

Curriculum Vitae

Thoughtful, innovative, and collaborative higher education leader motivated by student and institutional well-being. Thrive in settings where mission, vision, and evidence drive strategic short- and long-range planning. Strong student advocate who partners across functional units to maximize student retention and success.

Education

Doctorate in Education | Executive Leadership

St. John Fisher College
Rochester, NY

Master of Science | Student Personnel Administration

SUNY Buffalo State College
Buffalo, NY

Bachelor of Science | Liberal Studies

SUNY Regents College
Albany, NY

Associate of Applied Science | Executive Secretarial Sciences and Business Administration

Corning Community College
Corning, NY

Awards

Student Affairs Superhero

Excellence during pandemic
NASPA | 2020

Exemplary Performance in Scholarship

Executive Leadership Ed.D. Program
St. John Fisher College | 2019

Visionary Leadership

Innovation for positive change
EAB | 2018

Student Advocate

Awarded by Student Senate
Keuka College | 2015

Who's Who Among America's Teachers

Student nomination
Corning Community College | 2003

RAVE Award

Recognizing a valuable employee
Corning Community College | 2001

Career Achievements

- Launched five new systems to input, track, and make data-driven changes for student enrollment, success, and retention.
- Orchestrated six successful restructuring efforts to improve service delivery and enhance collaboration across divisions in fiscally responsible ways.
- Consistently initiated efforts to improve retention of students from underserved populations including creating Center for Intercultural Affairs, as well as increasing resources and support for multicultural student organizations.
- Allocated and reallocated annual budgets of up to \$3M to better align operations and personnel with strategic priorities.

Professional Experience

Vice President, Enrollment Management and Campus Life 2019 – Present *Elmira College | Elmira, NY*

As member of senior leadership team reporting to college president, enact visionary and strategic leadership for all undergraduate, graduate, and non-credit enrollment and student experience areas including Student Success and Retention, Student Conduct, Residence Life, Counseling, Campus Safety, Health Center, Campus Compliance (Title IX), Campus Engagement, Admissions, and Financial Aid. Supervise, support, and review 30 staff members.

- Led COVID-19 response initiatives such as developing campus reopening plan aligned with state guidelines, dispersing \$900K of federal emergency student aid, and redesigning orientations for pandemic compliance.
- Designed new programs to improve quality of the student experience including family engagement and pet-friendly residence halls.
- Authored college's first comprehensive retention report leading to targeting additional support to diverse populations, creation of strategic retention planning group, and five-year enrollment plan.
- Increased net tuition revenue by over \$1M annually and decreased discount rate by 2% by realigning scholarship funding and fees to be more competitive with peer institutions.

Dean, Student Success and Chief Retention Officer 2018 – 2019 Dean, Student Engagement and Success 2014 – 2018 *Keuka College | Keuka Park, NY*

In later role, promoted by Vice President for Enrollment Management and Student Development to head new division integrating student success and student affairs. Partnered with faculty, staff, and administration across the college to deliver essential support services to 1,000 students. Introduced innovative programming like persistence grants, parent liaisons, and summer engagement processes to target success for most at-risk students. Appointed to extended President's Cabinet.

- Devised, enacted, and assessed college-wide retention plan utilizing best practice to increase freshmen retention rates by 4%.

- Implemented restructuring plan merging Student Success and Student Affairs into one Student Development unit to improve service delivery in financially responsible manner.

In former role, oversaw operations of student success and engagement initiatives under supervision of Provost/Vice President for Academic Affairs. Served as primary liaison between Academic and Student Affairs to enhance cross-divisional communication.

- Revised and instituted college-wide retention policies and processes such as withdrawal/leave of absence, summer bridge program for conditionally admitted students, placement testing, and early progress reports that achieved 100% faculty participation.
- Managed Educational Advisory Board's (EAB) Student Success Management System, Navigate, to provide coordinated care for students from enrollment through graduation resulting in retaining 43 additional students and \$860K tuition revenue increase in one year.
- Established learning outcomes and assessments for Field Period® experiential learning and internship experiences.

Dean, Continuing Education and Graduate Studies
Elmira College | Elmira, NY

2010 – 2014

Oversaw department-level strategic planning, curriculum development, instruction, assessment, student recruitment and retention, marketing, and community partnerships. Accurately managed undergraduate, graduate, and non-credit revenue and expenses. Supervised and reviewed six staff and over 75 adjunct faculty demonstrating commitment to excellent communication and professional development opportunities. Used assessment evidence, incorporating student satisfaction data, for continuous improvement. Regularly engaged with students through advising Rotaract Club, success coaching, and presenting at Summer Registration program.

- Expanded innovative program delivery models such as online, off-site, and non-credit offerings, including partnering with third-party vendors.
- Introduced new certificates and courses like Legal Assistant, Disaster Management, and Project Management Professional (PMP) Exam Preparation to meet community needs and increase enrollment.
- Initiated and carried out annual assessment process publicly recognized as campus model improvement plan.

Corning Community College | Corning, NY
Director, Advising and Counseling Services (2008-2010)
Director, Student Success Center (2005-2008)

1990 – 2010

Guided office of 10 full-time staff and several student office assistants responsible for implementation of all student success initiatives. Oversaw 2008 restructuring initiative adding career and transfer services to leadership portfolio, along with reporting to Vice President/Dean of Student Development. Coordinated faculty-based academic advising model, placement testing and testing center, as well as career, counseling, and tutoring services. Revamped and tracked retention efforts including early alert system, warning grade interventions, and early registration incentives. Conceived, launched, and revised in response to feedback events such as Student Success Day, Transfer College Fair, New Student Orientation, Express Enrollments, and Final Registration Day. Successfully merged Student Success and Career Development Centers into Advising and Counseling Services providing seamless and fiscally-responsible service to students.

- Forged relationships across academic departments, Admissions, Athletics, Continuing Education, Student Disability Services, and Student Life to run integrated and efficient events for prospective and enrolled students.
- Organized annual regional job fair serving over 3,000 job seekers.

Adjunct Instructor, Social Sciences Division (2004-2010)

Planned, taught, and assessed student learning in First-Year Experience, College Learning Skills, and Achievement Motivation student success courses ranging in size from 15-40 traditional and non-traditional community college learners.

- Integrated skills for academic and personal success such as goal-setting and attainment, motivation, and decision-making to increase resiliency and persistence of at-risk student population.
- Consistently received positive student evaluations for teaching methods and course content.

Academic Progress Coordinator (2000-2005)

Planned all Student and Remedial Progress activities, with focus on developing new and improving existing processes, like Early Alert, mid-term warning grades, Fresh Start academic forgiveness, and Advisement Preparation sessions for new freshmen.

- Co-authored *Advisor Handbook*, for use by all college academic advisors, that won Certificate of Merit from NACADA for Outstanding Advising Publication.
- Secured grant funding to implement Turning Point – An Academic Recovery Workshop for students on academic probation.

Presentations, Publications, and Grants

1. Lambert, E., *Why Do They Stay? The Experiences and Perceptions of Traditional Age Male College Students That Influence Persistence Beyond the First Year of College*, St. John Fisher College Dissertation Defense, December 2018.
2. Lambert, E., *Student Success Advisors Strengthen Connections with Faculty and Students*, Rochester Area Colleges Advising Conference, Rochester, NY, June 2018.
3. Lambert, E., *Supplemental Advisors Ensure All Students Are Supported: Implementing Success Advisors at Keuka College (A Case Study)*, EAB CONNECTED Summit, Washington, D.C., October 2017.
4. Lambert, E., *Advice for Success Beyond High School*, featured speaker at Elmira Rotary Club Youth Salute Celebration, March 2014.
5. Lambert, E., *Fulfilling a Need: Health Services Curriculum Offers Opportunity*, Healthy Life Magazine, Spring 2012.
6. Lambert, E., *You're Never Too Old to Learn*, Healthy Life Magazine, Fall 2011.
7. On Course Ambassador with Featured Testimonials, On Course Instructor DVD for promotion by Skip Downing, Houghton Mifflin Faculty Services, October 2007.
8. Lambert, E., DeCapria, J., & VanBrunt, J. *Read 'em Their Rights – Basic Evidence Collection for a Student's First Advisement Session*, NACADA Regional Conference, North Conway, NH, March 2007.
9. Lambert, E. & DeCapria, J., *I Just Want to Take Fun Classes*, SUNY Retention Symposium, Binghamton, NY, June 2006.
10. Lambert, E., *Turning Point: An Academic Resources Workshop for At-Risk Students*, Community Foundation of the Elmira-Corning Area, \$3,000 grant, awarded November 2004.
11. Lambert, E., *Intrusive Early Intervention – A Model for Improving Retention and Academic Progress*, NACADA National Conference, Ottawa, Canada, October 2001.
12. Corning Community College, *Advisor Handbook*, 2001.

Professional Service

External Service

External Reviewer for Liberal Arts Program | 2021

Corning Community College

-Using internal assessment report and data, conducted external review of the liberal arts program's effectiveness, essentiality, and program design, providing written recommendations of areas in need of strengthening and improvement.

Board of Directors | 2012-2014 and Youth Exchange Officer | 2019-2020

Elmira Rotary Club

-As board member, chaired local fundraiser for Camp Good Days. More recently, after relocating back to Elmira, appointed as Youth Exchange Officer, coordinating international study exchange program, which is now on hiatus due to pandemic.

Student Success Innovation Council | 2017-2018

Educational Advisory Board (EAB)

-One of only 15 professionals selected to join EAB leadership to shape student success vision and technology.

Internal Service

Commencement Planning Group, Chair | 2021

Elmira College

-Leading the effort to blend in-person and virtual components to safely celebrate graduates during pandemic.

Strategic Enrollment Planning Committee, Chair | 2019-2021

Elmira College

-Bringing together 30 college stakeholders from faculty, staff, alumni, and current students to improve recruitment, retention, and co-curricular experiences at the college.

Enrollment and Financial Aid Oversight Committee | 2019-2021

Elmira College

-Continuous monitoring of institutional discount and net tuition revenue through enrollment process led by College President.

Rotaract Advisor | 2011-2014 and 2019-2021

Elmira College

-Mentoring and connecting students to service and leadership opportunities as well Rotary resources.

Student Success Task Force, Chair | 2014-2019

Keuka College

-Oversaw campus efforts to increase student success, persistence, and retention.

Alpha Sigma Lambda, Chapter Councilor of Beta Tau | 2011-2014

Elmira College

-Inducted non-traditional undergraduate students into National Honor Society to celebrate outstanding scholastic achievement and leadership characteristics.

Administrators Assembly Chairperson | 2008-2009

Corning Community College

-Led one of three institutional-level governance assemblies that comprised shared governance model where faculty, administrators, and staff participated in decision-making of matters of institutional impact.

Professional Memberships

- National Association of Student Personnel Administrators (NASPA)
- National Association for College Admissions Counseling (NACAC)
- American Association of Collegiate Registrars and Admissions Officers (AACRAO)
- EAB Student Success Collaborative Northeast Users Group and Innovation Council
- National Academic Advising Association (NACADA)
- New York State Transfer and Articulation Association (NYSTAA)
- American College Personnel Association (ACPA)

Professional Development

- Ruffalo Noel-Levitz (RNL), Strategic Enrollment Planning Executive Forum, Virtual, December 2020.
- EAB Student Success Collaborative Connected National Summit, Washington D.C., October 2015-2018.
- Rochester-Area Colleges Advising Drive-In Conference, Monroe Community College, Rochester, NY, June 2018.
- WACE Institute of Experiential Education, Merrimack College, North Andover, MA, October 2017.
- System-Wide Approach to Advising for Retention Conference, Anaheim, CA, June 2015.
- WACE institute for Work-Integrated Learning Assessment, Denver, CO, October 2014.
- Noel-Levitz Recruitment and Retention Conference, Chicago, IL, July 2014.
- Association for Continuing Higher Education (ACHE) Northeast Metropolitan Conference, Stony Brook University, Manhattan, NY, June 2013.
- Learning Resources Network (LERN) Annual Conference, Washington, D.C., November 2012.
- Academic Impressions (AI) Growing Your Adult Student Enrollment, Minneapolis, MN, June 2011.
- ACHE National Convention, Orlando, FL, October 2011.