

Jill Pippin

115 Haley Street Watertown New York 13601 • 315-767-6470 • jpippin@sunyjefferson.edu

| | |
|---------------------|---|
| Synopsis | I am a strategic leader with a talent for cultivating relationships, significant experience in higher education administration and proven success in innovative, entrepreneurial, & collaborative projects. |
| | |
| Education | Master of Business Administration , Franklin University, Columbus, Ohio Bachelor of Arts , State University of New York, College at Oswego, Oswego, New York <i>Major: Communication Studies – Interpersonal, Minor: Business Studies – Marketing</i> |
| | |
| Experience | Dean for Continuing Education |
| Nov. 2005 – Present | <i>Jefferson Community College, Watertown, New York</i> |
| | Provided leadership to the Continuing Education Division with 12,200 enrollment impact and \$4.64 million revenue impact in FY 2012; guided the College as part of the President’s administrative team. |

- Worked collaboratively with Vice President for Academic Affairs, Deans, and Department Chairs to create academic policy and serve students.
- Increased revenue from \$2.1 to \$4.6 million & enrollment 4,301 to 12,200 from 2006 to 2012.
- Managed multiple budgets consisting of more than \$1.7 million annually.
- Assisted in proposing & administering more than \$1.14 million in grants over my 8 year tenure.
- Supervised 12 staff & more than 100 adjuncts, consultants & workstudy students annually.

Programs / Areas of Responsibility within the
Continuing Education Division

Military and Veterans Services

*(including ancillary college site on Fort
Drum ARMY Installation)*

- . Worked closely with Educational Services Officer and Fort Drum leadership to secure new ancillary site location, then managed expansion of Fort Drum-based operations from 2 staff offices into a new Educational Annex building, full suite of course offerings & services.
- . Oversaw campus integration of ARMY mandated contractual & funding programs such as Dept. of Defense Memorandums of Understanding, SOCAD, eArmyU, CTAMS, & MyCAA.

Workforce Development /

Professional Contract Training /

Certification Workshops

- . Rebuilt the non-credit department from \$6,500 in revenue to over \$431,000 in FY 2012 by designing & administering training programs that fit community & corporate needs.
- . Collaborated with businesses to determine educational gaps, design programs & facilitate enrollment using the NYS Workforce Development Grant, increasing the award from \$27,000 in FY 2006 to \$100,000 by FY 2010 & enrollees from 70 to over 800 annually.

Jefferson Express Personal

Enrichment Seminars

- . Designed & implemented award winning mobile training program that traveled to rural libraries across our 2-county service area teaching internet literacy and job skills.

Jefferson EDGE Concurrent

Enrollment Program

- . Provided direction and oversight leading to attainment of National Association of Concurrent Enrollment Partnerships (NACEP) Accreditation to ensure academic quality & assist in transferability of coursework.

| | |
|------------------------|---|
| | <ul style="list-style-type: none"> . Cultivated trust & respect between JCC faculty, high schools & students enabling enrollment to rise from 777 in FY 2007 to 1403 FY 2011. <i>Individual Studies AA, AS, and AAS Degree Programs</i> . Participated in two Five-Year Reviews of Individual Studies Degree programs, assessing & incorporating ARMY & adult student input while maintaining academic integrity. <i>Summer and Winter Credit Course Administration (in person, offsite and online)</i> . Redesigned infrastructure spurring enrollment growth & additional course offerings raising enrollments and revenue more than 30% by offering new modes of instruction such as four (4) week online offerings of select courses preferred by adult and military students. <i>Jefferson Higher Education Center</i> . Strategized, raised funds and managed the creation from concept to implementation including contract design & negotiation, site development, advisory board establishment, and staffing. Participation has grown from 3 partners offering 4 programs to 8 partners offering 14 bachelors and master's degree completion programs on Jefferson's campus. <i>College Economic Development Efforts</i> . Acted as College's agent to collaborate with public and private organizations and partner for community economic and educational development. . Represented the college in print, television, on boards & at community events. <i>Other duties as assigned by the President & Vice President for Academic Affairs</i> . Successfully fulfilled special projects including representing the College at SUNY Showcase & Systemness events, development of a new Multi-Use Facility and incubator site off campus, and taught BUS 131 Principles of Management for two semesters. |
| | |
| | Adjunct Instructor |
| April 2001 – Dec. 2009 | <i>Franklin University, Columbus, Ohio</i> |
| | <p>Taught both on-site and online undergraduate Business and Foundations courses in Management and the practical uses of technology for business</p> |

| | |
|-----------------------|--|
| | communication. |
| | <ul style="list-style-type: none"> ● Worked with University Course Managers, Department Chairs and Academic Dean to revise & update course structure to enhance academic quality & conduct assessment for effectiveness. |
| | |
| | Director of Operations |
| Dec. 2003 – July 2005 | <i>AmeriCheer, Inc, Westerville, Ohio</i> |
| | Responsible for operating activities and finances of \$5 million youth sports company consisting of Cheerleading Events, Camps & Gym; Dance Events & Camps; Apparel; & Administration. |
| | <ul style="list-style-type: none"> ● Supervised & negotiated all events, product lines & vendor contracts ensuring profitability by cultivating ideas, analyzing data for cost-benefit ratios, & implementing innovative solutions. ● Managed website & marketing initiatives; performed human resources & institutional technology functions for the company; created & ran national sales representative program. ● Negotiated contracts with Walt Disney World Youth Market officials for annual international competition with over 6,000 attendees at the Wide World of Sports Complex; Walt Disney World's 3rd largest annual event. ● Hired & directly supervised a corporate staff of 15 and managed over 75 part time event staff. |
| | |
| | Major Accounts Manager |
| | <i>AVV, Inc., Columbus, Ohio</i> |

| | |
|-----------------------|--|
| | |
| | Conducted high-level account management functions, including sales, reporting & customer service for Mazda North American Operations, Mercedes-Benz USA, & other accounts. |
| | <ul style="list-style-type: none"> ● Produced project proposals, managed implementation and testing of special programming requests, supervised product functionality, forecasted costs, estimated & realized revenue in excess of \$300,000 annually & provided excellent customer service. ● Navigated high pressure situations recovering lost revenue while generating respect & trust from the client. Released weekly status reports used to rate car dealerships nationwide in terms of their customer service & sales requiring extensive attention to detail. |
| | |
| | Director, Graduate Admissions & Enrollment (promoted from Director, Graduate Services & Operations and Graduate Student Services Associate - MBA Program positions) |
| Aug. 1999 – Oct. 2002 | <i>Franklin University, Columbus, Ohio</i> |
| | Managed Graduate Admissions and Services department representing 4 graduate degrees. |
| | <ul style="list-style-type: none"> ● Supervised 9 staff members, formulated policy, predicted enrollment, & developed graduate admissions procedures. Assisted in redesign of MBA program with academic leadership. ● Synthesized strategic and tactical marketing plans to create admission policies for all graduate programs via advertising, video, website, print and audio pieces. Recruited more than 650 students for MBA program in person via 4 events per month including Information Sessions, Orientations, Open Forums, class visits, and other interactions resulting in more than 6,000 annual inquiries, and a 67% enrollment increase over my 3 year tenure & attaining the title Central Ohio's largest MBA program according to Business First magazine. ● Managed 1-week long Online MBA Residencies, Graduate Career Events, & Professional Development Seminars. |
| | |
| | Medical Education Account Coordinator (promoted from Account Coordinator & Project Services Associate) |
| June 1997 – Aug. 1999 | <i>Medicalliance, Inc., Columbia, Maryland</i> |
| | Facilitated projects for pharmaceutical companies such as international symposia, peer-reviewed journal submissions, sales representative training and other initiatives. |

| | |
|-----------------------|---|
| | <ul style="list-style-type: none"> Enabled company & client compliance with regulatory bodies for Continuing Medical Education (CME) & Pharmaceutical Promotion. Point of contact for various collegiate medical school departments of CME, specialty associations, & regulatory bodies. |
| | |
| | Estimator |
| Oct. 1995 – June 1997 | <i>Advantage Book Binding, Glen Burnie, Maryland</i> |
| | Assessed and estimated costs for book binding involving soft-sales skills, customer service, sound fiduciary judgment, ability to multi-task & work under strict deadlines. |

COLLEGIATE COMMITTEES

- . President's Cabinet
- . Dean's Council
- . Academic Affairs Committee
- . Academic Council
- . Academic / Personnel Conference
- . JCC Strategic Planning Committee
- . JCC Institutional Effectiveness Committee
- . President's Advisory Council
- . JCC Budget Committee
- . Chancellor's Award Committee for Excellence in Classified Service
- . Individual Studies Five Year Review Committee (2007, 2012)
- . Adult Learners Committee
- . Action Committee on Enrollment
- . Partners In Education Advisory Board
- . Continuing Education Advisory Committee
- . Title 4 Grant Advisory Committee
- . Perkins Grant Advisory Committee
- . Department of Labor High Needs Grant Team
- . JCC Affirmative Action Committee
- . Instructional Technology Advisory Committee

COMMUNITY INVOLVEMENT – on behalf of Jefferson Community College

- . Jefferson – Lewis County Workforce Investment Board; Member & Secretary (2008 – present)
- . SUNY Colleges of the North Country Consortium Board Member , Secretary, Vice Chair (2005 – present)
- . Jefferson County Industrial Development Agency Rapid Response Team (2007 – present)
- . Jefferson County Comprehensive Economic Development Strategy Committee, Vice Chair (2006 – present)

- . NorthStar Career Web Board Member (2007 – 2008)
- . American Association of the United States Army member (2006 – present)
- . Fort Drum Regional Liaison Organization member (2006 – present)
- . Downtown Business Association of Watertown member (2007 – present)
- . Greater Watertown Chamber of Commerce Workforce Development Committee Member (2006 – present)
- . SUNY Concurrent Enrollment Programs Council (2006 – 2009)
- . Fort Drum Regional Health Planning Organization Recruitment, Retention & Education Committee (2010 – present)
- . Association for Collegiate Military Education, NY Chapter founding member & Vice Chair (2010 – present)
- . North Country Alliance (regional economic group) (2010 – present)
- . Founder of E-Day (Entrepreneurship Day); Planning Committee member (2006 – 2011)
- . Lewis County Chamber of Commerce Member (2011 – present)

COMMUNITY INVOLVEMENT – personal

- . Continuing Education Association of New York (CEANY) Board Member (2008 – present); Resolutions & Awards Committee Co-Chair (2011 – present)
- . Greater Watertown Jaycees Board (2007 – present), Individual Vice President (2007- 2008)
- . Big Brothers, Big Sisters Board Member (2006 – 2010)
- . Emerge NNY Professional Development Event Steering Committee (2006, 2009, 2010, 2013); Chair, (2007, 2008)
- . I LIVE NY Brainstorming Session Attendee led by NY First Lady Silda Spitzer (2007)
- . Northern New York Regional Blueprint Attendee led by NY First Lady Silda Spitzer (2007)
- . JCC Community Cup Participant (2007 – present)
- . JCC Relay for Life Team member (2012 – present)

HONORS, AWARDS & RELEVANT TRAINING

- . Presenter: International Centers Conference, Sioux Falls, SD: “Jefferson Higher Education Center” (2013)
- . Presenter: CEANY Conference, Saratoga, NY: “How JCC Has Leveraged Grants To Expand Offerings” (2012)
- . Recipient: CEANY Exemplary Non-Credit Program Award “Jefferson Express” (2011)
- . Recipient: Northern New York’s 40 Under 40, Watertown Daily Times (2009)
- . SUNY Leadership Academy Presenter in Training (2009)
- . New York State Economic Development Certificate (2008)
- . SUNY Leadership Academy participant, nominated by President Deans (2007)
- . Graduate: Jefferson Leadership Institute (2007)
- . Employee of the Month, AVV, Inc. (October 2003)
- . Participant: NAFSA Association of International Educators Graduate Admissions Professional Practice Workshop (2000)
- . Numerous Leadership Development Seminars taught by Stephen Covey, Ken Blanchard and others (1999 – 2002)

REFERENCES

Thomas Finch - *Current Supervisor*
Vice President for Academic Affairs
Jefferson Community College
315-786-2235
tfinch@sunyjefferson.edu

Marvin Blachman, PhD - *Colleague*
Dean for Liberal Arts
Jefferson Community College
315-786-6542
mblachman@sunyjefferson.edu

Cheryl Mayforth - *Community Partner*
Director
Jefferson-Lewis County Workforce Investment Board
315-786-3646
c.mayforth@co.jefferson.ny.us
Additional References Available Upon Request