

## EDUCATION

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Capella University    Ph.D. Education, Higher Education Leadership	March 2017
Appalachian State University    M.A. Higher Education, Administration	August 2008
SUNY University at Buffalo    B.A. Sociology, Magna Cum Laude	May 2005

## ACADEMIC TEACHING AND PRESENTATION EXPERIENCE

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### TEACHING

\*Denotes courses development or redesign

#### *Penn State University*

- **OLEAD 201\*** Organizational Theory and Functions for Leaders (online)

#### *Rochester Institute of Technology*

- **CMDS 362** High Performance Leadership- Undergraduate interdisciplinary course (online)
- **MGMT 215** Organizational Behavior- Undergraduate service course (online)
- **MGMT 740** Organizational Behavior and Leadership- MBA program core course (online)
- **MGMT 810** Leadership- Executive MBA program core course (hybrid)
- **SERQ 723\*** Service Analytics- Masters of Service Leadership elective (Dubai campus, hybrid)
- **SERQ 735\*** Data Mining in the Service Sector- Masters of Service Leadership elective (online)

#### *Tompkins Cortland Community College*

- **PDSE 213\*** Job Search- Required pre-internship course

#### *Virginia Commonwealth University*

- **UNIV 191\*** First Year Experience, Urban Education- Undergraduate transitions course
- **EDLP 712\*** Sustainable Change, Ed.D. required second year course

## PRESENTATIONS AND PUBLICATIONS

Naff, D., Parry, M., Ferguson, T., Palencia, V., **Lenhardt, J.**, Tedona, E., Stroter, A., Stripling, T., Lu, Z., & Baber, E. (2021). Promoting Equitable Access and Support in Advanced Placement (AP) Programs: A Review of the Literature. Richmond, VA: Metropolitan Educational Research Consortium.

Vidovic, M., Hammond, M., **Lenhardt, J.**, Palanski, M., & Olabisi, J. (2020, November). Teaching virtual and cross-cultural collaboration: Exploring team task effectiveness of Croatia- and U.S.-based undergraduate students. *Journal of Management Education*.

**Lenhardt, J.** & Wetzel, A. (2019). *Marrying recruitment and assessment: A partnership to produce rich, actionable program data and sustainable processes for ongoing improvement*. Presentation at the Virginia Assessment Group.

**Lenhardt, J.** (2018, November). *Job crafting in structured job spaces*. Presentation for the HR Redesign Project, Career Development Lunch and Learn Session, Richmond, VA.

- Lenhardt, J.** (2017, October). *Strategic thinking: Data is your friend*. Webinar for administrators in graduate and professional student services (AGAPSS), NASPA, Rochester, NY.
- Lenhardt, J., & Starenko, M.** (2017, March). *Effective and efficient: Online teaching techniques to maximize your time*. Presentation for the Guided Online Learning Development (GOLD) Innovative Learning program, Rochester, NY.
- Lenhardt, J.** (2017). A comparative trend analysis of institutional variables and retention rates in publicly funded institutions (Doctoral dissertation). ERIC database (ED755573)
- Lenhardt, J.** (2016, October). *DiSC and teamwork in the workplace for software engineering freshmen*. Classroom presentation for the Department of Software Engineering, Rochester, NY.
- Lenhardt, J.** (2016, March). *Tips from the handshake to the offer to enjoy the interview process*. Workshop developed for the RIT Connectology conference, Rochester NY.
- Lenhardt, J.** (2008, March). *Research-based strategies for developing culturally responsive learning environments for under-represented adults*. Research poster at the National Association for Developmental Educators (NADE), Boston, MA.

## SERVICE, DIVERSITY AND LEADERSHIP EXPERIENCE

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### COMMITTEES

#### *Virginia Commonwealth University*

- Dissertation committee member, School of Education, Ed.D. in Leadership, 2020-2021
- Member, School of Education, Assistant Dean of Student Affairs hiring committee, 2020
- Member, Diversity, Equity, and Inclusion Committee, School of Education, 2018-present
- Member, Undergraduate Recruitment Strategic Enrollment Management Council, 2018-present
- Member, RTR Recruitment Specialist hiring committee, 2019

#### *Rochester Institute of Technology*

- Founder and co-chair, Veteran Initiatives Team, 2017
- Member and Presenter, RIT Leadership Team, 2013-2017
- Member, Advisor's Council, 2013-2017
- Member, School of Engineering advisor hiring committee, 2016
- Mentor, Emerging Professionals Certificate, 2015

#### *Tompkins Cortland Community College*

- Founder and co-chair, Global Initiatives Council, 2009-2013
- Member, SUNY Chancellor Award Selection Committee, 2011-2012
- Reviewer, Gilman Scholarship Award, Institute of International Education, 2011

### DIVERSITY AND EQUITY TRAINING AND SUPPORT INITIATIVES

- Specialized advocate training in Title IX and FERPA regulations, Fall 2016
- Completed the Summer Intensive American Sign Language and Culture Institute, Summer 2014
- Serve as an Advocate for students in Title IX judicial cases, Fall 2013-December 2017
- Attended the Chair Academy Leadership Training Institute, Fall 2011- Fall 2012
- Completed the Salient Technologies train-the-trainer and led training sessions, Spring 2009
- Trained to be a PDSO for F-1 student visas and a RO for J-1 visas, Spring 2009 and Fall 2010

- Participated in the National Coalition Building Institute train-the-trainer program, Spring 2009

## NOMINATIONS AND AWARDS

- School of Education, Outstanding University and Academic Professional Award, Spring 2019
- Nominated for the Saunders Student Difference Maker Staff Award, Spring 2017
- Club Advisor of the Year Award Recipient, Spring 2015

## PROFESSIONAL ASSOCIATIONS

- Reviewer, Journal of College Student Retention: Research, Theory and Practice, 2020-present
- The Association for Graduate Enrollment Management (NAGAP), 2015-present
- Student Affairs Administrators in Higher Education (NASPA), 2013-2015
- Association of International Educators, (NAFSA), 2008-2013

## CHANGE MANAGEMENT AND STRATEGIC ENROLLMENT EXPERIENCE

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### **Virginia Commonwealth University**

Richmond, Virginia

*Recruitment Specialist, School of Education*

*December 2017 - present*

- Increased URM graduate applicant enrollment yield by 10% from 19-20 to 20-21
- Streamlined the cross-institutional and school recruitment, admissions, and outreach initiatives
- Established the first formal strategic enrollment recruitment plans to align with new CAEP accreditation requirements and centralized the inquiry process
- Identified areas to increase enrollment, specifically for underrepresented student populations, to meet community, regional and state educational employment needs
- Partnered with education centers and school leadership to identify gaps in outreach and partnership development, and implemented effective applicant support tools and resources
- Engaged cross-operational partners including Division of Student Affairs, Enrollment Management, Student Success, and other academic units to build collaboration network
- Developed and led a 40 member Graduate Team Committee to create a continuous improvement and change management culture
- Supervised a 16 person team including staff, creative, events, and data analytics teams
- Co-led marketing, content development and promotional recruitment initiatives
- Led the development of the Multilingual Ambassador program including four Region 1 schools

### **Rochester Institute of Technology**

Rochester, New York

*Assistant Director, Student Services and Outreach*

*July 2015 - December 2017*

- Supervised a team graduate ambassadors and student, staff, and faculty volunteers
- Continually improved college strategic student recruitment plan. Improvements resulted in increased applications, acceptances, and a 30% increase in graduate enrollment
- Represented the college on and off campus to future students and key stakeholders
- Developed and maintains articulation and partnership agreements to increase student mobility
- Created, analyzed, and reported on enrollment goals for graduate and undergraduate programs

- Collaborated with program directors, cross institutional, and external stakeholders in order to identify areas of program improvement to recruit and retain quality business students
- Supported the ongoing communication and marketing initiatives for business programs
- Utilized a customer relations management (CRM) system to effectively track and support prospective students through the application process

*Academic Advisor*

*August 2013 - July 2015*

- Developed a new entirely online student advising process to increase advisor effectiveness
- Implemented strategic programming to help increase college student retention by 2%
- Led the implementation of an institute-wide prospective student athlete tracking system
- Trained department staff on the use of various technology tools to improve job efficiency
- Advised over 300 students on academic opportunities and institutional policy requirements
- Collaborated with cross-institutional partners on a “Beat the Blues” event to raise awareness of on-campus mental health services
- Served as a College Restoration Program mentor for suspended students

**Tompkins Cortland Community College**

Dryden, New York

*Global Initiatives Coordinator (Interim 2008-2009)*

*September 2008 - August 2013*

- Served as the first responder and on-call support point person for international and study abroad student emergencies, grievances, and academic integrity issues
- Collaborated with other college departments to develop streamlined marketing and budgeting processes to help increase awareness of global programs at the college and in the community
- Developed procedures to reduce institutional liability and improve organizational agility
- Managed operational and grant funding program budgets totaling over \$1 million
- Supervised fifteen professional and student staff and trained over 100 faculty and staff on state and federal regulations and laws affecting international and study-abroad students
- Served as Primary Designated School Official (PDSO, for the F-1 visa program), and Responsible Officer (RO, for the J-1 visa program), and oversaw institutional visa compliance
- Developed and served as co-chair for the college-wide Global Initiatives Council that advocated for international student rights and increased study abroad opportunities
- Created a faculty study abroad manual to support the development of study abroad opportunities
- Identified department goals, set priorities, and achieved buy-in from critical stakeholders
- Negotiated student insurance contracts with brokerage firms
- Partnered with the Dean of Students and Student Affairs on Census 2010 student engagement
- Recruited and advised for the international partnership program, Global Connections, to bring over 400 students per year to complete an Associate’s degree or internship experience

## **TECHNICAL SKILLS**

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- Experienced in multiple LMS, Adobe Acrobat, social media platforms, video conferencing
- Proficient in all Microsoft Office products: Word, Excel, PowerPoint, Publisher, and Access
- Extensive experience with SIS, Tableau visualization software, and data analytic software
- Proficient in Smartsheet and implementation and use of project management software