engagement and yield events, for high school, community college students, educators, and counselors.

## RECOGNITION

Collegiate Information and Visitor Services Association Foot Award: 2021

47th District Assembly Member Eloise Gomez Reyes 30 Under 30 Award: 2018

San Bernardino County Fifth District Supervisor Josie Gonzales 30 Under 30 Recognition Award: 2018

City of San Bernardino Commendation of the Mayor and City Council 30 Under 30 Recognition Award: 2018

State of California Senator Connie Leyva 30 Under 30 Recognition Award: 2018

Lambda Theta Nu Recognition Award for Best Advisor: 2017

Student Employee of the Year for the Division of Student Affairs: 2014

## EXPERIENCE

Continued from previous page: Visitor Services AND Events Coordinator, CSUSB

- Provided leadership and oversight of all admissions on-campus programs and events.
- Serve as a liaison for high school educators, and external groups including group tours, visits, and a spokesperson for the Campus Tours and Visitor Center including serving as the primary Admissions liaison for visitor services and responsible for resolving any issues or concerns relating to campus visits.
- Utilize office CRM software to set-up event communications and gather prospective student information.
- Prepare visitor services reports and design assessment tools for all events and visitor experiences informing continued improvements and maximizing the effectiveness of processes, programs, recruitment, and services through comprehensive data-driven measurement and evaluation.

### **CAMPUS TOURS AND EVENTS COORDINATOR - SSP IB CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO DECEMBER 2016 - FEBRUARY 2019**

- Provided oversight of the Campus Tours and Visitor Center and worked to ensure visitors are provided with exceptional customer service.
- Provided leadership and guidance to the administrative support coordinator, including but not limited to direct functions, professional development opportunities, and day-to-day tasks.
- Designed recruitment and hiring processes of approximately 25 student paraprofessionals and student ambassadors as well as designed and continuously executed training, learning outcomes, and assessment plans.
- Maintained and supported a network of school and community partnerships whose participation is essential for successful on and off-campus events.
- Responsible for allocating expenses and maintaining a responsible budget.
- Prepared campus tours and event reports.
- Participated in the Collegiate Information and Visitor Services Association (CIVSA) to remain current on best practices, and represent the university and office through presentations and workshops at both state and national conferences.

### **ADMISSIONS COUNSELOR - SSP IA CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO MARCH 2016 - NOVEMBER 2016**

- Assisted with the management of the application review process for undergraduate first-year and transfer students.

## GRANTS

### California State University. Partnerships with Faith- Based Organizations.

*Co-Principal, 2019 \$17,000*

Grant focused on increasing the number of partnerships by CSU, San Bernardino and local faith-based organizations and churches.

### California State University. Preparing for College Success Grant Program

*Principal, 2018 \$7,000*

Investing in Underserved Communities grant focuses on improving college readiness through community partnerships and by delivering content in five critical elements: financing a college education, Transfer Pathways to the CSU, A-G completion, math and English readiness, and academic progress (completion of 30 units the first year).

## EXPERIENCE

Continued from previous page: Admissions Counselor, CSUSB

- Counseled prospective students and provided information about CSUSB,
- Assisted other units during peak times in support of the goals of the office.
- Provided interpretation of policies and procedures to prospective students, parents, guidance counselors, alumni, patrons of the university, and the general public.
- Participated in special events hosted by the Office of Admissions and Student Recruitment.

### **INTERIM CAMPUS TOURS AND EVENTS COORDINATOR - ASC I CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO**

**JULY 2015 - FEBRUARY 2016**

- Assisted with the planning and execution of all recruitment events.
- Recruited and facilitated coordination and briefing of speakers, presenters, and aided in the development of program agendas.
- Responded to event-related correspondence, email and phone inquiries.
- Tracked and controlled all expenses.
- Supervised the tours assistant and 8 paid student assistants—providing direction and management.

### **FRONT COUNTER AND CUSTOMER SERVICE SUPERVISOR - ASA II CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO**

**DECEMBER 2014 - JUNE 2015**

- Responsible for front counter coverage, answering phones, scheduling appointments for advising and transcript evaluation.
- Greeted and aided students and community members with directions and information.
- Checked the daily and intercampus mail, and distributed it to the appropriate staff mailboxes.
- Responsible for the management of 10 paid student assistants—providing supervision and training.

### **INTERIM CAMPUS TOURS AND EVENTS ASSISTANT - ASA I CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO**

**JULY 2014 - DECEMBER 2014**

- Assisted Director of Student Recruitment and Visitor Services with coordinating on campus recruitment programs for the Office of Admissions and Student Recruitment.
- Assisted with student staff scheduling, training, and supervision of 8 student assistant and the management of campus tours, visits, student panels, and information sessions.
- Assisted with the development of community-building experiences and events that brought together campus partners and prospective first-year, transfer students and school counselors.

## AFFILIATIONS

Western Association for  
College Admissions  
Counseling: 2019-2020

American College  
Personnel Association:  
2018 – Present

National Association of  
Student Personnel  
Administrators: 2018 –  
2020

Collegiate Information  
Visitor Services  
Association: 2016 – Present

LGBTQ+ Faculty, Staff and  
Students Association: 2017  
– Present

Association of Latino  
Faculty, Staff and Students:  
2016 – Present

Coyote Dreamers Ally  
Network: 2015 – Present

Consortium of Higher  
Education LGBT Resource  
Professionals: 2016 – 2017

## ASSOCIATIONS AND COMMITTEES

### **American College Personnel Association (ACPA) - College Student Educators International**

Directorate Board Member, Commission for Admissions, Orientation and First Year Experience (May 2021 - Present)

### **Collegiate Information and Visitor Services Association**

Student Development Institute Planning Committee (2022- Present)  
Spirit and Traditions Chair  
Member Relations Committee (2018 – 2020)  
Retention Committee (2017-2018)

### **California State University, San Bernardino**

Lavender Graduation Planning Committee (2022)  
LGBTQ+ History Month Planning Committee (2021)  
Hispanic Heritage Month Planning Committee (2020-Present)  
First-Gen Alliance Steering Committee (2019)  
Homecoming Steering Committee (2017 – 2019)  
Athletics Collaboration Committee (2018)  
Faculty Staff Alumni Chapter Bylaws Committee (2018)  
CSU Counselor Conference Planning Committee (2017-2018)  
Chasing Our Dreams 5K Planning Committee (2016-2018)  
California State University Super Saturday Planning Committee (2016 – 2017)  
Division of Student Affairs Awards Planning Committee (2016 – 2017)  
President's Academic Excellence Scholarship Committee (2015 – 2019)  
Black and Brown Young Men's Conference Steering Committee (2015–2019)  
Latinx Graduate Recognition Ceremony Planning Committee (2015–Present)  
Next Gen. Black Std. College Preparation Conf. Planning Committee (2015)  
High Achieving Student Committee (2015)  
Feria Educativa Planning Committee (2015)

## CONVENTION PRESENTATIONS AND PUBLICATIONS

- Gonzalez-Montelongo, J. (June 2021). Deconstructing your Yield Programs! Talk presented at the Collegiate Information and Visitor Services Association Annual Conference.
- Gonzalez-Montelongo, J. (June 2021). Re-strategize your Underrepresented Student Programs! Talk presented at the Collegiate Information and Visitor Services Association Annual Conference.
- Gonzalez-Montelongo, J. and Borgeson, A. (June 2021). Diversity, Equity, and Inclusion at a PWI and HSI, is there a difference?. Talk presented at the Collegiate Information and Visitor Services Association Annual Conference.
- Gonzalez-Montelongo, J. and Borgeson, A. (August 2020). Diversity, Equity, and Inclusion at a PWI and HSI, is there a difference?. Talk presented at the Collegiate Information and Visitor Services Association virtual Summer Series.
- Gonzalez-Montelongo, J. (April 2020). Building Strategic Partnerships in Underrepresented Communities. Webinar presented for Region 1 Members of the Collegiate Information and Visitor Services Association.
- Gonzalez-Montelongo, J. (June 2019). Building Cody's Community: Through Strategic Partnerships in Underrepresented Communities. Talk presented at the Collegiate Information and Visitor Services Association Annual Conference in Portland, Oregon.
- Gonzalez-Montelongo, J. and Garza, J. (May 2019). Building Strategic Partnerships in Underrepresented Communities. Talk presented at The Western, Pacific Northwest and Rocky Mountain Association for College Admission Counseling Super Conference in Phoenix, Arizona.
- Gonzalez-Montelongo, J. and Davila, M. (March 2019). Creating a Dynamic Mentorship Program. Poster presented at the Academic College Personnel Association Convention in Boston, Massachusetts.
- Gonzalez-Montelongo, J. and Garza, J. (June 2018). Creating a Dynamic Mentorship Program. Talk presented at the Collegiate Information and Visitor Services Association Annual Conference in Milwaukee, Wisconsin.
- Gonzalez-Montelongo, J. (June 2018). Transforming the Campus Visit Experience. Talk presented at the Collegiate Information and Visitor Services Association Annual Conference in Milwaukee, Wisconsin.
- Gonzalez-Montelongo, J. and Davila, M. (May 2018). Creating a Dynamic Mentorship Program. Poster presented at the California State University, San Bernardino GI 2025 Conference in San Bernardino, California.
- Gonzalez-Montelongo, J. (September 2017). Campus Tours and Events. Talk presented at the Jobs in Higher Ed Night in Redlands, California.
- Gonzalez-Montelongo, J. and Davila, M. (July 2017). Coyote GROW, Student Worker Mentorship Program. Talk presented at the California State University Outreach Professional Development Conference in Pomona, California.
- Gonzalez-Montelongo, J. (July 2017). Rethinking Campus Tours and Events. Talk presented at the California State University Outreach Professional Development Conference in Pomona, California.