THE REV. DR. DONNA M. IALONGO

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Personal Ministry Statement

My passion: helping people discover the ministry God is calling them to, assisting them in understanding how they will engage that ministry, and supporting them as they move into the world, leading others to experience the life they have found in Christ.

Ordination History

- Priesthood in the Episcopal Church, Dec. 5, 2009 by Rt. Rev. Jeffrey Lee, Bishop of Chicago
- Diaconate in the Episcopal Church, Dec. 5, 2009 by Rt. Rev. Jeffrey Lee, Bishop of Chicago

Work History

- **Dean of Institutional Research, Assessment, and Planning, Northwestern College, Rosemont, IL,** February 2011 –
  - Wrote and edited the College's successful accreditation report to the Higher Learning Commission
  - Developed a strategic planning process and guided three focused initiatives for the 2011-12 year
  - Managed process at the College and the IBHE for adoption of two new programs in Health Sciences
  - Reengineered the assessment process for all academic departments to include closing the loop in the feedback process

- **Priest Associate**, serving at St**. Barnabas Episcopal Church, Glen Ellyn, IL**, January 2011-
- **Priest Associate** serving at the **Church of St. Benedict, Bolingbrook, IL**, June 2009-Jan. 2011
  - Serve and preach at Sunday liturgies; prepare and publicize special services; e.g., Blue Christmas service, 12 Step Eucharist, and a re-imagined Animal Blessing
  - Provide Pastoral Care to those in need in the parish; served as Chaplain to Cursillo, 2009, 2010
  - Established *Grace and Race*, a monthly forum, talking and listening about racial and ethnic identities
  - Led summer study series on *The Nicene Creed*
  - Designed and led adult formation classes and a series on *Movies, Contemporary Culture, and Spirituality*
  - Work with Bishop's Committee members, Vestry, and others in the community on leadership skills
  - Work as a supply priest in other parishes as necessary

- **Director of Assessment and Accreditation, Seabury-Western Seminary, Evanston, IL,** September 2009-January 2011
  Adjunct Instructor, "Praying Shapes Believing," co-taught with The Very Rev. Frank T. Griswold, Spring Term 2011 and January Term 2012
  - Project managed successful accreditation process with the Association of Theological Schools
  - Working with faculty, administrators, board members, and others, produced 222 page document on the history of Seabury and its new direction after the cessation of its 3-year M.Div. program
  - Designed, executed and analyzed the Accreditation Self-Study Survey distributed to all students from the past ten years. Findings provided the foundation for the argument to ATS that Seabury's new curriculum can fill the needs of the church in the 21st Century.
  - Developed an Assessment Plan for all aspects of life at Seabury: academic, financial, and governance; guided the organization in its Strategic Planning process.

- **Intern, St. Paul and the Redeemer Episcopal Church,** Chicago, IL, 2008-09
  - Redesigned the Adult Formation program, providing well-attended classes that focused on Spiritual Practices that Engage the Senses
  - Awarded grant by Lilly Foundation -- Making Excellent Disciples (MED) III Program
  - C.P.E. Good Samaritan Hospital, Downers Grove, IL
  - Certified PREPARE/ENRICH Pre-Marital/Marital Counselor
  - Certified as Interim Ministry Network Trainer
  - Trained in Community Organizer by IAF (Industrial Areas Foundation)
  - Received Henry Benjamin Whipple Award for Highest Academic Performance by a Senior
  - Received scholarship to Preaching Excellence Program of the Episcopal Preaching Foundation
  - Dunakin Scholarship, SIMS Scholarship, Diocese of Chicago Scholarship
  - Toward a Higher Quality of Christian Ministry Scholarship Finalist
  - EfM Mentor (2000-2005)

- **Recent Publication:** "Blessed Are Those Who Mourn" in *Preaching the Beatitudes: Using All of Us for All of God* (2009 Preaching Excellence Program, VOL. XVIII), ed. Timothy J. Mulder and Frank T. Rossi (Carlstadt, N.J.: Unimac Financial, 2009), 68-70.

PRIOR PROFESSIONAL EXPERIENCE

Creative, enthusiastic professional with extensive experience developing and coaching teams in consulting, finance, and retail industries. Recognized for exceptional consumer trend analysis, research, communication skills, presentations, public speaking, and writing. An articulate, "big picture" thinker who makes the conceptual concrete and relevant. Resourceful problem-solver; conscientious anticipator of needs. Proven track record of building relationships within and outside organizations.

Websterwoman, Inc., **President**, Glen Ellyn, IL, 2000 – Present
Strategic and marketing consulting, delivering actionable consumer insight. Clients: Dannon, Pfizer, SC Johnson, Kraft, ConAgra, Kraft Maid

Sears Roebuck & Co., Director of Consumer Insight and Strategy, Hoffman Estates, IL, 1994-1999, 2002 - 2005
Led Research Department of 18, delivering actionable consumer insight for all Sears businesses.
Reorganized and revitalized corporate research department. Transformed staff from "order takers" to internal consultants providing actionable consumer insight.
Directed research on redesign of Home Fashions and Home Electronics areas based on consumer preferences -- resulted in 24% and 17% increases in sales respectively.
Identified "hot buttons" for increasing customer satisfaction with store experience. Prioritized store performance goals, resulting in 10% point increase in satisfaction scores.
Analyzed needs and preferences of Home Appliance buyers, recommending cultural shift in selling model and changes in assortment, pricing, and value-adds. Resulted in Sears maintaining industry leading share after share erosion in 2003.
Established Trends Monitoring Practice, giving insight into consumer values, attitudes, needs. Recommendations used as foundation of quarterly enterprise-wide "go to market" strategy.
Systematized research budget planning process. Increased productivity by 15%. Managed $15 million budget.

- **Fair Isaac & Co., Director, Analytic Consulting**, Oakbrook Terrace, IL, 2000 - 2002

- Provided strategic Customer Relationship Management (CRM) consulting for Fortune 500 clients. Developed Marketing Research practice. Clients: Microsoft, Disney, Western Union.

- **First Card** (FIRST CHICAGO CORP.), **Vice President, Director of Customer Research** , Elgin, IL, 1988 - 1994
  - Evolved the Research Department from a reactive, Marketing-focused function to an internal research consultancy. Responsibilities extended beyond Marketing to Customer Service, Account Services, Collections, Human Resources, and Operations.
  - Received inaugural "First Card Leadership Award."

- **College of St. Francis**, **Assistant Professor, English,** Joliet, IL

EDUCATION

M.Div. Seabury-Western Theological Seminary, Evanston, IL
Ph.D., English/Linguistics, Northern Illinois University, DeKalb, IL
M.A., English, **B.A.** English, University of Illinois, Chicago, IL