

Jessi Benveniste (she, her)

SUMMARY OF QUALIFICATIONS

- Extensive experience in investigations, motivational interviewing techniques, and conflict coaching to resolve complex interpersonal and organizational issues.
- Skilled in managing and assessing sensitive and confidential information with discretion, integrity, and attention to due process.
- Proven leadership in guiding cross-functional teams, streamlining operational workflows, and implementing sustainable process improvements to enhance efficiency, consistency, and transparency.
- Strong interpersonal and communication skills with the ability to demonstrate empathy when responding to sensitive information.
- Expertise in designing and refining operational systems, developing standardized procedures, and leveraging data to drive consistency, transparency, and compliance across complex organizations.
- Ability to develop, interpret, and apply policy in higher education settings, including drafting operating procedures, aligning practices with federal and state regulations, and advising on compliance obligations
- Demonstrated commitment to fostering inclusion and equity when collaborating with internal and external teams and engaging diverse stakeholders.

EDUCATION

Master of Science, Educational Leadership & Policy

Portland State University College of Education

June 2019

Portland, OR

- Specialization: Postsecondary Adult and Continuing Education and Adult Learning
- Specialization: Student Affairs and Student Services

Master of Science, Conflict & Dispute Resolution

University of Oregon School of Law

June 2018

Eugene, OR

- Capstone Project: Viewing Student and University Conflict Through a Restorative Lens

Bachelor of Arts, General Social Sciences

University of Oregon, College of Arts and Sciences

June 2015

Eugene, OR

- Major: Globalization, Policy, and Environment

PROFESSIONAL EXPERIENCE

Associate Director

January 2025 - *present*

Community Standards & Student Conduct (CSSC), University of Washington

- Took on expanded responsibilities and a leadership role, including supervision of additional staff and leading special projects.
- Promoted based on demonstrated leadership, process improvement initiatives, and cross-campus collaboration.
- Continued oversight of student conduct investigations, academic misconduct cases, and care team coordination.
- Supervise 2-3 Conduct Specialists (full-time professional staff), 1 Program Assistant (full-time professional staff), and 2 Conduct Support Assistants (0.7 FTE).
- Managed the central reporting tool for misconduct at UW and conducted intake meetings with reporters and impacted parties. Assigned cases to CSSC Conduct Officers and College/School Conduct Officers. Coordinate incident response with campus partners.

- Supported case coordination and campus response to Title IX, Title VI, ADA/Section 504-related reports.
- Support onboarding, training, and ongoing support of new team members to ensure consistency in practice
- Served as the Co-Chair of the UW Advocate Coordination Committee. Oversaw the functionality, maintenance, and updates of the Advocate case management system campus-wide to ensure effective operations and campus partner coordination.
- Advise UW graduate program leadership on graduate student conduct concerns, clarifying policy distinctions, providing policy interpretation, coordinating procedural alignment, and advising on appropriate application of conduct versus academic status determinations.

Assistant Director

January 2023 – December 2024

Community Standards and Student Conduct (CSSC), University of Washington

Seattle, WA

- Coordinated intake and witness meetings, ensuring efficient and timely responses to all incoming cases.
- Led comprehensive investigations into complex cases of alleged behavioral and academic misconduct, ensuring detailed analysis and appropriate resolution. Served as the university representative at university hearings.
- Coordinated and led comprehensive hazing investigations, ensuring compliance with state legal requirements, University Recognition Agreements, and organizational policies.
- Enhanced reporting culture and optimized processes, establishing CSSC as the central hub for non-Title IX student conduct reporting.
- Strategically managed case assignments for all CSSC Conduct Officers (approximately 9 staff members) and College Conduct Officers/Academic Deans (approximately 14 academic leaders).
- Provided comprehensive coaching, consultation, and guidance to the College Conduct Officers cohort (approximately 14 academic leaders), supporting their investigation process and ensuring consistent and fair adjudication of academic misconduct cases.
- Chaired the UW-Seattle Advocate Steering Committee to standardize practices and security measures for 300+ users who regularly access and utilize the Advocate case management system.
- Established internal operating procedures and timelines for case management practices and case referrals.
- Developed and implemented workflows and protocols with process partners, establishing clear guidelines for information sharing, campus response, administrative procedures, and informal resolution pathways.
- Supervised the CSSC Program Assistant, ensuring smooth day-to-day operations and coordinating departmental response to inquiries and grievances.
- Provided support as a Respondent Resource, guiding students accused of sexual misconduct through the student conduct process by explaining procedures and their rights.
- Co-organized Student Conduct Code Revision Workgroup, actively enhancing and updating language, sanction options, alternative dispute resolution procedures, and reporting options.
- Member of the UW Bias Incident Advisory Committee, Student CARE Team, Advisory Committee on Student Conduct, and Violence Prevention Assessment Team.
- Supported enforcement of Mutual No Contact Directives, ensuring compliance and safety for all parties involved.
- Coordinated restorative conferences for students involved in disruptive behavior, facilitating transformative processes that promoted accountability and repair within the campus community.
- Collaborated closely with departments such as SafeCampus, LiveWell, Case Management, the Office of Title IX Coordinator, Civil Rights Investigations, and the Ombuds Office, fostering partnerships and facilitating effective coordination.

Conduct Coordinator

November 2019 – January 2023

Center for Student Conduct (CSC), University of California, Berkeley

Berkeley, CA

- Investigated suspension and dismissal-level misconduct cases from end to end, including intake, interviews,

document collection, factual and policy analysis, findings, and assignment of educational sanctions. Case types included fabrication, physical assault, academic misconduct, misuse of University property, misconduct while intoxicated, and hazing.

- Managed and resolved 500+ informal resolution processes by reaching a shared agreement and resolution plan with the accused student.
- Developed, reviewed, and supported the implementation of the Restorative Educational Practices Initiative for Alternative Resolution (REPAIR) program proposal in conjunction with leadership, campus partners, and students.
- Served as the university representative in student conduct panel hearings, administrative hearings, and appeals.
- Collaborated with University Health Services in developing a sanctioning rubric for alcohol and other drug-related incidents.
- Designed materials for faculty and staff on reporting misconduct and related procedures.
- Drafted COVID-19 campus response protocols and provisions in collaboration with campus leadership.
- Evaluated and assessed incident reports on hazing to better understand trends and impact on the community and inform campus prevention strategies
- Created rubrics for CSC staff to assess policy violations and appropriately ensure equitable and fair practices.
- Assessed monthly case data, including reporter types, average case turnaround time, and case types.
- Served as a member of the following committees: Medical Withdrawal Committee, Campus & Student Risk Subcommittee, Hazing Prevention Collaborative, and Organizational Misconduct Review Committee.

Hearing Officer

November 2017 – July 2019

Student Conduct & Community Standards (SCCS), Oregon State University

Corvallis, OR

- Investigated, adjudicated, and educationally sanctioned 400+ cases for students who allegedly violated the Code of Student Conduct using the Maxient case management system.
- Designed, implemented, and assessed learning objectives and outcomes for individuals who participated in resolution pathways.
- Revised disciplinary sanctions and designed resolution plans for select violations.
- Facilitated sanctioned workshops on a bi-weekly basis on topics such as conflict resolution, decision-making, leadership skills, and community-building.
- Trained and coached temporary Hearing Officers and Graduate Interns in adjudicating low-level misconduct cases.
- Designed training materials for academic deans serving as College Hearing Officers related to managing academic misconduct cases.
- Established a memorandum of understanding with the Corvallis Municipal Court to review and resolve incidents of concern and conflict in the Corvallis community.
- Collaborated with key campus partners such as University Housing & Dining Services, Office of Community Responsibility & Belonging, CARE team, Career & Development Center, Office of Advocacy, Oregon State Police Department, and Corvallis Municipal Court.

Ombuds Graduate Assistant

June 2017 – June 2018

Ombuds Program, University of Oregon

Eugene, OR

- Developed and expanded Title IX/sexual violence and sexual assault reporting resources for University students, faculty, and staff.
- Conducted research on other university ombuds programs' operations and relations with campus constituents, transforming staff services.
- Assisted in the opening of the Student Conflict Resolution Center, which resulted in increased use of Ombuds services.

- Facilitated experiential workshops on conflict resolution techniques for student employees and leaders.
- Served as an intake coordinator and triaged cases to appropriate staff members and the Ombuds program.

Restorative Justice Coordinator & Case Manager

March 2017 – June 2018

Riverfront School & Career Center, Looking Glass Community Services

Eugene, OR

- Designed and implemented restorative resolution pathways to address incidents of harm, fostering accountability and community healing.
- Managed case intake meetings and pre-conference processes with all involved parties.
- Facilitated regular training for teachers and school administrators on restorative justice principles and practices.
- Established and implemented an assessment plan to determine participant satisfaction in the process.
- Created an internal operating procedure guide and developed a referral process for restorative conferences.
- Served as a restorative justice facilitator for issues involving students, teachers, administrators, and the local community.

Resident Supervisor and Hotline Assistant

February 2016 – July 2016

Case Management, Children of the Night

Van Nuys, CA

- Supervised up to fifteen youth ages 11-18 who were protected victims of sex trafficking.
- Managed incoming crisis calls from victims of trafficking and community members.
- Collaborated with local law enforcement, probation officers, and local youth organizations to appropriately respond to individual client needs.

PROFESSIONAL SERVICE

- **Thought Partner**, Resolv-Ed - Innovators for Social Change (April 2025- present)
- **Programming Chair, Core Conference Committee**: Association of Student Conduct Administration (ASCA) 2023 Annual Conference (*May 2022 - March 2023*)
- **Case Developer and Mediator**: SEEDS Community Resolution Center (*October 2021 - July 2024*)
- **Co-Chair of the ASCA Conflict Resolution Community of Practice (CoP)**, ASCA (*November 2021- May 2024*)
- **Co-Chair of Anti-Racist Dialogue for White Colleagues**: UC Berkeley, Dean of Students Office (*August 2020 - March 2022*)

TRAININGS & CERTIFICATES

- **Advanced Training for Conduct Officers and Investigators**, Grand River Solutions (August 2025)
- **Title VI Training for Case Managers and Investigators**, Grand River Solutions (*April 2025*)
- **BIT Standards and Best Practices Training & Certification**, NABITA (*March 2023*)
- **40-Hour Case Developer and Mediation Training**, SEEDS Community Resolution Center (September 2021)
- **Clery Act Compliance Training**, D. Stafford and Associates (*November 2020*)
- **Frohnmayer Leadership Program**, University of Oregon, School of Law (*June 2018*)
- **Title IX Workshop - Skill Building and Investigations**, University of Oregon (*June 2018*)
- **40-Hour Mediation Training**, University of Oregon, School of Law (*December 2017*)
- **Victim Offender Mediation**, Center for Dialogue and Resolution (*May 2018*)
- **Neutral Observer**, University of Oregon Student Conflict Resolution Center (*November 2016*)