

# Stephanie S Cowen

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## QUALIFICATIONS AND SKILLS

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- Knowledgeable about University policies & procedures
- Able to multi-task numerous projects
- Passionate about student services
- Experience with analyzing data
- Goal Oriented
- Collaborator
- Engaged leader and supervisor
- Student Service focused
- Excellent communication skills

## PROFESSIONAL EXPERIENCE

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### Montana State University Billings

- ❖ May 2016 – current                      Director of Student Services, Jacket Student Central, City College
  - Duties & Responsibilities same as while Interim Director
  - New Committees/Initiatives:
    - America's Promise Grant – committee member; assisted with the start-up and part of the implementation team (joint DOL grant 4 Wyoming Community Colleges) goes through March 2020
    - Complete College America – part of the MSUB team sent to a couple of statewide meetings discussing our universities participation
    - Numerous Enrollment/Management action teams (various titles under the different Vice Chancellors)
    - Perkins Grant Committee
    - Nursing appeals Committee
    - Student Consultation Team
- ❖ July 2014 – May 2016                      Interim Director of Student Services, Jacket Student Central, City College
  - Continuing Associate Director responsibilities
  - Provide direct leadership of City College Student Services including advising & career services, admissions and records, recruitment and retention
  - Coordinate with University campus student affairs directors to provide direction for student affairs activities and services on the City College campus
  - Serve as the City College liaison for Orientation, placement testing, student conduct, campus store and other cross campus activities
  - Work in partnership with the City College Dean, Associate Dean and faculty to meet needs of students and faculty
    - Assist Departments with course scheduling review; provide feedback on proposed changes and possible impacts for students
    - Interpret university policies and procedures for City College faculty, staff, students and community

- Coordinate, in conjunction, with academic leadership, training for faculty on new initiatives/resources in advising, recruitment and retention
- Student Affairs representative on the City College state/local grants
  - Serve as the key student affairs representative on the statewide and/or regional grants that City College is currently participating in. This constitutes participating in the campus teams, providing information and support as needed to implement the initiatives; communicating with other impacted departments within student affairs on proposed initiatives to help foresee concerns and address them appropriately to best move them forward.
  - TAAACT grants:
    - RevUP and Healthcare MT
    - City College Liaison/coordinator with InsideTrack coaching (RevUp MT)
    - Serve on numerous statewide committees
    - Update and involve appropriate areas as initiatives or student affairs assistance is needed
- City College representative on various university student affairs committees: Student Affairs Executive; Student Affairs Council; Council on Enrollment Management; Vice Chancellor for Student Affairs Student Ex-Officio committee
- Participate in City College Department Chair meetings – monthly basis and upon request
- Member of City College Directors team; City College Perkins committee; ex-officio member of City College curriculum committee
- Assist City College Dean and Associate Dean on City College initiatives (local, state and regional)
- Client Relationship Management (CRM) Implementation team
  - Currently representing City College of the CRM, Client Relationship Management, implementation with Hobsons (as part of a MSU 4 campus initiative). Participating on the four-campus meetings in the development of the data catalog as well as the core team for development and implementation of the CRM on the MSU Billings campus. Developing plans for improved data tracking and communications for recruitment.
- Advising/Career/Student Success transition
  - Currently transitioning staff key roles/services within Jacket Student Central. Similar to the University Campus; we are transitioning three roles to expand on the advising and student success outreach to students. The goal is to help develop stronger relationships and support for students throughout their time at City College; thereby enhancing the retention and completion rates.

❖ June 2010 – July 2014

Associate Director of Student Services

- Responsible for the coordination and development of the one-stop-shop at City College Student Services (Jacket Student Central)– under the philosophy of creating generalists of all full-time Jacket Student Central staff while building their specialty knowledge (admissions, new student services/recruitment, advising and career services, student success/retention, & financial aid)
  - Supervised Jacket Student Central Staff
  - Cross trained staff, creating training manuals, team building activities
  - Coordinated communication/collaboration with faculty and students on one-stop-shop services
  - Coordinated/provided front counter coverage
  - Provided customer service training including phone protocol
- Assisted in the rebranding of COT to City College in conjunction with University Relations

- Redesigned marketing pieces
  - Communicated to key constituents; external and internal in regard to rebranding of City College campus
- ❖ 2011-2012 Perkins grant coordinator
  - Coordinated, developed, and wrote the City College Perkins grant
  - Led a faculty/staff committee to review initiatives and goals of grant
  - Coordinated the projects under the grant
  - Assisted the budget office with general budget of grant
- ❖ Feb 2009 – July 2010 Interim Director of Student Services and Associate Registrar, College of Technology (COT)
  - Provided oversight for student affairs staff and services at the COT campus
  - Developed an initial plan to create a one-stop-shop for student services at City College
  - Collaborated and coordinated with the various student affairs directors to ensure consistency with policies and procedures and developed strategies to meet goals within those departments
  - Assisted in interpreting university policies and procedures for COT faculty, staff, students and community, in conjunction with Directors and COT staff
  - Developed goals to support and develop the student affairs initiatives
  - Assisted in the coordination of the COT 1<sup>st</sup> Floor remodel from the planning stages, through the relocation coordination
  - Continued leadership and coordination of the COT student registration/orientation process on COT campus while collaborating with University Orientation processes
- ❖ 2007 Sr. Associate Director of New Student Services
  - Added responsibilities for enrollment data
  - Developed and coordinated recruiting efforts with NSS office
  - Supervised enrollment services position
  - Assisted COT Director of Student Services with implementing services and day to day supervision of staff within the COT New Student Services office
  - Gathered and presented information requested by COT Dean and/or Director of New Student Services
  - Assisted in developing, coordinating and implementing summer COT Registration/Orientation processes
- ❖ 2003 Assistant Director of New Student Services
  - Developed, maintained and implemented a recruitment plan for the College of Technology
  - Collaborated with marketing director to create and maintain all recruiting publications, messages, and online content
  - Supervised COT enrollment services specialist
  - Coordinated additional on campus recruitment activities
  - Assisted Dean with data and other resources as needed
- ❖ 1998 Admissions Counselor – College of Technology
  - Expanded recruitment travel and on campus events
  - Assisted in the implementation of Banner at COT campus
  - Scheduled courses in Banner system
  - Assisted with grading issues and monitoring catalog
  - Assisted College of Technology Dean in setting and developing plans to meet enrollment goals
  - Collaborated with faculty to develop program specific recruitment activities

- ❖ 1996 Admissions Representative – College of Technology
  - Limited outside high school recruitment
  - Assisted with advising and registration of students
  - Coordinated the grading process
  - Assisted with development of COT specific marketing pieces
  - Coordinated and edited the COT catalog
  - Processed admission applications and necessary admission and record paperwork
  - Assisted with coordination of summer orientation and registration
  - Coordinated and led individual/group tours
  - Represented the college at businesses/agencies/high schools
  
- ❖ 1995 Transcript clerk, Admissions & Records – University Campus
  - Posted transfer credits, processed grade changes, assisted with phones, walk-ins for admissions & records

## **PROFESSIONAL ACCOMPLISHMENTS**

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### **Sprint Degrees Pilot project**

Lead contact on student services/implantation of MSU Billings pilot projects in conjunction with OCHE on offering of new Spring degrees; paramedic, human services and surgical tech (which is in coordination with Great Falls College). The pilots are attempting to assist individuals to complete programs in a shorter timeframe, with monetary support from the state and employers (if possible).

### **Complete College America Committee**

Per the request of the Provost and City College dean, participated in a cross-campus MSUB team during the initial start-up with the Complete College America initiative (which the State of Montana, under the leadership of the former deputy commissioner of higher education spearheaded the MUS system to sign on with. We were able to look at such initiatives as 15 to graduate, creating program plans (maps) while academics forayed into some meta majors and creating co-requisites of dev ed and college level math/writing course– also developed better math pathways for various career paths.

### **Student Success Committee**

At the invitation of the chancellor, served on cross-divisional/cross-campus committee to review best practices in various student retention initiatives in 2015. Delineated key areas to research and then served on two subcommittees; early alert and advising, that researched and then presented best practices and recommendations for MSU Billings.

### **Implementation of Jacket Student Central at City College**

Provided leadership to combine individual student services under a “one-stop-shop” model including a full remodel in 2010. Researched one-stop-shop philosophies currently utilized; served on leadership team at an Academic Impressions One-Stop-Shop conference in San Francisco. Assisted with implementation plan and developed and phased in necessary cross-training, manual development and communication and workflows.

### **Noel Levitz –University wide recruitment/retention/financial aid strategic planning**

Represented the City College campus on the recruitment committee developed under the consultation with Noel Levitz from 2010-2011. Was instrumental in updating the

recruitment plan utilized by the University campus and City College after extensive review of data and collaboration across campus. After Noel Levitz concluded, continued to serve on an enrollment management action team to implement recruitment and retention initiatives at City College including regular goal setting development and execution of action plans, territory management, and tracking of data.

### **Career Exploration Day**

Created Career Exploration Day, a recruitment event for sophomores and juniors. Each year, City College hosts 200 high school sophomores and juniors to explore various career paths through interactive faculty and student demonstrations and employer panels. March 2016 marked the 14<sup>th</sup> year of offering the program. The program continues to be widely anticipated and recognized by area schools.

### **SERVICE**

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Dean's Excellence Award, City College, 2023

Montana Post Secondary Education Council (admissions/new student services organization)  
2007-2010 – Board member  
1996-present - member at large

Outstanding Staff award, MSU Billings, 2000

Division of Student Affairs Vice Chancellor's Award for Distinguished Service, May 2018

### **KEY PROFESSIONAL DEVELOPMENT**

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MUS Corequisite/Developmental Ed Convening, Spring 2023

Ruffalo Noel Levitz National Conference (virtual), Summer 2021

Stamats Adult Recruitment/Retention Conference – San Antonio, Texas (February 2016)

National Association for Career Technical Education Conference, Perkins regional conference –  
Portland Oregon (May 2012)

Academic Impressions One-Stop-Shop Conference – San Francisco, California (July 2010)

IWitts, Recruitment and Retention in non-traditional fields – San Francisco, CA (July 2009)

Noel Levitz Recruitment & Retention Conference – New Orleans, Louisiana (June 2007)

Stamats Conference – Community College Recruitment – Chicago, IL (July 2001)

Banner (now Ellucian) National Conference – San Diego, CA (Spring 1999)

### **EDUCATION**

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Montana State University Billings 2010-2013  
15 credits towards Interdisciplinary ED MS (higher education leadership focus)

- *Leadership in Higher Education; Trends in Higher Education; Budget and Strategic Planning; College Student Development Theory; Collegiate Student Affairs*

Montana State University Billings  
B.S. Education, History

May 1995

## **REFERENCES**

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Available upon request