

SHAWN SMITH

smithsc8311@gmail.com ▪ 816-377-3243

Shawn is a seasoned higher education administrator with over 19 years of experience. She is a complex problem solver with a passion for education, innovation and entrepreneurship. She is intentional and skilled at envisioning a path forward; architecting strategic and tactical solutions while connecting people, ideas and resources to improve programming and performance. She is a skilled trainer, proficient with technologies and a quick learner.

WORK EXPERIENCE

DIRECTOR COLLABORATION CENTER, (COLAB)

JOHNSON COUNTY COMMUNITY COLLEGE, MARCH 2018 – 2020

Administrator position responsible for leading an active learning environment offering an array of resources, imaginative co-working spaces, advanced technology, technical support, research assistance, and event coordination all focused on student success. Facilitator of multi-disciplinary projects among students, faculty and industry where students apply what they learn to develop strong interpersonal and communication skills critical to career success. Encourage student and faculty connections to area businesses and community organizations helping the college fulfill its mission to inspire learning, transform lives and strengthen communities. Administrator of the College's Collaborative Learning Grant.

*Staffed and led a team of nine that facilitated over 2000 annual events, reservations, multi-disciplinary projects and more serving students, faculty, staff and community members. In 2018, we served over 31,000 people with a 58% increase in comparison to the year before.

*Advocated for and oversaw the streamlining of operations, site specific technology integration and the increased usage of internal communication technologies. This led to new opportunities for tracking data and facilitating cross-functional collaboration.

*Co-Founded Johnson County Community College's Student Agency. The Student Agency is designed to provide business solutions to local entrepreneurs. Served 25 clients, hired 2 faculty and four advanced students.

*Built relations with internal and external constituents leading to strong partnerships to ensure the success of our students, faculty and staff.

*Founded the MasterClass Series and Co-Founded the CoLab Talks Series.

ASSOCIATE DEAN: STUDENT SERVICES

METROPOLITAN COMMUNITY COLLEGE, JULY 2016 – MARCH 2018

Administrator position reporting both to the President and the Dean of Students. Served on the President's Council, Campus Strategic Planning Council, Dean and Joint Dean's Council. Served as Co-Lead of the District Campus Life and Leadership Team, Co-Lead of the Campus' Behavioral Intervention Team (BIT), Member of the Campus Relocation Effort, etc. Served as the back-up to the Dean in Title IX. Co-led student service operations for a campus with 100+ faculty and staff and 1200+ students. Moved to the student services side at the will of the president to assist in building new operations.

DISTRICT-WIDE INITIATIVES:

* Represented the Business and Technology Campus on district committees and task forces assigned by the Vice Chancellor of Student Success and Engagement at the discretion of the Dean of Students and President of the Business & Technology Campus.

> Served on the Deans and Joint Dean's Council

> Co-led the District Campus Life and Leadership Task Force in partnership with the Associate Dean of Maple Woods ensuring the sharing of resources and implementation of best practices, standardized processes, procedures and communications for five campuses.

> Served on a centralized student success team building a district-wide new student orientation framework with the MCC Administrator of Student Success and Engagement and Associate Dean of Maple Woods

> Served on the Mascot Steering Committee launching the first ever college-wide mascot for Metropolitan Community College

BUSINESS & TECHNOLOGY CAMPUS INITIATIVES

*Led access, persistence and engagement efforts to ensure student success, assessing student needs and developing and implementing services to meet those needs.

> Liaisoned with academic advising, campus life and leadership, career services, testing services and academic departments to build a student life cycle and a calendar of programming ensuring appropriate communications and the persistence, retention and engagement of students.

> Oversaw the campus implementation of a district-wide adopted framework allowing for leadership, civic and social engagement.

- > Oversaw the relaunch of Phi Theta Kappa, the launch of the National Technical Honor Society, the launch of the Student Government Association and launch of multiple Academic Clubs and Organizations ensuring the continual growth of the students.
- > Initiated and planned annual student awards ceremonies and oversaw the nominations and submissions for prestigious awards including the Chancellors' MLK Scholarships, Missouri Community College Association Student Leadership Awards and Phi-Theta Kappa Awards.

*Served on committees to gain a better understanding of student access and equity issues

*Managed the use of technology to support communications, track student success goals and initiatives and ensure early alerts.

ASSOCIATE DEAN: ACADEMIC AFFAIRS

METROPOLITAN COMMUNITY COLLEGE, OCTOBER 2015 – JUNE 2016

Administrator position reporting to the President. Served on the President's Executive Team, District-wide Dean's Council, Career and Technology Education Council, Dual Credit Advisory Council and Administrative Council. Led academic operations for a campus with 100+ faculty and staff in the absence of an Academic Dean.

* Led the division chair and program coordinators through continuous improvement processes and program evaluation preparation to ensure quality programming. Prepared communications to ensure HLC accreditation.

* Negotiated for \$670,000 in federal and state funds to enhance the academic experience in less than a year while ensuring compliance with grant agreement guidelines, laws, regulations and program policies.

* Led Concurrent, Dual Credit and Early College expansion efforts partnering with school districts and career and technical centers within a nine-county region.

- > Oversaw the development of new programming supporting fully-funded associate degree obtainment for high performing high school students.

- > Initiated relationships with the Lee's Summit Technology Academy resulting in an increase in enrollment from 2-18 students and credit hours attempted from 8-148 in the first semester.

- > Co-initiated a new relationship with Hillyard's Career Center located in St. Joseph, Missouri.

- > Ensured 100% compliance with the National Alliance of Concurrent Enrollment Partnerships' Faculty Requirements

* Oversaw the Business and Technology marketing and communication function and personnel: key outcomes included:

- > Initiation, creation and launch of a formalized marketing plan for the Business and Technology Campus

- > Ideation of the "Gold Collar Jobs Campaign" onboarding and educating students about Career and Technology Education Fields.

- > A forged relationship with a professional media planning, buying and consulting agency specializing in higher education marketing.

- > Development of digital and multi-media, copywriting, and a social media presence

- > Launch of new community outreach and internal engagement efforts

OUTREACH PROGRAM COORDINATOR, GRADUATE & EXTENDED STUDIES

UNIVERSITY OF CENTRAL MISSOURI (UCM), MAY 2001 – OCTOBER 2015

Responsible for the launch and oversight of workforce and professional development, graduate, international, extended studies and Central at Night programming including credit, non-credit and contract training serving four colleges and 25 departments and multiple auxiliary units. Managed multimillion-dollar operations ensuring self-sufficiency. Worked directly with deans, department chairs and faculty on individual courses to full degree programs providing expertise in business, communications, marketing, program development and policy and procedure. Cultivated and forged relationships with external entities leading to new degrees, certificates and revenue generating opportunities.

**AUGUST 2003 – SEPTEMBER 2015: INTERNATIONAL PROGRAMS LEAD*

Oversaw the International Faculty-Led Study Tour function at the University of Central Missouri. Served as the expert; managed operational execution, program development and strategic negotiation efforts with external entities. Developed and refined related policy and procedures and founded the International Study Tour Advisory Team. Led training of deans, department chairs and faculty. *Selected Results:* Hundreds of students studied abroad in countries including, but not limited to: South Korea, France, England, South Africa, Belize, Spain, Turkey, Costa Rica, Jamaica, Sweden, The Netherlands, Japan and Germany. 243 students traveled to 11 different countries in 2008 - 2013. UCM's grassroots programming model, process improvements and issue-based strategy serves as a guide to others. Requests were received to present the model at conferences.

**JANUARY 2013-SEPTEMBER 2015: PROGRAM DIRECTOR & CERTIFIED FACILITATOR of KAUFFMAN PROGRAMS*

Responsible for the launch and oversight of Kauffman programming at the University of Central Missouri for aspiring entrepreneurs. Co-taught the courses. Initiated and managed our affiliate relationship with Kauffman FastTrac® and the Small Business and Technology Development Center. Coached participants how to launch their businesses taking them through the planning phases. Twenty veterans were taught how to launch their businesses (special contract).

***MAY 2001 – SEPTEMBER 2015: ENTREPRENEURIAL & SPECIALTY PROGRAMMING LEAD**

Served as the lead entrepreneurial program and product development consultant for the university serving 4 colleges, 25 departments and multiple self-supporting auxiliary units (support staff to C-Level). Coached others in new business, program and product planning, internal and external resources available, policy, process and procedure, contract negotiations, strategic marketing and sales, leveraging strategic partnerships and more. *Selected Results:* Hundreds of offerings launched (short courses, certificate programs, institutes, conferences). A formal how-to training course was developed.

***MAY 2001 – SEPTEMBER 2015: CONTRACT TRAINING LEAD & CO-LEAD**

Forged contracts with Alliance (AT&T's Training Partner), Clarence Kelley and Associates, ComGlobal, Sandia National Laboratories, Los Alamos National Laboratories, DiveVentures, Boeing, Lego Education, etc. resulting in new revenues for extended studies and UCM operations.

***MARCH 2008 – SEPTEMBER 2015: DALE CARNEGIE PROGRAMS**

Managed the day-to-day operations of Dale Carnegie Programs at UCM (Online, Open Enrollment, Certificate Programs), approximately \$500,000 annually. Led research and planning phases for new program and product development efforts serving targeted, international and domestic audiences. Analyzed the need, reviewed existing resources, led program development and go-to-market strategies, determined appropriate entry modes for international business ventures, etc.

o *Selected Special Projects*

Large-scale Innovation & Entrepreneurship Program Development Project for Saudi Arabia (4-phased model developed)
UCM/Dale Carnegie Joint Certificate Programs for Domestic & International Audiences (2 certificates and go-to-market strategy developed, projected Revenue = 2.5 million Year 1). Articulation plan developed.

***AUGUST 2011- SEPTEMBER 2015: LEGO® EDUCATION PROGRAMMING**

Managed UCM's contractual relationship with LEGO® Education. Worked with academic departments and service centers to ensure the successful development and launch of STEM-related professional development programming, serving teachers in a 5-state region. Oversaw student service operations. Recommended and negotiated relationship expansions. *Selected Results:* Eight workshops launched serving 57 teachers in the summers of 2012-2014.

***MAY 2001 – SEPTEMBER 2015: KODALY PROGRAMMING**

Served as the liaison working closely with the Music department assisting them with product expansion, launch and quality control efforts for highly specialized programming for K-6 music teachers. Coordinated the hiring of the faculty. *Selected Results:* Programming was expanded from 5 classes to 12 and formalized into a certificate program that could be taken for credit or non-credit. National Endorsement was received making it 1 of only 23 institutions in the country to receive this honor. Twelve courses that were launched were integrated as an emphasis area in the Masters of Arts degree programs.

***AUGUST 2003 – MAY 2009: MASTERS OF AVIATION SAFETY UCM**

Managed off-site programming in St. Louis, Springfield and Lee's Summit, MO. Served as the liaison interfacing with the Aviation department. Assessed program viability, co-developed the strategic business plan defining goals and measurable metrics, led strategic and tactical program launch and revitalization efforts and assessed quality. Trained and coordinated the hiring of adjunct faculty. *Selected Results:* Led self-sufficient operations until the decision was made to close out programming, launched new programming for a military installation (AVCRAD).

***AUGUST 2003 – DECEMBER 2007: MASTERS OF OCCUPATIONAL SAFETY MANAGEMENT LEAD**

Managed off-site programming in Albuquerque, NM. Served as the liaison interfacing with the Safety Sciences department. Assessed program viability, co-developed the strategic business plan defining goals and measurable metrics, led program revitalization efforts, built strategic relationships and assessed quality. Trained and coordinated the hiring of adjunct faculty. *Result:* Revitalized the program to self-sufficiency, completing the desired goal of 25 years of service in Albuquerque and assisted with the conversion to online.

***MAY 2001-DECEMBER 2006: CENTRAL @ NIGHT LEAD**

Managed the Central @ Night function, all programming occurring at the University of Central Missouri after 4 pm. Multimillion-dollar operation.

Prevention Specialist

Pathways Community Behavioral Healthcare Inc. (November 1999 – May 2001)

Trainer and community liaison. Represented the company on Community Health Action Resource Teams (CHART). Promotion received: developed (from scratch) and managed a \$500,000 grant-funded, pilot prevention program serving twenty-four counties in Missouri. Hired, staffed and trained personnel. Served on program development, assessment and revitalization teams for the Department of Mental Health.

ADJUNCT FACULTY POSITIONS

*Employment Strategies, Metropolitan Community College

Classes taught during the years 2014-2017

*Public Speaking, Communication Department, University of Central Missouri

*International Management, Management Department, University of Central Missouri

AWARDS, PROFESSIONAL ACCOMPLISHMENTS & VOLUNTEER WORK

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- ◆ Project Management Professional Certification Preparatory Training October 2020
 - ◆ Guest Speaker, Emerging Professional Program 2020
 - ◆ Living as a Leader, Leadership Development Program August 2019 – 2020
 - ◆ Extra Effort Award Winner, Johnson County Community College, Student Agency 2020
 - ◆ Team Effort Award Nominee, Johnson County Community College – CSPAN Recording 2019
 - ◆ Co-Founder Johnson County Community College's Student Agency January 2018 Launch
 - ◆ Collaboration Center Faculty Advisory Committee Lead March 2018-2020
 - ◆ Founder of MasterClass Series November 2018 Launch
 - ◆ Co-Founder of CoLab Talks October 2018 Launch
 - ◆ Co-Lead of the Tiny House Project Executive Planning Team March 2018-2019
 - ◆ Co-Lead of the JC3 Innovations Student Agency Process Development Team March 2018-2020
 - ◆ Student Government Association Advisor October 2017-2018
 - ◆ Certified in Mental Health First Aid USA April 2017
 - ◆ Phi Theta Kappa Advisor 2016-2018
 - ◆ National Technical Honor Society Advisor 2016-2018
 - ◆ Judge: Youth Entrepreneurial Academy June 2015
 - ◆ Bra Couture KC Marketing Committee: Project Manager & Strategic Relationship Builder 2014-2016
 - As a result of involvement, over 80 UCM faculty, staff and students served as volunteers and 80 bras were designed and sold contributing to the funds needed to serve Kansas City's uninsured and underinsured cancer patients in the region.
 - ◆ University of Central Missouri, Learning to a Greater Degree Nominee – UCM's most prestigious award April 2015
 - (1 of 34 to be nominated out of 1300 university employees)
 - ◆ Program Director & Certified Facilitator, Kauffman Programming & FastTrac New Ventures 2013 - 2015
 - ◆ Professional Conflict Mediation Training, Center for Conflict Resolution 2012
 - ◆ Professional Project Management Essentials Training, Bill Lewis Training 2011
 - ◆ Professional Training in Influence Ecology, Influence Ecology LLC 2011
 - ◆ Graduate, Landmark Education's Introduction Leaders Program 2010
 - 7 mo. intensive global leadership program w/one-on-one coaching (participated w/Apple's executive team)
 - Transformative Leadership Award Recipient (1 of 5 out of 300 global participants)
 - Trainer & Coach, leading others through formal training to ensure breakthroughs in their personal and professional performance
 - ◆ Professional Training in Interpersonal Communication, Group Communication & Transformative Leadership, Landmark Education May 2007-2010
 - ◆ Certified Program Planner, LERN (10 Core Competencies) December 2001
 - ◆ Strategic relationships built with numerous entities including small businesses to Fortune 500 companies, military bases, government agencies, school districts, universities, not-for profit organizations and more 1999-2015

INSTITUTIONAL AFFILIATIONS, SIGNATURE EVENTS

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- ◆ Member, Multi-cultural Affairs Planning Committee 2019-2020
 - ◆ Member, Signature Event Planning Team: Howard Schultz, Presidential Candidate Listening Tour & Former CEO of Starbucks 2019
 - ◆ Administrator of Johnson County Community College's Collaborative Learning Grant September 2019 – 2020
 - ◆ Member of the New Location Identification and Programming Team for BT Campus 2017-2018
 - ◆ Member of the Mascot Committee, Launched 1st College-Wide Mascot 2017-2018
 - ◆ Lead, Online New Student Orientation Development Team 2017-2018
 - ◆ Member of the Business & Technology Campus' Behavioral Intervention Team (BIT) 2016-2018
 - ◆ Member, Core District Student Success Team Developing a New Framework 2016-2018
 - ◆ Co-lead, District Campus Life and Leadership Team 2016-2018
 - ◆ Member, President's Council 2016-2018
 - ◆ Member, Dean and Joint Dean's Council 2015-2018
 - ◆ Member, Administrative Association 2015-2018
 - ◆ Member, Executive Council 2015-2016
 - ◆ Member, District Career and Technology Education Team (Instructional) 2015-2016
 - ◆ Member, District Dual Credit Advisory Team October 2015-June 2016

- ◆ Member, UCM's Professional & Workforce Development Team 2001-September 2015
 - Initiator & Project Lead: Multiple Program and Product Development Efforts
 - Initiator & Project Lead: Centralization of Communication Efforts
 - Initiator & Project Co-Lead: Building of Strategic Relationships, Marketing and Sales Efforts
 - Initiator & Project Lead: Operational Excellence & Process Improvement Efforts
 - Initiator & Co-Lead: Multiple Technology Advancement Projects
- ◆ Co-Researcher & Proposal Developer, Winter Sessions at the University of Central Missouri Nov. 2014-Sept. 2015
- ◆ Member, Search Committee for the Vice President of Extended Studies October 2014-April, 2015
 - Hand-selected by the Provost (Provost is second-in-command of the university)
 - Position is a direct report to the University's Provost
- ◆ Member, National Energy Retrofit Institute's (NERI) Agile Launch Team 2011
 - Hand-selected team of six ensuring launch for President William Jefferson Clinton's arrival
 - Lead project manager chosen to lead the development and launch of the website (cross-functional team of 10)
 - Lead consultant providing leadership and educational technologies expertise to the curriculum design team
- ◆ Founder & Chair, International & Domestic Study Tour Advisory Team 2003-September 2015
 - Cross-functional team of 8, that actively trains, coaches and advises faculty wishing to develop and launch tours successfully ensuring fiscally sound operations and safe travels
- ◆ Co-Founder and Co-Lead, ERP Banner Modification Team (Cross-functional team of 9) January 2006-Sept. 2015
 - Team that leads, advocates for and implements modifications to the existing operations architecture (technology & business processes) supporting all non-credit activity at UCM
- ◆ Co-Advocate for a Universal, Up-front Registration and Payment System
 - Resulted in Board of Governor's approval & purchase of the Flexible Registration System
- ◆ User-Group Co-Lead & Member, Flexible Registration Implementation Team May 2013-Sept. 2015
 - (Cross-functional team of 12)
 - A team tasked with implementing a universal up-front registration and payment system
- ◆ Lead Researcher, UCM's Online Historical Data Analysis Team 2002-2003
 - Co-developer of the scope of work
 - Led team piecing together six years of fragmented historical records (5000 students) for statistical and market analysis

EDUCATION & CERTIFICATIONS

University of Kansas, Higher Educational Doctorate in progress	2020
Masters of Science in Educational Technology, University of Central Missouri (UCM), Warrensburg, MO	2005
Bachelors in Education, University of Central Missouri (UCM), Warrensburg, MO	1996
Living as a Leader Program, Johnson County Community College	2019-2020
Business Leadership Certificate, Johnson County Community College	2019
Certified in Mental Health First Aid USA	2017
Certified Program Director & Kauffman FastTrac Facilitator, Kauffman FastTrac	2013
Certified Program Planner (10 core competencies), LERN	2001
Extensive Additional Training in Project Management (56 hours), Contracts, Marketing, Leadership, Communication, Team Building and Influence, Key Trends in Higher Education, New Technologies, Social Media and more.	

PROFESSIONAL AFFILIATIONS

NAFSA, Association of International Educators	2014-2015, 2019 - Present
IRC, International Relations Council	2019 - Present
Project Management Institute	2019-Present
Northeast Chamber of Commerce	2019
NACEP, National Alliance of Concurrent Enrollment Partnerships	2016-2018
MCCA, Missouri Community College Association	2016-2018
Women's Executive Club	2013-2014
Kansas City Chamber of Commerce	2003-2015
UPCEA, University Professional & Continuing Education	2004-2015
ACHE, Association for Continuing & Professional Education	2004-2015
NCCSS, North Central Conference on Summer Sessions	2004-2007
SHRM, Society of Human Resources Management	2013
ASTD, American Society of Training & Development	2001-2004, 2013-2014
MAACE, Missouri Association for Adult and Continuing Education	2001-2011

- Smith, Shawn (November 2020) Building Postsecondary Enrollment, *Presented at Kansas City Kansas Community College in Kansas City, Kansas.*
- Harwell, Jack, Hopper, James, Miller, Vince, Smith, Shawn (August 2019) JCCC's Student Agency, *Presented at Johnson County Community College's Professional Development Days at Johnson County Community College in Overland Park, KS.*
- Reese, Keegan, Reasby, Isaiah, Smith, Shawn, Summers, Alexa (April 2019) Emerging Technologies and Collaboration Center Programming. *Presented for Leadership Northeast Johnson County at Johnson County Community Colleges in Overland Park, KS.*
- Smith, Shawn (January 2019) Building Powerful Teams. *Presented at Johnson County Community College's Professional Development Days at Johnson County Community College in Overland Park, KS.*
- Harwell, Jack, Hopper, James, Miller, Vince, Smith, Shawn (August 2018) JC3 Innovations Student Agency Model. *Presented at Johnson County Community College in Overland Park, KS.*
- Shelton, Tatia & Smith, Shawn. (November 2017) LinkedIn 101 – Let's Get Started. *Presented at the Business and Technology Campus at Metropolitan Community College in Kansas City, MO.*
- Bray, Lisa & Smith, Shawn. (March 2016) Networking 101. *Presented at the Metropolitan Community Colleges' Student Leadership Summit in Kansas City, MO.*
- Foster, Karen, Luehrman, Mick & Smith, Shawn. (October 2014) Big Bang for Students' Bucks: Planning & Impact of University Short Term Study Tours. *Presented at the Association of International Educators (NAFSA), Region IV Conference in St. Paul, MN.*
- Smith, Shawn. (March 2012). Defining Success to Impact Profits. *Presented at the Warrensburg Chamber of Commerce Lunch and Learn in Warrensburg, MO.*
- Duvall, Diana, Smith, Shawn & Stevens, Joy. (April 2007). Launching International Programming in Academia. *Presented at the Association of International Educators (NAFSA), Region IV's Conference in Columbia, MO.*