
Isabelle Jenkins

College of the Holy Cross · Worcester, MA 01610
ijenkins@holycross.edu · 508-793-3007

EDUCATION

University of Massachusetts Boston, Boston, MA

Doctor of Philosophy in Higher Education

May 2023

Dissertation: *Consciousness and Context for Culturally Relevant Pedagogy: A Case Study of White Faculty Working to Learn about and Implement CRP in their Teaching Practice*, Advised by Dr. John Saltmarsh

Harvard University, Cambridge, MA

Master of Divinity

May 2014

Thesis: *The Spiritual Practice of Reading: Cultivating "Moments of Being,"* Advised by Rev. Dr. Stephanie Paulsell

The College of the Holy Cross, Worcester, MA

Bachelor of Arts, *magna cum laude*, Religious Studies, Pre-Medical Program

May 2010

PROFESSIONAL EXPERIENCE

Director, Donelan Office of Community-Based Learning, Teaching, & Engaged Scholarship 2022-present

- Support Community-Based Learning (CBL) faculty in all aspects of CBL course development and implementation: individually consult with faculty members to design CBL courses and support the integration of CBL into their courses; assist faculty in the development and facilitation of CBL reflection curricula; conduct course visits at the start of the semester to explain CBL-related logistics; offer faculty development events as resources for CBL faculty and other interested faculty; maintain additional resources for CBL faculty on the Donelan Office's website; regularly attend faculty development events to be available as a resource to faculty members outside of the CBL office; write Memos of Acknowledgement for CBL faculty at the end of each semester
- Oversee the College's community-engaged scholarship grant program, Scholarship in Action (SIA), including assisting faculty with the development of their research projects, building relationships with community partners, and implementing and assessing the grants distributed.
- Supervise the Associate Director: oversee the Associate Director's work to support SIA; assist the Associate Director in maintaining and developing community partnerships and support CBL projects; oversee the Associate Director's leadership of the Non-Profit Careers Conference; provide mentorship and support to the Associate Director on various job responsibilities
- Supervise the Assistant Director: oversee the Assistant Director's work to maintain current partnerships and develop new partnerships; assist the Assistant Director with the placement and support of CBL students with community partners; co-develop CBL projects with CBL faculty and community partners; assist the Assistant Director's work to train, mentor, and advise CBL Interns (student leaders in the Donelan Office); provide mentorship and support to the Assistant Director on various job responsibilities
- Oversee the Marshall Memorial Fund selection and distribution process; serve as a member of the Ignite Fund grant proposal review team
- Oversee program assessment and evaluation for the Donelan Office in conjunction with the Assistant Director of the J.D. Power Center and the Assistant and Associate Directors of the Donelan Office; collect and submit relevant data to the Office of Assessment and Research; maintain an up-to-date list of CBL courses for the Registrar's Office; determine which courses will be eligible for the CBL Transcript Designation and regularly communicate with the Registrar's Office, faculty, and students to implement the Designation
- Manage the Donelan Office's annual budget and draft, edit, and submit the Donelan Office's annual report
- Oversee the Donelan Office's marketing and communications: manage the Donelan Office's website; co-supervise the drafting of the J.D. Power Center newsletter; represent the Donelan Office at campus events, faculty/administrative meetings, and among the wider network of service-learning/CBL scholars and practitioners, including the AJCU Community-Engaged Learning Professionals group
- Collaborate with other experiential learning academic and cocurricular programs at the College; serve as co-chair of the Community Engagement Assessment and Planning Committee; serve as member of the larger Community Engagement Representatives Group
- Collaborate with J.D. Power Center staff, Donelan Office staff, and CBL Interns to develop and implement the vision and strategy of the Donelan Office

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- Serve as an advisor in the first-year advising program; provide support and references to students seeking assistance with future academic, professional, leadership and personal endeavors
- Serve as co-chair of the AJCU Community-Engaged Learning Professionals Group
- Served as Interim Director from July 2021-March 2022 and was selected for the permanent role after a national search by a committee comprised of faculty, staff, and students

Instructor, Montserrat Program

College of the Holy Cross, Worcester, MA

Fall 2021-present

- Teach the year-long seminar, “Identity, Diversity, Community, and Leadership” to students in the Montserrat program, a first-year living and learning academic program, which consists of a seminar, a living-learning community in a select residence hall, and co-curricular events.

Graduate Research Assistant, College of Education and Human Development

University of Massachusetts Boston, Boston, MA

2017-2022

- Conducted research on a four-person research team on the tenure and promotion guidelines at the University of North Carolina, Greensboro
- Coded and analyzed tenure and promotion guidelines using NVivo software
- Co-presented with research team on our findings at relevant conferences and events
- Co-wrote two articles with research team on study findings

Associate Director, Donelan Office of Community-Based Learning (CBL)

College of the Holy Cross, Worcester, MA

July 2016-June 2021

- Developed and maintained relationships with community partners; served as the primary liaison between community partners, students, and faculty
- Assisted with CBL faculty development: co-advised faculty on their reflection curricula and co-taught reflection components of the CBL program in a variety of classrooms
- Oversaw the CBL student leadership program: served as a supervisor of CBL student leaders and developed and facilitated orientation and reflection sessions for CBL student leaders
- Coordinated all logistical aspects of the CBL program, including student placement, scheduling, transportation, and communications
- Created and facilitated campus-wide and in-class reflection sessions
- Served as lead member of the planning team for the annual Non-Profit Careers Conference (NPCC): developed NPCC case study assignments with community partners for NPCC students; supervised NPCC student leaders; presented on vocation and discernment at the NPCC
- Served as a first-year advisor to fourteen advisees in the first-year advising program
- Served as the Holy Cross JUHAN (Jesuit Universities Humanitarian Action Network) coordinator: coordinated all logistical aspects of hosting the JUHAN 2017 Conference at Holy Cross, including supervising two student interns; led the selection teams to create the Holy Cross student cohorts that attended the biennial JUHAN Conferences; accompanied student cohorts to each JUHAN Conference
- Served as a member of the Community Engagement Committee and the Community Engagement Steering Committee
- Designed and implemented office e-newsletter; wrote and sent e-newsletter five times per academic year
- To respond to COVID-19, developed an online community engagement platform across a variety of community engagement offices (Civitas), worked with community partners to create virtual service opportunities, co-planned and facilitated a Community Engagement Leadership Institute for students, developed an intercollegiate online repository of asynchronous content for Worcester youth and their caregivers (Worcester College Corps’ C.O.R.E.), and co-created “Handheld Worcester,” an online platform for students to learn about Worcester, MA

Instructor, Academic Internship Program (AIP)

College of the Holy Cross, Worcester, MA

Spring 2020 and Fall 2021

- Taught the seminar, “Non-Profits and Government Agencies” to juniors and seniors enrolled in AIP, an experiential learning program where students hold internships and participate in a relevant seminar

Assistant Director, Donelan Office of Community-Based Learning

College of the Holy Cross, Worcester, MA

2014-2016

- Developed and maintained relationships with community partners

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- Served as a liaison between community partners, students, and faculty
- Coordinated all logistical aspects of the CBL program
- Assisted in overseeing the Donelan Office's student leadership program
- Served on the planning team for the annual Non-Profit Careers Conference
- Led 5-member faculty and staff committee to select a cohort for the JUHAN 2015 Conference

Assistant for Title IX Initiatives, Office of Student Life, Harvard Divinity School, Cambridge, MA Summer 2014

- Coordinated the development and implementation of Title IX training initiatives for students, faculty, and staff
- Liaised with Harvard University Title IX officers, Boston-area sexual assault and prevention centers, and outside colleges and universities to research and develop programming for HDS community
- Designed and distributed online and print materials regarding Title IX at Harvard and sexual assault and prevention

Orientation Assistant, Office of Student Life, Harvard Divinity School, Cambridge, MA 2013- 2014

- Developed, supervised, and managed application and training processes of 2014 orientation staff
- Planned and executed 40+ 2013 orientation events; managed schedule; assisted with budget management; liaised with Harvard University offices, staff, and faculty
- Managed all incoming student communication; updated Facebook page; wrote and distributed weekly e-newsletter
- Coordinated communication and training of student leaders; trained leaders in small group facilitation

Graduate Assistant, Office of Career Services, Harvard Divinity School, Cambridge, MA 2013-2014

- Advised and directed graduate students and alumni in career discernment, networking strategies, and application processes for fellowships, internships, and jobs; evaluated job opportunities and managed online job database
- Created outreach materials; drafted and sent weekly office newsletter; coordinated and managed office events
- Wrote and produced Informational Interviewing and Resume video resources for students

Intern for Communications and Outreach, Harvard College Women's Center, Cambridge, MA 2012- 2013

- Oversaw Women's Week Steering Committee and served as point-person for Women's Week; redesigned application process; assisted with budget management; supervised all events, communication, outreach, and media
- Directed Vision and Outreach Team of undergraduate interns; assisted with intern training
- Managed program website, blog, Facebook page, and Twitter account; composed and sent office e-newsletters

Intern Chaplain, College of the Holy Cross, Worcester, MA 2010- 2013

- Trained and supervised multiple 10-14 member teams of student leaders to plan and lead first-year student retreats; designed leadership training manual and programming, led an immersion program to Jamaica
- Managed recruitment for office retreats; developed and implemented retreat and reflection programming
- Counseled individual students on personal, transitional, and spiritual issues

Chaplain, Clinical Pastoral Education Program, Massachusetts General Hospital, Boston, MA Summer 2012

- Successfully completed an 11-week Level I Clinical Pastoral Education Training as one of six chaplain interns
- Served as primary chaplain on three units and on-call chaplain on various nights and weekends
- Designed, coordinated, and led memorial service for nursing team
- Wrote weekly verbatims and reflection papers to aid reflection and group work

PUBLICATIONS

- Jenkins, Isabelle (2024) "Enhancing Culturally Responsive Pedagogy in Teaching and Learning for White Faculty: Can Professional Development Help?," *International Journal of Transformative Teaching and Learning in Higher Education*: Vol. 1: Iss. 1, Article 3. Available at: <https://commons.library.stonybrook.edu/ijttl/vol1/iss1/3>.
- Hayaki, J., & Jenkins, I. (2024). "Teaching about substance use recovery: The pedagogical power of community-based learning." *The Journal of Community Engagement and Higher Education*, 16(2), 5-15.
- Hough, T., Jenkins, I., Pierce, C., & Bellet, A. (2024). "Balancing Act: Integrating Broad and Narrow Constructs of Experiential Learning in Higher Education." *Experiential Learning and Teaching in Higher Education*, 7(2). <https://doi.org/10.46787/elthe.v7i2.4012>
- Jenkins, I., Ludden, A., & Sterk Barrett, M. (2023). "Combining high impact practices to facilitate hope for young adults transitioning into college." *Jesuit Higher Education: A Journal*, 12(2).
- Janke, E., Jenkins, I., Quan, M. & Saltmarsh, J., (2023). "Persistence and Proliferation: Integrating Community-Engaged Scholarship into 59 Departments, 7 Units, and 1 University Academic Promotion and Tenure Policies,," *Michigan Journal of Community Service Learning*, 29(1). doi: <https://doi.org/10.3998/mjcs1.2537>

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- Janke, E., Quan, M., Jenkins, I. & Saltmarsh, J., (2023). “We’re Talking About Process: The Primacy of Relationship and Epistemology in Defining Community-engaged Scholarship in Promotion and Tenure Policy,” *Michigan Journal of Community Service Learning*, 29(1). doi: <https://doi.org/10.3998/mjcs1.2734>
- Janke, E., Jenkins, I., Quan, M., & Saltmarsh, J. (2022). Codebook for Incorporating Community-Engaged Scholarship into Promotion and Tenure Policy: An Institutional Case Study. Greensboro, NC: Institute for Community and Economic Engagement. (v.1). Retrieved from <https://www.openicpsr.org/openicpsr/project/170041/version/V1/view>
- Jenkins, I., Ryan, V., & Sterk Barrett, M. (2018). “I will be forever changed”: Encouraging meaning-making in service-learning. *New England Faculty Development Consortium Exchange*, 31.
- Sterk Barrett, M. & Jenkins, I. (2018). Service-learning: A powerful pedagogy for promoting academic success among students of color. *International Journal of Research on Service-Learning and Community Engagement*, 6(1).

HONORS, AWARDS, AND FELLOWSHIPS

Fellowships

- *Society for Experiential Education (SEE) Fellowship*, 2022-2024

Honor Society Memberships

- *Alpha Sigma Nu*, the Honor Society of Jesuit Colleges and Universities, inducted Fall 2009
- *Theta Alpha Kappa*, the National Honor Society for Religious Studies and Theology, inducted Fall 2009

Awards

- Women’s Appreciation Award, Male Involvement Coalition, College of the Holy Cross, Worcester, MA, 2019
- Outstanding Program Support Award, SGA Student Leadership Banquet, College of the Holy Cross, Worcester, MA, 2017
- “40 Under 40” honoree, Worcester Business Journal, Worcester, MA, 2016
- Presidential Scholar, Harvard Divinity School, Cambridge, MA, 2011-2014
- Billings Preaching Prize semi-finalist, Harvard Divinity School, Cambridge, MA, 2013
- Hartigan Medal for best essay on a subject in religion, College of the Holy Cross, Worcester, MA, 2010

PEER-REVIEWED CONFERENCE PRESENTATIONS

Conley, M. & Jenkins, I. (2024, April). Initiative to Program: Prioritizing Equity-Centered Community-Engaged Research Grants. Presented at the Campus Compact National Conference. Denver, CO.

Jenkins, I. (2023, November). Consciousness and Context for Culturally Responsive Pedagogy. Presented at the POD Annual Conference, #POD23: Envisioning the Future: Developing Equitable Opportunities for Success. Pittsburgh, PA.

Jenkins, I. (2021, June). Leveraging the AJCU Anti-Racism Examen. Presented at the AJCU Service Learning Professionals Conference. Cincinnati, OH.

Dusseault, E., Félix Haro, J., Garrett, T., Jenkins, I. (2019, May). Comparative study tour: Educational reform in Colombia & Perú. Presented at the College of Education and Human Development Student Success Showcase. Boston, MA.

Janke, E., Jenkins, I., Saltmarsh, J. (2019, March). Incorporating community engagement in faculty reward policies. Presented at the Eastern Region Campus Compact Conference. Providence, RI.

Assefa, M., Barnosky, P., Beaulieu, M., Borg, A., Burns, C., Cawley, M., De Jordy, J., Harvey, D., Hopkins, K., Hunt, S., Jaber Gauvin, J., Jenkins, I., Lawrence, E., Marinescu, A., May, M., Plata-Nino, G., Siliwoski, G., Saltsman, A. (2019, March). Forming a new community-academic coalition to support school gardens: The Academic Gardening to Enrich our Students (AGES) Conference. Presented at the 2019 Community Engagement and Research Symposium. Worcester, MA.

Jenkins, I., Saltmarsh, J, Janke, E., & Quan, M. (2018, July). Incorporating community engagement in faculty reward policies across a university: Similarities and variation across units. Presented at the International Association for Research on Service Learning and Civic Engagement Conference. New Orleans, LA.

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Jenkins, I., Ryan, V., Sterk Barrett, M. (2018, June). Meaning making and engagement through service-learning. Presented at the New England Faculty Development Consortium Conference. Auburndale, MA.

Sterk Barrett, M. & Jenkins, I. (2017, September). Empowering racially minoritized students through service-learning. Presented at the International Association for Research on Service-Learning and Community Engagement Conference. Galway, Ireland.

Sterk Barrett, M., Jenkins, I., Franco, B., Sweeney, M., & Justin, D. (2017, August). The intersections of service-learning and social justice. Presented at the Commitment to Justice in Jesuit Higher Education Conference. Seattle, WA.

Sterk Barrett, M. & Jenkins, I. (2017, April). Empowering racially minoritized students through service-learning. Presented at the New England Educational Research Organization Conference. Portsmouth, NH.

Jenkins, I. & Sterk Barrett, M. (2017, March). Empowering racially minoritized students through service-learning. Presented at the Eastern Region Campus Compact Conference. New York, NY.

Sterk Barrett, M., & Jenkins, I. (2016, November). Empowering racially minoritized students through community-based learning. Presented at the New England Faculty Development Consortium Conference. Worcester, MA.

Whelsky, T., Jenkins, I., & Hewins, K. (2015, March), Title IX compliance and sexual assault prevention in the graduate school environment. Present at the National Association of Student Personnel Administrators Conference. New Orleans, LA.

INVITED PRESENTATIONS

Hiles, L., Hunt, S., Jenkins, I. & Riccardi, D. (2024, May). "In and Of Worcester Pillar Update." Presented at the Board of Directors Meeting at The College of the Holy Cross. Worcester, MA.

Fisher, J., Jenkins, I., & Smith, C. (2024, April). "Student Support Panel." Presented at First on the Hill at The College of the Holy Cross. Worcester, MA.

Jenkins, I. (2023, November). "Combining High Impact Practices to Facilitate Hope for Young Adults Transitioning into College." Presented to PSYC 328 students at The College of the Holy Cross. Worcester, MA.

Janke, E., Jenkins, I., Quan, M., & Saltmarsh, J. (2023, November). Community Engaged Scholarship Revealed. Presented at the Meet the Michigan Journal of Community Service Learning Campus Compact event. Virtual.

Jenkins, I. (2023, October). Higher education for and with others: Community engagement in higher education. Presented in "The Academy" Montserrat course. Worcester, MA.

Jenkins, I. (2023, September). "CBL and Service at Holy Cross." Presented to CISS 199-F02 Students at The College of the Holy Cross. Worcester, MA.

Jenkins, I. (2022, May). CBL in Montserrat. Presented at the Montserrat Faculty Retreat. West Boylston, MA.

Janke, E., Jenkins, I., Quan, M., & Saltmarsh, J. (2022, May). CE in P&T: Terms & Definitions Study. Presented at Reflecting on UNCG's Community-Engagement P&T Pathway. Greensboro, NC.

Jenkins, I. (2022, April). It doesn't have to be the blue iris. Presented at Agape Latte. Worcester, MA.

Jenkins, I. (2020, October). The two feet of love in action: Charity and justice. Presented in the Civitas Community Engagement Leadership Institute. Worcester, MA.

Jenkins, I. (2020, July). The two feet of love in action: Charity and Justice. Presented in the Civitas Community Engagement Leadership Institute. Worcester, MA.

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- Jenkins, I. Crawford Sullivan, S., & Feraud, J. (2020, June). Community Organizing 101. Presented in Conversations in Activism series. Worcester, MA.
- Jenkins, I. (2019, October). Vulnerability and the Narrow Gate. Presented at Women and the Word. Worcester, MA.
- Jenkins, I. (2019, September). Community Organizing Skills Session. Presented in the “Leadership and Social Change” CBL Course. Worcester, MA.
- Hunt, S., Jenkins, I., & Sterk Barrett, M. (2019, August). Day of Service Reflection Session. Presented at Passport. Worcester, MA.
- Jenkins, I. (2019, August). Cultural Humility. Presented at the Assumption Mission Associates orientation. Worcester, MA.
- Jenkins, I. (2019, June). Living our Jesuit Mission in the Context of a Catholic Church in Crisis. Presented at the Association of Jesuit Colleges and Universities Service-Learning Professionals Conference. Worcester, MA.
- Jenkins, I. & Muñoz, J. (2019, May). AVID/Holy Cross Partnership. Presented at the AVID/Holy Cross Luncheon. College of the Holy Cross. Worcester, MA.
- Jenkins, I. (2019, April). What constrains us from living out our desires? Presented at the 2019 Women’s Retreat. College of the Holy Cross Contemplative Center. West Boylston, MA.
- Jenkins, I. and Kelly, M. (2019, January). Introduction to vocation and discernment. Presented at the Non-Profit Careers Conference. College of the Holy Cross. Worcester, MA.
- Jenkins, I. (2019, January). Mentors. Presented at the Non-Profit Careers Conference. College of the Holy Cross. Worcester, MA.
- Jenkins, I. & Ryan, V. (2018, December). On Mary Oliver. Presented at Agape Latte. College of the Holy Cross. Worcester, MA.
- Jenkins, I., Ryan, V. (2018, November). “The danger of a single story.” Presented at the ENGAGE Summit. Worcester, MA.
- Jenkins, I. (2018, November). Community organizing 101. Presented to the “Non-Profits and Government” Academic Internship seminar. College of the Holy Cross. Worcester, MA.
- Jenkins, I. (2018, October). St. Mary and Holy Cross Partnership. Presented at the St. Mary Health Care Center 20th Anniversary Celebration. Worcester, MA.
- Jenkins, I. and Lovett, S. (2018, January). Introduction to vocation and discernment. Presented at the Non-Profit Careers Conference. Worcester, MA.
- Jenkins, I. (2018, January). Mentors. Presented at the Non-Profit Careers Conference. Worcester, MA.
- Jenkins, I. (2018, October). Social justice 101. Presented at the Social Justice Retreat. Worcester, MA.
- Jenkins, I. (2017, November). Community organizing 101. Presented to the “Non-Profits and Government” Academic Internship seminar. College of the Holy Cross. Worcester, MA.
- Sterk Barrett, M. & Jenkins, I. (2017, August). Empowering racially minoritized students through service-learning. Presented at the Association of Jesuit Colleges and Universities Service-Learning Professionals Conference. Seattle, WA.

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Jenkins, I. (2017, March). Sent forth in hope. Presented at Holy Cross' Women's Retreat. West Boylston, MA.

Jenkins, I. and Alvarado, K. (2017, January). Introduction to vocation and discernment. Presented at the Non-Profit Careers Conference. Worcester, MA.

Jenkins, I. (2017, January). Reflecting on our gifts. Presented at the Non-Profit Careers Conference. Worcester, MA.

Jenkins, I. (2017, January). Mentors. Presented at the Non-Profit Careers Conference. Worcester, MA.

Sterk Barrett, M., & Jenkins, I. (2016, October). Empowering racially minoritized students through community-based learning. Presented at the College of the Holy Cross. Worcester, MA.

Jenkins, I. (2016, September). Social justice 101. Presented at the Social Justice Retreat. West Boylston, MA.

Jenkins, I. and Fox-Kelly, M. (2016, January). Introduction to Vocation and Discernment. Presented at the Holy Cross Non-Profit Careers Conference. Worcester, MA.

Jenkins, I. (2016, January). Reflecting on our Gifts. Presented at the Holy Cross Non-Profit Careers Conference. Worcester, MA.

Jenkins, I. (2015, October). Tuning into desire. Presented at the Holy Cross Vocare Colloquium. Ashland, MA.

Jenkins, I. (2015, March). The light of God's love. Presented at the Holy Cross Women's Retreat. Weston, MA.

Jenkins, I. (2015, January). Telling your story. Presented at the Holy Cross Aptissimi Conference. Worcester, MA.

Jenkins, I. (2014, October). Mentorship and vocation. Presented at the Holy Cross Vocare Colloquium. Ashland, MA.