

KERRI PARKER JARZABSKI

- *A dedicated higher education administrator with 20 years of experience supporting student success and development, with leadership and management in the areas of new student programs, residential life, community standards, student involvement and leadership, health and wellness, diversity programs and services, spiritual life, international students and scholars, community engagement, athletics and recreation, student success, university advising, career services, enrollment management and retention.*
- *A strategic and data driven, student-centered leader with a proven record of success designing and implementing programs to support student engagement and development.*
- *A life-long learner seeking to combine recent doctoral education with prior career experiences to build collaborative partnerships across departments and divisions to support student success.*

PROFESSIONAL EXPERIENCE

University of Massachusetts, Amherst

Largest public research university in New England with 30,000 students; 23,000 undergraduates, 14,000 residents, and 200 distinct academic programs.

Office of Student Affairs and Campus Life, Project Assistant (May 2022-Present)

Doctoral Candidate, Doctor of Philosophy, Higher Education

- In partnership with Assistant Vice Chancellor for Advocacy, Inclusion and Support, conduct research related to best practices in disability services related to staffing, serving on search committee for four Access Coordinator positions.
- Conduct review of current practices related to disability identity centers, leading working group to explore for UMass Amherst.
- Serve as member of University Accessibility Committee
- Assist Assistant Vice Chancellor for Campus Life and Wellbeing in launch and implementation of the Okanagan Wellbeing Charter, serving as member of the backbone committee.
- Assist in the development and implementation of mental health programming initiatives, serving on the campuswide JED committee.
- Supported Assistant Vice Chancellor/Dean of Students with 17 New Student Orientation sessions offered for the 5,571 first year students and 1,000 transfer students both on campus and online, presenting sessions for parents and families.
- Assisted Chief of Staff, providing recommendations for enhancement of graduate orientation and professional development series.

Western New England University, Springfield, MA (July 2003-October 2021)

Private residential institution in western Massachusetts, 2,600 undergraduates, 1,300 graduate students including colleges of Business, Arts and Sciences, Engineering, Pharmacy and Health Sciences and Law. Division III institution, with 20 NCAA sports.

Vice President for Student Affairs (October 2020-October 2021)

Provided leadership and vision for the 13 direct reports in the Division of Student Affairs in developing and implementing a comprehensive range of student services and programs including university advising, student success, new student programs, health and wellness, career center, diversity programs and services, spiritual life, international students and scholars, community engagement, residential life, community standards, student involvement and leadership, athletics and recreation, and divisional operations.

- Led reorganization of the Division, evaluating staffing configurations, providing vision and strategic planning, management, and oversight of 10-million-dollar budget.
- Implemented combined model of Health Services and Counseling Services, addressing service delivery in counseling services, reducing student wait time and increasing billing efficiencies.
- Reorganized office of diversity programs and services, creating the Office of Inclusive Excellence to encompass the offices of Spiritual Life, Community Engagement, International Students and Scholars, and Diversity Programs and Services increasing communication and collaboration among departments.
- Partnered with external consultants in conducting a review of career services to determine necessary staffing and programming to meet the needs of current students as a result of multimillion dollar alumni donation.
- Led athletics and recreation in absence of the director; partnering with consultants in external review of athletics prior to conducting a national search for a new director.
- Direct oversight of the University's Care team and early alert tool, Ellucian CRM Advise.

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- Served as PDSO/ARO in the absence of an International Student Coordinator, supporting 200 international students on and off campus.
- In response to growing graduate population and to address silos between undergraduate and graduate student governing bodies, developed an executive council made up of undergraduate and graduate student governance to provide recommendations and to develop programming to serve all students.
- Led university health services in the absence of a director of health services, providing oversight of all COVID-19 testing, quarantine and isolation housing and food delivery; all communication with Contract Tracing Collaborative, supervising internal team of 2 nurse practitioners and 2 medical assistants for a campus population of over 3500 students. Established partnership with Broad Institute.

Assistant Vice President for Enrollment Management and Retention/ Dean of First Year Students

(July 2014-October 2020) Reporting to Vice President for Enrollment Management and Retention, provided leadership for 9 direct reports, with budget responsibility and oversight of admissions open house programs, new student programs, a nationally recognized peer advising program, international student and scholars programs serving as PDSO/ARO, student support services and launched the University Advising model.

First Year Program

- Direct oversight of summer and fall orientation and registration programs for nearly 900 students annually.
- Led programs and resources for first- and second-year students, including University's Peer Advising Program.
- Provided advisement to the provost regarding the curriculum and delivery of First Year Seminar, led First Year Seminar Assistant Program.
- Direct oversight of Freshman Honor Society Alpha Lambda Delta, implementing annual Honors ceremony.
- Collaborated with Career Center and Academic Deans in the development of programs to serve undecided students across the university.

Enrollment Management and Retention

- Led university retention efforts, collaborating with Institutional Research in identifying possible causes of attrition, engaging in outcomes assessment, increasing retention 2% first to second year.
- Working with Ruffalo Noel Levitz, collaborated with Academic Deans and departments in the development of retention efforts within each College as well as advising University Senate and Faculty Council on retention related matters. Presented a report to the Board of Trustees that ultimately led to the development of the University Advising Center in Spring 2020.
- Assisted in the development of yearly enrollment and annual financial aid plan.
- Led University Undergraduate Admission Open House Program and Accepted Student events.
- Participated in enterprise resource planning committee as university moved to a Colleague campus.

Student Success

- Direct oversight of University Academic Success Center, providing leadership and oversight for all academic support such as Peer Tutoring, Supplemental Instruction, Life Skills Mentoring, and College Success Coaching. Led effort to develop Success First program for first generation college students.
- Served as primary crisis manager for new students, and students on academic probation, providing oversight for weekly care team meetings.
- Led the development and implementation of a holistic University Advising Model.
- Direct oversight of the review of student academic progress, reviewing early advisory notifications, and in-progress grade reporting, providing leadership for implementation of Colleague CRM Advise software.

International Student Services

- Served as PDSO, supervising Coordinator of International Programs in developing international student support services and orientation programs for graduate and undergraduate students.

Dean of First Year Students and Students in Transition (July 2010-June 2014)

Director of First Year Student Development (July 2005-June 2010)

Coordinator of First Year Student Development (July 2003-June 2005)

Reporting to Vice President for Academic Affairs and Provost, provided leadership vision for the 6 professional and student support staff in the University's Office of First Year Students and Students in Transition and Academic Success Center.

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- Regularly collaborated with Vice President of Student Affairs and Student Affairs administration in crisis intervention and conduct related to first- and second-year students, reviewing and developing strategies for the promotion of student academic success.
- Designed and implemented university-wide Fall Convocation and Student Recognition ceremony, replacing an annual first year student only event.
- Responsible for the creation and supervision of a comprehensive two-day, overnight summer orientation and registration program for parents and all new students, including supervision and development of student orientation leaders, managing initial course registration process for all first year and transfer students, consulting with department chairs to ensure course offerings.
- Provided oversight and supervision for the University's fall orientation program.
- Developed and supervised a comprehensive long-standing, nationally recognized by NACADA, program in Peer Advising, including recruitment, selection, training and supervision of cadre of 45-50 students in mentorship of first year students.
- Developed a pre-orientation program known as Bear Tracks, featuring a wilderness "track" and a service "track"
- Created an affinity group program known as Amazing Experiences, designed to assist first-year students in fostering connections with peers, coordinating off-campus programming for over 500 first year students.
- Created and organized an annual fall semester presentation series known as *Freshman Focus Program* which serves all first-year students and covers topics relevant to the adjustment to college.
- Adjudicated first year seminar related academic integrity cases.
- Conducted all exit interviews and process applications for withdrawal, provide outreach to those who have withdrawn, collaborating with Office of Institutional Research in examining factors relevant to student satisfaction and retention.
- Convened and co-chaired a campus-wide retention committee, providing an annual report to the Board of Trustees.
- Coordinated and reviewed student progress with specific attention to probation, suspension and dismissal standards, serving as a member of the University's Academic Standards Committee.
- Collaborated with Assistant Deans of Colleges and the Director of Center for Teaching Excellence in delivery of academic advising in the first and second year.
- Supervised the Academic Success Center along with corresponding professional staff in the implementation of academic progress monitoring program, early advisory system, peer tutoring program, athletic mentoring initiative, supplemental instruction and academic coaching programs.
- Partnered with University Career Center in creation and development of a sophomore mentoring initiative.
- Served on the University Diversity Design Committee, assisting in review of diversity in the curriculum and in development of strategies for campus-wide initiatives.
- Served on Vice President for Enrollment Management and Marketing as well as Director of Athletics search committees.

Committee/University Leadership

- Emergency Management Response Team, March 2019-October 2021
- Pandemic Effect Task Force, Summer 2021
- President's Council, October 2020-2021
- Management Council, October 2020-2021
- Ex-Officio member of the Undergraduate Programs Committee of Faculty Senate
- University Academic Standards Committee June 2010-October 2021
- ERP implementation team member, 2016-2020
- Led Summer Bridge Committee to develop a model for Summer 2021
- Skookum Award Selection Committee, March 2010-October 2020
- Co-Chair of University Retention Committee, 2013-2014
- Diversity Design Committee formerly the Diversity Task Force

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Adjunct Faculty, College of Arts and Sciences (2004-2020)

Instruct one section of First Year Seminar, a required, credit bearing course designed for first year students, focusing on the development of oral communication, information literacy, and critical thinking skills, including personal and career development, serving as Faculty Advisor to students enrolled in the course for their first two years of study.

Brandeis University, Waltham, MA

Quad Director, Office of Residence Life (July 2001-June 2003)

Marymount College, Tarrytown, NY

Graduate Intern, International Student Services (Fall 2000-May 2001)

Longmeadow High School, Longmeadow, MA

English Teacher (Fall 1998-Summer 2000)

EDUCATION

University of Massachusetts, Amherst

Doctoral Candidate, Doctor of Philosophy, Higher Education,

Dissertation Topic: The First-Year Experience: A Critical Narrative Inquiry of the First College Year for Neurodivergent Students

Certificate of Advanced Graduate Study, Higher Education Leadership Management, May 2019

Committee Membership

Okanagan Wellbeing Collective, Backbone Member 2022-Present

JED Committee Member, 2022-Present

Student Affairs and Campus Life Assessment Committee Member, 2022-Present

University Accessibility Committee Member, 2023-Present

Department of Higher Education Doctoral Student Representative, 2023-2024

Department of Educational Leadership, Research, Policy, and Administration Doctoral Student Representative, 2023-Present

Student Affairs and Campus Life Proactive Practitioners Committee Member, 2022-Present

College of Education Academic Matters Committee, Student At Large Member, 2022-23

Teachers College Columbia University, New York, NY

Master of Arts, Higher Education: Student Personnel Administration

Western New England College, Springfield, MA

Bachelor of Arts, Magna cum laude

English Literature and Communications, Secondary Education Certificate

TRAINING

Federation for Children with Special Needs Summer Intensive Parent Consultant Training Institute, June 2024

Bowditch & Dewey, Title IX Training, May 2021

University of Missouri, Kansas City Supplemental Instruction Supervisor Workshop, 2003

Student Affairs.com Online Courses in Cooperative Learning in Higher Education and Parents: Partners in Education, 2007

RELATED EXPERIENCE

Intern, Federation for Children with Special Needs, 2024-Present

Substitute Paraprofessional, East Longmeadow Public Schools, 2024-Present

HONORS & RECOGNITIONS

Who's Who Among College and Universities

Alpha Lambda Delta National Honor Society

Kappa Delta Pi International Education Honor Society