



Staffing Structure and FAQs: ASC, SFS, & Advising Positions

As we all know, reorganization through the Administrative Service Center (ASC) model has been complex, and there is still considerable confusion and uncertainty about how this model is supposed to work and who is responsible for what. We appreciate your patience and understanding as we continue to work through this, and we would like to clarify our organizational structure for you as much as possible as it further develops. Please realize that the current structure is not perfect and that there will need to be more realignment in the future, especially as we create and implement a clear mission and vision for the College, but we will continue to communicate and to move forward as a team.

Provided here are the breakdown of our current ASC, SFS, and Advising positions and [general FAQs](#) about where to turn with certain needs. This is the first of a set of documents that will address FAQs and clarify our leadership positions (Dean, Associate Dean, Directors, Associate Directors) as well as our events, production, and recruitment staff positions. We are also working on a robust Airtable database that will categorize and sort staff and resources in several ways for easy navigation, which we will release as soon as it's ready.

RESOURCES

Canvas: [PVA Training Neighborhood](#) (especially for PCard information and training)

Web pages: [College Contact page](#), [SoM Forms & Info page](#), [STAD Forms & Info page](#)

SharePoint (updates coming to this soon): [College of Performing and Visual Arts SharePoint site](#)

ADMINISTRATIVE SERVICE CENTER (ASC)

These 4 College-level positions report to the Dean's Office but support each School specifically in their assigned duties. They are specialists with considerable experience and expertise in their areas and are meant to take a broad, strategic view of the College's operations and priorities. While they do interface with faculty and students often, this is a somewhat further removed role than that of the Student Faculty Support (SFS) specialists and other lab coordinators and staff positions. These staff members also collaborate with their respective teams of staff members who hold the same positions in Colleges across campus.

Business Operations Manager (BOM): Jennifer Knock

The Business Operations Manager is essentially the CEO of the College, bridging the goals of the faculty and curriculum with those of administration and staff. This person takes a macro perspective on budget, curriculum, course scheduling, scholarships, and other College operations to oversee the implementation of these at every level.

[Position details](#)

Accounting Specialist: Kerese Arnold

The Accounting Specialist can be seen as the CFO of the College and oversees all financial aspects, down to the level of specific transactions. This person takes the micro view of budget, operationalizing the strategic initiatives given by the BOM.

[Position details](#)

**Dean's Office**

Human Resources Specialist: TBD

The Human Resource Specialist manages the College's human capital (faculty, staff, and student employees), dealing with everything related to hiring and searches, including contracts, forms, and data entry.

[Position details](#)

Communications Specialist: Sara Schuhardt

The Communications Specialist manages the College's internal and external communications channels and materials, including email communications, social media accounts, website, marketing materials, and event programs. This person also acts as a liaison with University Advancement, other campus partners, and external media constituents as well as provides planning support for College-level non-curricular events.

[Position details](#)

STUDENT FACULTY SUPPORT (SFS)

These College-level positions are closer in proximity to the daily operations of each School. They provide administrative support on the ground for students and faculty, with student success as a key priority.

Student and Advising Support Specialist (SFS I): Abby Froom

The Student and Advising Support Specialist is the first point of contact for the PVA Advising Center and Guggenheim Hall. They work closely with the BOM on scholarships and course scheduling and interface with faculty, staff, advisors, and administrators to enhance the academic success of students.

[Position details](#)

Events and Ensembles Specialist (SFS II): Shadae Mallory

The Events and Ensembles Specialist provides critical support for music ensembles, theatre productions, and visual art exhibitions. They support PVA Events and Ensembles in coordinating PVA curricular, co-curricular, and recruitment events as well as manage a pool of student workers within the College.

[Position details](#)

Lab Coordinator SFAC: Ron Brooks

The Lab Coordinator SFAC manages Frasier Hall as building representative and room scheduler. This position includes hiring, training, and supervision of student work crew as well as managing instruments, equipment, supplies, and locker rentals.

[Position details](#)

Lab Coordinator, Art & Design: Pete Niehoff

The Art & Design Lab Coordinator manages Crabbe Hall, Arts Annex, and Guggenheim Hall as building representative and room scheduler. This position includes hiring, training, and supervision of student work crew as well as managing/purchasing equipment and supplies and monitoring health and safety protocols.

[Position details](#)



Dean's Office

ADVISING

Academic advising helps students navigate our major, minor, and certificate programs. The mission and goal of the PVA Advising Center is to positively impact communication, retention, and time to graduation through constant contact and accessibility. The Advising Team works directly with the Dean, School directors, and faculty to serve the students. Advisors meet with students to explore educational and career goals, look at university services and policies, and select courses that align with degree requirements and goals. They are available throughout the calendar year to collaborate with faculty on student focused initiatives, curriculum updates, course offerings, program updates, offering recommendations, offering documents, course needs, and student outreach. [Read more in the PVA Retention Guide](#)

Director of Advising and Academic Advisor, Music: Katie Runkel

The Director of Advising supervises the Advising Team and collaborates with other advising units across campus on retention and enrollment management strategies in order to implement these campus-wide initiatives in the College. As the Academic Advisor of Music, this person also coordinates advising for the School of Music, works directly with students to design degree plans and advise on course offerings, and serves *ex officio* on School and College curriculum committees.

[Position details](#)

Academic Advisor, Art & Design: Aisha Gallion

The Art and Design Academic Advisor coordinates advising for the School of Art and Design and works directly with students to design degree plans and advise on course offerings. They also collaborate with the School's faculty on curriculum and program management and serve *ex officio* on School curriculum committees.

[Position details](#)

Academic Advisor, Theatre Arts & Dance: Liz Alvarado

The Theatre Arts and Dance Academic Advisor coordinates advising for the School of Theatre Arts and Dance and works directly with students to design degree plans and advise on course offerings. They also collaborate with faculty on curriculum and program management and serve *ex officio* on School curriculum committees.

[Position details](#)

Academic Advisor, PVA Education: Lindsey Stobaugh

The PVA Education Academic Advisor coordinates advising for the College's Education majors (Art & Design, Music, Theatre) and works directly with students to design degree plans and advise on course offerings. They also collaborate with Education faculty on curriculum and program management.

[Position details](#)

Graduate Advisor, School of Music: Carissa Reddick

The School of Music Graduate Advisor coordinates advising for School of Music graduate students and works directly with students to design degree plans and advise on course offerings. They also interface with the UNC Graduate School regarding policies, systems, curriculum, and program management.

[Position details](#)



Dean's Office

BUSINESS OPERATIONS MANAGER

Jennifer Knock

Office: Guggenheim Hall 204

Phone: 351-3817

Email: jennifer.knock@unco.edu

Functions:

- Budget preparation (not balance questions)
- Course scheduling
- Curriculum development
- Evaluation coordination
- Work orders
- Affiliation agreements/contracts
- Grant indirect cost reallocations/OSP internal awards
- Foundation gifts/grants
- Scheduling large meetings
- Faculty workload & overload verification
- Digital Measures
- SharePoint administration
- Program review support
- Sabbatical apps & tracking
- Promotion & tenure tracking
- Student EPAF back-up
- Key/card access requests

HUMAN RESOURCES SPECIALIST

TBD

Location: Guggenheim 006

Phone: 351-2206

Functions:

- EPAFs or student timecards
- Hiring documents
- Employment contracts
- Payroll/IT access data forms
- People Admin processing
- Professional development
- Digital Measures set-up
- GA/TA hiring
- New employee onboarding
- Search administration
- Student/intern & volunteer agreements
- Search committee support

ACCOUNTING SPECIALIST

Kerese Arnold

Office: Guggenheim 206

Phone: 351-2309

Email: kerese.arnold@unco.edu

Functions:

- Available budget balance questions
- Travel
- P-Card
- Accounts payable
- EIO
- Petty cash/cash advances
- Journal entries
- Official Functions/CAAF Forms
- Purchase orders
- Deposits
- Staff leave records
- Salary timesheet entry
- Office supplies
- Copier contracts/lease agreements
- Moving expenses
- FOAP management
- Independent contracts
- Approval queues

COMMUNICATIONS SPECIALIST

Sara Schuhardt

Office: Guggenheim 206

Phone: 351-2531

Email: sara.schuhardt@unco.edu

Functions:

- External communications (event promotion, large-scale printing projects, media)
- Event programs
- Faculty, staff, and student communications (internal emails, texting platforms)
- College communications/voice (copyediting/scripting)
- Website maintenance and content management
- College social media accounts
- Interface with central UNC Integrated Marketing & Communications and University Advancement
- College-level event coordination
- Project manage large-scale promotional content projects with College and university partners



Dean's Office

STUDENT & ADVISING SUPPORT SPECIALIST (SFS I)

Abby Froom

Office: Guggenheim Hall 103

Phone: 351-4446

Email: abby.froom@unco.edu

Functions:

- Student, Faculty, & Advising Support
- Advising Coordination
- Admissions scholarship management
- Graduate assistantship management
- Database management & record maintenance
- Supervise Advising Center student employees
- Printer support Guggenheim Hall

EVENTS & ENSEMBLES SPECIALIST (SFS II)

Shadae Mallory

Office: Frasier 116

Phone: 351-2794

Email: shadae.mallory@unco.edu

Functions:

- Student-focused & program event planning
- Assist with event-related communications
- Coordinate in-state and international travel for touring groups/large ensembles
- Coordinate theatre production rights & royalties
- Manage undergraduate office workers
- Large ensemble coordination SOM
- Ensemble library coordination SOM
- Printer support Frasier Hall

LAB COORDINATOR SFAC

Ron Brooks

Office: Frasier 011A

Phone: 351-2680

Email: ronald.brooks@unco.edu

Functions:

- Room/facilities scheduling of recitals, rehearsals, meetings for Frasier Hall
- Hiring & supervision of student Work Crew
- Management of instrument and locker rentals
- Purchasing instruments/equipment/supplies
- Building Representative of Frasier Hall

LAB COORDINATOR, ART & DESIGN

Pete Niehoff

Office: Arts Annex 102

Phone: 351-2894

Email: pete.niehoff@unco.edu

Functions:

- Room/facilities scheduling for Crabbe Hall, Arts Annex
- Hiring & supervision of student workers
- Management of SoAD equipment
- Purchasing equipment/supplies
- Building Representative of Guggenheim Hall, Crabbe Hall, Arts Annex
- Facilities & maintenance requests Guggenheim Hall, Crabbe Hall, Arts Annex
- Printer support Crabbe Hall, Arts Annex
- Supervision of health & safety protocols



Dean's Office

**DIRECTOR OF ADVISING & ACADEMIC ADVISOR:
MUSIC**

(Performance, Music Business, Jazz Studies)

Katie Runkel

Office: Guggenheim 104

Phone: 351-2679

Email: katherine.runkel@unco.edu

Functions:

- Advising Team Supervision
- Management of PVA Advising Center operations
- Liaison with university-wide advising & student services
- Development of Enrollment Management Strategies
- Student Advising & Retention
- Music Internship Supervision
- Management of PVA Wellness Program
- Curriculum and Program Management
- Course Offering Coordination
- Reports on Adjunct Faculty Needs

ACADEMIC ADVISOR: ART & DESIGN

Aisha Gallion

Office: Guggenheim Hall 003

Phone: 351-2993

Email: aisha.gallion@unco.edu

Functions:

- Student Advising & Retention
- Art & Design Internship Supervision
- PVA Wellness Program Support
- Transfer Evaluation for Prospective Students
- Curriculum and Program Management
- Course Offering Coordination

ACADEMIC ADVISOR: THEATRE ARTS & DANCE

Elizabeth Alvarado

Office: Guggenheim Hall 004

Phone: 351-2993

Email: elizabeth.alvarado@unco.edu

Functions:

- Student Advising & Retention
- Transfer Evaluation for Prospective Students
- PVA Wellness Program Support
- Curriculum and Program Management
- Course Offering Coordination

**ACADEMIC ADVISOR: PVA EDUCATION (Music
Education, Art Education, Theatre Education)**

Lindsey Stobaugh

Office: Guggenheim Hall 102

Phone: 351-2930

Email: lindsey.stobaugh@unco.edu

Functions:

- Student Advising & Retention
- Transfer Evaluation for Prospective Students
- PVA Wellness Program Support
- Curriculum and Program Management
- Course Offering Coordination

GRADUATE ADVISOR: SCHOOL OF MUSIC

Carissa Reddick

Office: Frasier Hall 110

Phone: 351-1195

Email: carissa.reddick@unco.edu

Functions:

- Graduate Student Advising & Retention
- Curriculum and Program Management
- Course Offering Coordination
- Liaison with Graduate School

**GRADUATE ASSISTANT ACADEMIC ADVISOR:
MUSIC (Music BA, Voice, Piano)**

Kristi Muzzio

Office: Guggenheim Hall 207

Email: kristi.muzzio@unco.edu

Functions:

- Student Advising & Retention
- PVA Wellness Program Support
- School of Music Common Hour Support



Dean's Office

GENERAL QUESTIONS

Who should I go to first for help?

The directors of your School are always a great first resource, and College staff are also happy to help. This document can help you figure out which staff member to contact with your inquiry, and if that person is not able to fully provide an answer, they will gladly direct you to another staff member, director, dean, or campus partner. Please realize that ASC staff act as liaisons with central UNC units in their areas as well as with other campus partners and can often help connect you most efficiently to the right resource. Additionally, the leadership of the College (Dean and Directors) are key parts of the hierarchy connecting you to upper-level UNC administration, and it is always best to work through the Dean's Office before escalating to higher-ups.

What do I do if I'm having trouble with printers and copiers?

If you see that a new toner cartridge needs to be installed or the paper supply is completely out in the mailroom or office area, or if a small-scale printer or copier issue is occurring, the SFS staff members in your building are happy to assist in dealing with supplies and troubleshooting problems. (Frasier Hall: Shadae Mallory, Guggenheim Hall: Abby Froom, Crabbe Hall and Arts Annex: Pete Niehoff) For service/maintenance issues and toner questions, contact Kerese Arnold (Accounting Specialist), who manages our copier contracts.

Please note that Ricoh service agreements already include the cost of replacement toner, and this toner provided from Ricoh includes smart chip technology that allows the machine to send alerts to our account rep when the toner is getting low so that new toner can be shipped automatically. Once the machine hits the 20% toner mark, it notifies the company, and our replacement toner gets ordered. **There is no need for anyone to order replacement toner themselves.** New toner will be delivered to corresponding office areas/mailrooms and installed as needed by SFS staff members.

What if I'm having trouble with discipline-specific equipment (not printers/copiers)?

For maintenance issues related to more discipline-specific equipment, please contact Pete Niehoff (SoAD), Ron Brooks (SoM), or Terry Kattner, Jennifer Rice, Ashley Fant, or Zach Hamersley (STAD).

What if I need something printed and am not sure of the best way to go about it?

- **Classroom materials:** use the copier or designated printer in your building or office area
- **Small quantities that cannot be managed on main copiers:** check with your SFS staff member
- **Large quantities:** check in with your director for approval and to decide how to proceed
- **Graphics and materials for curricular/co-curricular events and recruitment:** created and managed by Sara Schuhardt (Communications Specialist), Mark Allwein (Production Manager), and Kendra Schneider (Recruitment Coordinator)

What do the acronyms in our College stand for?

- ASC: Administrative Service Center
- BOM: Business Operations Manager
- SFS: Student Faculty Support
- SoAD: School of Art and Design
- SoM: School of Music
- STAD: School of Theatre Arts and Dance