

Laura L. Dou TJ ET Q q 0.00000912 0 612 792 re W\*

Notable accomplishments include

- 9 Established new programs in Surgical Technology, Interpretation & Translation, Network Security Management, Heritage Spanish, Environmental Science, and Informatics.
- 9 Increased credit and non-credit levels of credit ESL, transitioned high school equivalency program from GED to HSED. Partnered with the United Way of Central Iowa to provide career coaching to ESL and HSED students currently working on a multi-million investment to expand HSED programming in Central Iowa. Partnered with Wells Fargo to expand ESL programming
- 9 Increased credit minority student enrollment from 23% in 2005 to 43% in 2015. Increased full minority employees to over 30%.
- 9 Grew enrollment and retention by implementing a variety of high impact practices including family nights for special populations, FAFSA Fridays, new student orientations, college experience course, proactive academic and financial advising, learning communities, bridge programming, youth programs, expanded tutoring/peer tutoring, and internships.
- 9 Grew the online, web blended, and web enhanced offerings at the Urban Campus.
- 9 Selected as one of ten colleges in the U.S. to participate in the Building Community Partnerships to Serve Immigrant Workers in conjunction with Ethnic Minorities of Burma Advocacy and Resource Center (EMBARC), a refugee serving organization in Iowa. This initiative provides grant funding from Strategies Initiative to address workforce development needs of immigrants and immigrant workers.
- 9 Supported campus faculty in the start of the first and now annual Teaching and Learning Conference, launched at the Urban Campus in 2013 with 175 attendees
- 9 Partnered with the Iowa Division of Latino Affairs to offer the Iowa Interpreter Program and establish a list of qualified Spanish/English interpreters for Iowa.
- 9 Developed articulation agreements with a community college.
- 9 Developed articulation agreements between DMACC and Iowa colleges and universities in general studies, business, environmental science, interpretation & translation, human services, and health care administration.
- 9 Developed annual exchange program and agreement for additional student and faculty exchanges with Universidad Autónoma de Nuevo León.
- 9 Expanded and/or remodeled campus instructional space and entire buildings including health science space, health science simulation center, classrooms, laboratories, computing space, the bookstore, student services, library, a center for literacy, the Academic Achievement Center, testing center, social space, the campus café and landscaping.
- 9 Implemented campus plan to reduce energy and water costs that included scheduling efficiencies, an automated building heating/cooling system, print management software, and a shift to a natural prairie planting landscape.
- 9 Became the first Iowa community college campus to have a Subway Restaurant.
- 9 Continuous improvement efforts for gains in institutional effectiveness.

Vice President for Instructional and Student Services, Randolph Community College (RCC), Asheboro, North Carolina, July 2001 to October 2005. RCC served 13,000 students annually, approximately 3,000 FTE in both credit and non-credit programs. The campus included one main campus, a branch campus, an Emergency Services Training Center, and provided classes at 11 additional sites throughout the county of 130,000 residents.

*f* Provided executive leadership for the development, management, assessment, and quality

Planner for the Office of Planning and Governance, Washtenaw Community College, Ann Arbor, Michigan, September 1997 to August 1998 (part-time, 20 hours per week)

- f Developed an annual plan and budget process for a base model of management with the College's plan and budget team.
- f Developed an institutional model and year-long plan for faculty and staff professional development that was approved by trustees and awarded a \$2 million budget.
- f Coordinated reports for the Board of Trustees on campus team activities, institutional projects, millage initiatives, and technology strategy.
- f Assisted campus deans and college teams develop a plan for the successful completion of the accreditation process.
- f Served on the Plan & Budget Team, Assessment Team, Diversity Team, and the Accreditation Team.

Consultant for the Executive MBA for Health Care Professionals Program, Barney School of Business, University of Hartford, Hartford, Connecticut, April to August 1997.

- f Developed a 12-month time frame.
- f Fostered external relations with advisory board members, hospitals, pharmaceutical companies, insurance companies, managed care organizations, etc.
- f Successfully designed and coordinated the marketing plan, including materials, direct mail, web site design, recruitment events, advertising, and press coverage that brought in over 500 leads.
- f Singlehandedly recruited a full, incoming class of 20 students (physicians, dentists, insurance company executives, and pharmaceutical sales people) in four months.

Campus Dean and Head of Campus, Sullivan County Community College, Toyama, Japan Campus (State University of New York System), March 1994 to March 1997.

- f Responsible for the administration of all aspects of the Sullivan County Community College, Japan Campus.
- f Led the development and/or revision of the curriculum for the Intensive English Program, the Business Administration Program, the Liberal Arts Program, and the Japan Studies Program.
- f Selected, supervised, and evaluated all full-time, part-time, instructional, and student service staff within a collective bargaining environment. Campus employees were diverse, representing the United States, Japan, Canada, New Zealand, and Australia.
- f Supervised all campus facilities including student housing, the library, classrooms, labs, and recreational spaces.
- f Actively participated in recruitment activities and supervised the admissions process to ensure that yearly enrollment goals were achieved. Was responsible for the retention of students and under my leadership attained an 80% graduation rate.
- f Managed the financial aspect of the college including the instructional and administrative budget, financial planning, and employee salaries and benefits.
- f Supervised campus assessment as it related to curriculum, instruction, retention, student affairs, student transfer, and accrediting agency reporting which led to re-accreditation.
- f Taught interdisciplinary seminars to American students in the Japan Studies Program.
- f Represented the campus to professional associations and national, prefectural and local government bodies. Actively participated in the Association of American Colleges and Universities in

in Japan Was the liaison in the sister