

JEFF BOLSTER
San Diego, California
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(619) 855-2363

EDUCATION

- Ph.D. **University of San Diego**
School of Leadership and Education Sciences
Leadership Studies, 2011
Dissertation: What Do They Say? Students from a Private, Faith-Based University Share Their Perspectives on College as a Mentoring Environment
- M.A. **Point Loma Nazarene University**
School of Theology and Christian Ministries
Theology, 2001
Thesis: A Struggle with Hope: An Evaluation of Faith-Based Initiatives in Post-Genocide Rwanda
- B.A. **Point Loma Nazarene University**
School of Theology and Christian Ministries
Religion, 1993

EXPERIENCE

July 2018 – present **Vice President for University Services**
Office of the President
Point Loma Nazarene University, San Diego, California

Currently facilitate these strategic administrative areas across five distinct campus locations; four in San Diego and one in Bakersfield, California.

- Member of the President’s Cabinet
- Chair of Covid-19 Task Force
- Campus Facilities
- Public Safety
- Instructional Technology Services
- Barnes & Noble Bookstore operations
- Sodexo Food Services
- Camps and Conferences
- Sustainability
- Emergency Operations Planning
- Mail Services and Reprographics
- Off Campus Conference Center
- Campus Master Planning
- Conditional Use Permit with the City of San Diego
- Remodels, renovations and major new construction

- ADA compliance
- Environmental Health and Safety
- Operational budgets of \$18 million

July 2008 – June
2018

Dean of Students & Director of Residential Life

Lead Title IX Investigator

Office of Student Development

Point Loma Nazarene University, San Diego, California

- Established and nurtured partnerships with Residential Life, Wellness Center, Department of Public Safety, Community Service Partners, Athletics, the Behavioral Intervention Team and Academic Affairs
- Adapted, established and implemented effective educational, restorative programs for campus student conduct
- Led multiple Title IX investigations, in collaboration with Title IX Officer, in-house counsel and external counsel
- Coordinated move in logistics of annual New Student Orientation for undergraduate campus. 400+ returning student volunteers, flagship student and parent events, move in day hospitality, and welcome programs
- Senior administrator for all aspects of PLNU Residential Life. 1900 beds in 11 on and off campus housing units
- Weekly leadership development and training program for 65 student leaders. Focused on issues of faith, personal life, conflict, time management, relationships, worldview, race, family, vocation, health and safety and many others
- Ongoing development of 15 full time professional staff across a range of entry and mid-level professionals. Encouraged purposeful leadership that served students as well as the greater community. Encouraged growth, educational development, healthy living and self-care in the very rigorous role that they served for the institution
- Annual revenue generation of \$16 million
- Annual operational budgets over \$1 million

July 2012 –
present

Adjunct Faculty (all courses listed below)

National University

Certified Core Adjunct Faculty
School of Business and Management
San Diego, California
<https://www.nu.edu/>

University of San Diego

School of Leadership and Education Studies
San Diego, California
<https://www.sandiego.edu/soles/>

Point Loma Nazarene University

Graduate, Professional Studies, and Adult Degree Completion

School of Education
School of Business
www.pointloma.edu

Aug. 2004–July
2008

Director of International Ministries
Office of Spiritual Development
Point Loma Nazarene University, San Diego, California

- Facilitated all aspects of the flagship undergraduate, international short-term mission program known as LoveWorks
- Personally led teams to in Rwanda, Australia, Portugal, Fiji, Baja Mexico, Sicily, Brazil, Bulgaria, Sri Lanka, & Costa Rica
- Recruited, trained and worked with staff, faculty and alumni volunteer leaders for each team of college students
- Lead the development and implementation of the annual pre-trip training program, equipping students and staff, faculty and alumni leaders on issues of faith, cultural awareness, worldview, group relations, re-entry and many others
- Coordinated the annual financial development efforts. Students raised all of their own support for these trips through various fundraising endeavors
- Developed a university sponsored spring break camp program for high school students from the U.S. and Mexico known as YouthWorks. Students, youth leaders and pastors from both countries met and served in developing areas across Baja, Mexico
- Gave oversight to the PLNU Hawaii Internship Program. Through a partnership with local Hawaiian churches, this was an opportunity for undergraduate students to serve in a ministry setting for the summer

Jan. 2003–July 2003

Nazarenes In Volunteer Service
North Andean Field Office
Quito, Ecuador

- Worked with career missionaries as they hosted teams from the US on construction and community based outreach programs throughout Ecuador
- Administrative support to various programs in the office
- Spanish language studies

Aug. 1994–Dec. 2002

Office of Spiritual Development
Point Loma Nazarene University

Director of Community Ministries (8/00–12/02)
Director of Special Projects (9/97–7/00)
Coordinator for Special Projects (9/95–8/97)
Intern for Special Ministries (8/93–8/95)

- Assisted as the University established the foundations of the first ever Office of Spiritual Development
- Developed framework for the flagship LoveWorks short-term volunteerism program, connecting undergraduate student teams to locally hosted ministry efforts all over the world
- Coordinated the university administration of Project Youth Equipped to Serve: a Spring Break based program that connected high school students, adult lay leaders and clergy from all over the western US with local ministry efforts in Baja, Mexico as well as several Native American reservations in California and Arizona
- Established the YouthWorks program, a summer volunteer program giving high school student teams the opportunity to serve internationally
- Facilitated the training and equipping of PLNU's locally based Student Ministries program. Undergraduate students served in 20+ different weekly opportunities ranging from homeless outreach, after school tutoring, elder care and visitation and many others

INSTITUTIONAL COMMITTEES

COVID-19 Task Force: At the request of the President, developed and currently leading this group of staff, faculty and administrators across working groups that include Operations, Testing and Health, Undergraduate Education, Graduate Education, Communication, Future Modeling and Revenue, and Student Life and Co-Curricular

Western Associates Schools and Colleges Accreditation Steering Committee: Administrative group tasked with leading recent accreditation efforts. Awarded 10 year accreditation from WASC

Strategic Enrollment Planning Committee: Multi-departmental group tasked with closing a multi-million dollar budget shortfall as well as developing and vetting revenue-generating programs

Title IX Committee: Level One Coordinator certified, member of investigative team, adjudicator as needed

Future Initiatives Think Tank Committee: Multi-disciplinary committee purposed with developing innovative and collaborative educational programs

Enrollment Management and Operations Committee: Multi-departmental group working to ensure the highest possible quality in enrollment and retention

Summer School Task Force: Data analysis group was asked to investigate the possibility of enhancing summer school enrollment and retention

New Student Orientation Executive Planning Committee: Campus wide group managing all aspects of the onboarding and integration of our first year and transfer students

Summer Planning Group: Ad hoc group brought together to reduce Camps & Conferences, Residential Life & Campus Facilities scheduling and project conflicts during the summer

Retention Task Force: Multi-departmental group looking at innovative ways to raise overall retention rates for undergraduate students

Vocational Reader Committee: Multi-disciplinary group working with a grant from the Lilly Foundation's Vocation Exploration Initiative that offered the opportunity to develop an edited book on the topic of vocation

GRADUATE LEVEL TEACHING

National University Graduate School of Business and Management

LED 608: Seminars in Leadership. (Marine Core Recruit Depot) September 2012
LED 609: Capstone Thesis Research. (online) November 2012
LED 609: Capstone Thesis Research. (online) March 2013
LED 602: Developing Groups and Teams. (online) July 2013
LED 620: Worldview and Adult Development. September 2013
LED 690: Capstone Thesis Research. (Marine Core Recruit Depot) October 2013
LED 690: Leadership Capstone Project. (online) November 2013
LED 604: Leading Change and Adaptation. (Marine Core Recruit Depot) March 2014
LED 603: Leadership in the 21st Century, April 2014
LED 690: Capstone Thesis Research. (online) June 2014
LED 690: Capstone Thesis Research. (online) September 2014
LED 690: Capstone Thesis Research. (online) December 2014
LED 690: Capstone Thesis Research. (online) March 2015
LED 690: Capstone Thesis Research. (online) September 2015
LED 690: Capstone Thesis Research. (online) December 2015
LED 690: Capstone Thesis Research. (online) December 2016
LED 601: Ethics and Classical Theories. (online) October 2020
LED 690: Capstone Thesis Research. (online) December 2020
LED 601: Ethics and Classical Theories. (online) February 2021
LED 603: Leadership in the 21st Century (online) June 2021
LED 690: Capstone Thesis Research. (online) August 2021
LED 690: Capstone Thesis Research. (online) January 2022

Point Loma Nazarene University Graduate School of Business and Management

BUS 665: Organizational Communication. Graduate School of Business and Management 5th Year MBA Program. Summer 2014
BUS 665: Organizational Communication. Graduate School of Business and Management 5th Year MBA Program. Summer 2015
BUS 665: Organizational Communication. Graduate School of Business and Management 5th Year MBA Program. Summer 2017
BUS 648A: Leading with Integrity, Character. Graduate School of Business and Management. Fall 2017
BUS 648B: Leading with Integrity, Service. Graduate School of Business and Management. Fall 2017
BUS 648C: Leading with Integrity, Purpose. Graduate School of Business and Management. Fall 2017
MGT 320: Organizational Behavior. Undergrad School of Business and Management. Spring 2018
BUS 665: Leadership Communication. Graduate School of Business and Management 5th Year MBA Program. Summer 2018
BUS 665: Leadership Communication. Graduate School of Business and Management 5th Year MBA Program. Summer 2019
BUS 665: Leadership Communication (online). Graduate School of Business and Management 5th Year MBA Program. Summer 2020
MGT 4090: Special Topics in Management: Crisis Leadership. (online) January 2021

Point Loma Nazarene University Graduate School of Education

GED 674: Emerging Adult Developmental Theory. Summer 2014
GED 674: Emerging Adult Developmental Theory. Summer 2015
GED 674: Emerging Adult Developmental Theory. Summer 2016
GED 674: Emerging Adult Developmental Theory. Summer 2017
GED 672: Course Development of a fully online version. Summer 2017
GED 672: Philosophy of Education. (online) Fall 2016
GED 672: Philosophy of Education. (online) Spring 2017
GED 672: Philosophy of Education. (online) Spring 2017
GED 672: Philosophy of Education. (online) Spring 2018
GED 672: Philosophy of Education. (online) Summer 2018
GED 674: Emerging Adult Developmental Theory. (online) Summer 2018
GED 672: Philosophy of Education. (online) Fall 2018
GED 672: Philosophy of Education. (online) Spring 2019
GED 672: Philosophy of Education. (online) Summer 2019
GED 672: Philosophy of Education. (online) Summer 2020

Point Loma Nazarene University Graduate and Professional Studies

SCL 302: Group and Organizational Behavior. Adult Degree Completion Program. Summer 2015
SCL 302: Group and Organizational Behavior. RN to BSN Program. Fall 2015
MRD 303: Effective Interpersonal Relationships. Adult Degree Completion Program. Fall 2016
MRD 301: Personal Leadership Development. Adult Degree Completion Program. Spring 2016
SCL 302: Group and Organizational Behavior. RN to BSN Program. Spring 2016
SOL 601: Assessing Leadership Skills. MA in Organizational Leadership. Fall 2016
MRD 320: Capstone Research. (hybrid) Adult Degree Completion Program. Fall 2016
SOL 601: Assessing Leadership Skills. MA in Organizational Leadership. Spring 2017

University of San Diego, School of Leadership and Education Studies

LEAD 569: Meaning Making and the Collegiate Experience, Fall 2014
LEAD 569: Meaning Making and the Collegiate Experience, Fall 2015
LEAD 569: Meaning Making and the Collegiate Experience, Fall 2016

PUBLICATIONS & PRESENTATIONS

Bolster, J. (January 2020). "Ready to Get Past Arm Wrestling? Considering the Tenets of 'Self, Theory & Others' as an effective and integrated approach to implementing student services, programs and activities." Annual Conference: Hawaii International Conference on Education. Honolulu, Hawaii.

Bolster, J. & Gilbertson, J. (August 2019). "Campus Facilities Protocols and the Student Living Space." Point Loma Nazarene University. San Diego, California.

Bolster, J. (October 2017). "Ask An Administrator Anything." Open Forum with Undergrads: Point Loma Nazarene University. San Diego, California.

Bolster, J. (August 2017). "Nial Horan's Dirty Laundry." Point Loma Nazarene University. New Student Orientation. San Diego, California.

- Bolster, J. (August 2017). "A Cycle of Making Decisions About Alcohol." Student Development Staff and Student Leader Training. Point Loma Nazarene University. San Diego, California.
- Bolster, J. (August 2016). "Dating Advice from Selena Gomez?" New Student Orientation. Point Loma Nazarene University. San Diego, California.
- Bolster, J. (August 2016). "A Cycle of Making Decisions About Alcohol." Student Development Staff and Student Leader Training. Point Loma Nazarene University. San Diego, California.
- Bolster, J. (February 2016). "Understanding the Violence Against Women Act (VAWA)." Student Development Staff and Student Leader Training. Point Loma Nazarene University. San Diego, California.
- Bolster, J. (February 2016). "Student Conduct Response: A Growth Plan Model." Annual National Conference: Association for Student Conduct Administrators. St. Petersburg Beach, Florida
- Bolster, J. (October 2015). Panel Organizer and Moderator: "Disaster Preparedness at PLNU." Student Development Staff and Student Leader Training. Point Loma Nazarene University. San Diego, California
- Bolster, J. (October 2015). "Alcohol, Drugs and the PLNU Student Conduct Process." First Year Leadership Forum. Point Loma Nazarene University. San Diego, California.
- Bolster, J. & Wolf, M. (August 2015). "Perspectives on Collaborative Leadership." Student Leader Training: LEAD Week. Point Loma Nazarene University. San Diego, California.
- Bolster, J. (August 2015). "Life Advice from Justin Bieber." New Student Orientation. Point Loma Nazarene University. San Diego, California.
- Bolster, J. (August 2015). "Mapping the PLNU Undergraduate Experience, a Qualitative Study." Student Development Staff and Student Leader Training. Point Loma Nazarene University. San Diego, California.
- Bolster, J. (August 2015). "A Cycle of Making Decisions About Alcohol." Student Development Staff and Student Leader Training. Point Loma Nazarene University. San Diego, California.
- Bolster, J. (May 2015). "Student Development Theory: Mapping the Experiences of the College Years." Point Loma Nazarene University Athletic Department Professional Development Day. San Diego, California.
- Bolster, J. (2015). *I Can't Be Your Princess. Facing the Challenge of Sexism in Student Life.* In Jule, Allyson and Tate Pedersen, Bettina (Eds.) *Facing Challenges: Feminism in Christian Higher Education and Other Places.* Newcastle upon Tyne: Cambridge Scholarship Publishing.
- Bolster, J. (2015). Book launch for *Facing Challenges: Feminism in Christian Higher Education and Other Places.* Jule, Allyson and Tate Pedersen, Bettina (Eds.). Trinity Western University. Langley Township, British Columbia.
- Bolster, J. (January 2015). "Big Questions During the College Years." Annual Conference: Hawaii International Conference on Education. Honolulu, Hawaii.

- Bolster, J. (August 2014). "Ariana Grande Goes to College?" New Student Orientation. Point Loma Nazarene University. San Diego, California.
- Bolster, J. (August 2014). "A Cycle of Making College Decisions." Student Development Staff and Student Leader Training. Point Loma Nazarene University. San Diego, California.
- Bolster, J. (August 2014). "Mapping the PLNU Undergraduate Experience, a Qualitative Study." Student Development Staff and Student Leader Training. Point Loma Nazarene University. San Diego, California.
- Bolster, J. (April 2014). "Student Development Theory and the Work of Student Conduct." National webinar hosted for the Association for Student Conduct Administrators.
- Bolster, J. (February 2014). "Student Development Theory: Mapping the Experiences of the College Years." Annual National Conference: Association for Student Conduct Administrators. St. Petersburg Beach, Florida.
- Bolster, J. (January 2014). "Mapping the Experiences of the College Years." Annual Conference: Hawaii International Conference on Education. Honolulu, Hawaii.
- Bolster, J. (May 2013). "Mapping the PLNU Undergraduate Experience, a Qualitative Study." Annual Retreat: PLNU Office of External Relations. La Quinta, California.
- Bolster, J. (January 2013). "What Do They Say? Students Share Their Perspectives on Mentoring." Annual Conference: Hawaii International Conference on Education. Honolulu, Hawaii.
- Bolster, J. (April 2012). "Students Upon Arrival." Forum on Youth Ministry and the Current Cultural Context: Point Loma Nazarene University Center for Pastoral Leadership. San Diego, California.
- Bolster, J. (October 2011). "What Do They Say? Students Share Their Perspectives on Mentoring." Annual Conference: Society for the Study of Emerging Adulthood. Providence, Rhode Island.
- Bolster, J. (June 2011). "What Do They Say? Students Share Their Perspectives on Mentoring." Annual Conference: North American Coalition for Christian Admissions Professionals. San Diego, California.
- Bolster, J. (May 2011). Unpublished Dissertation: What Do They Say? Students from a Private, Faith-Based University Share Their Perspectives on College as a Mentoring Environment. University of San Diego, School of Leadership and Education Sciences. San Diego, California.
- Bolster, J. (Feb. 2011). "A Collaborative Approach to First Alcohol Offenses: Public Safety, Residential Life, and Wellness." Annual National Conference: Association for Student Conduct Administrators. St. Petersburg Beach, Florida.
- Bolster, J. (Nov. 2010). "Blame It On the Alcohol? We Were Intended for More." Chapel Presentation. Point Loma Nazarene University. San Diego, California.
- Bolster, J. & Horning, K. (Oct. 2010). "Sexual Harassment and Hazing: Prevention Training for Young Adults and Those Who Work with Them." Changing Faces: Changing Opportunities & Campus Climates for Women & Men Conference. Abilene Christian University. Abilene, Texas.

- Bolster, J. & Horning, K. (Aug. 2009). "Understanding and Preventing Sexual Harassment and Hazing on the College Campus." L.E.A.D. Week Leadership Training Conference for Undergraduates. Point Loma Nazarene University. San Diego, California.
- Bolster, J. & Cordeiro, P. (March 2008). "Forging a Collective Identity for Educational Leadership around the World." AERA Annual Conference. Division A: International Committee. New York, New York.
- Bolster, J. (April 2008). "The Future of the Scholar-Practitioner: Integrated Lives, Integrated Leadership." Roundtable discussion at International Leadership Association Annual Conference. Los Angeles, California.
- Bolster, J. (April 2008). "Is It Worth It? Challenges and Opportunities in Using Undergraduates as International Volunteers." Paper presentation at the Nazarene Global Theology Conference. Amsterdam, Netherlands.
- Bolster, J. (May 2001). Unpublished MA Thesis: "A Struggle with Hope: Evaluation of Faith-Based Initiatives in Post-Genocide Rwanda." Point Loma Nazarene University, Graduate School of Theology. San Diego, California.

MEMBERSHIPS AND ASSOCIATIONS

- Council for Christian Colleges and Universities (1996 – present)
- Association for Christians in Student Development (2006 – present)
- International Leadership Association (2006 – present)
- American College Personnel Association (2006 - 2018)
- Association for Student Conduct Administration (2007 - 2018)
- National Association of Student Affairs Professionals (2007 - 2018)
- Society for the Study of Emerging Adulthood (2011 – present)
- Association for Student Conduct Administration National Board of Directors (2016 - 2017)
- Association for Title IX Administrators (2016 - present)
- Council for the Advancement of Standards National Board (2017 - 2018)
- Association of College and University Housing Officers-International (March 2018 –present)

