

**Jill Parker**  
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**SUMMARY OF QUALIFICATIONS:**

- Possess 17 years of experience with progressive responsibility in higher education
- Received FRCC-Larimer Campus Employee of the Year award in May 2014
- Recognized for leading teams through challenging office and policy transitions
- Passionate about connecting with and supporting students as they embark upon their college and life journeys
- Skilled in Veterans Affairs (VA) educational benefits; academic advising; career development; supervision; group presentations; navigating change; student-centered decision making; and intentional collaborations with faculty

**WORK EXPERIENCE:**

***Academic Advisor***

Kansas State University

08/17-present  
Manhattan, KS

- Advise students majoring in human development and family science, personal financial planning, early childhood education, and communication sciences and disorders
- Create collaborative relationships with faculty to facilitate communication of curricular information and degree preparation to students

***Director of Advising, Career, and Retention Services***

Front Range Community College (FRCC)-Larimer Campus

08/10-08/17  
Fort Collins, CO

**Accomplishments:**

- Served as co-project manager for implementation of new college-wide advising model
- Successfully led partnership between Academic Affairs and Student Affairs during developmental education redesign at the Larimer Campus, which involved key constituents, change management, strategic communication, and continuous evaluation
- Revamped Larimer Campus services for students utilizing VA educational benefits, resulting in additional positions and support at the campus and college levels, support for creation of veteran-friendly policies, and improvement of timeliness and quality of services for students

**Academic Advising:**

- Advised prospective, traditional, non-traditional, high school, and transfer students on class and major choices using Degree Works, Banner, and knowledge of over 100 academic programs; maintained accurate documentation of advising sessions
- Utilize creativity and exemplary problem-solving skills to troubleshoot registration and degree-completion errors, with solutions focused on student retention and completion

**Collaboration:**

- Designed faculty/advising liaison program to create collaborative relationships with faculty, increase communication with Academic Affairs, and ensure dissemination of accurate and consistent academic information to students
- Strategically partnered with Student Affairs colleagues to brainstorm approaches and implementation options for college policies and procedures

**Strategic Planning/Assessment:**

- Directed efforts and built team support for development of a mission statement, goals, objectives, student learning outcomes, assessment plan, and assessment methods to evaluate advising services and inform best practices
- Foresaw impacts of policies and procedures on underrepresented populations (e.g., student veterans, single parents, homeless students, food-insecure students, etc.) and strategized solutions to increase inclusiveness
- Analyzed staffing data to ensure effective and efficient service to students

**Supervisory Responsibilities:**

- Built supportive team culture within Advising, resulting in high employee morale; minimal turnover; and development of innovative, team-driven initiatives
- Successfully managed multiple budgets, utilizing data to implement cost-saving measures
- Trained new staff on college and system policies, advising practices, and problem resolution

**Director of Career Services (promotion); Academic Advisor/Career Counselor**  
Indiana University-Purdue University Fort Wayne (IPFW)

08/07-08/10; 08/01-08/07  
Fort Wayne, IN

**Academic Advising/Career Counseling:**

- Utilized Banner and knowledge of over 190 degree programs to advise underprepared, pre-major, and undeclared students on class and major choices; maintained accurate documentation of advising sessions in AdvisorTrac
- Oriented new freshmen, returning adults, and transfer students to campus; and facilitated connections to resources to ensure students' success
- Brainstormed and implemented strategies to retain undeclared students
- Participated in biannual academic probation and suspension procedures for department of 2500 students
- Provided career counseling to students, alumni, and community members via counseling appointments, print and online resources, and drop-in format
- Administered and interpreted *Strong Interest Inventory*, *Myers Briggs Type Indicator*, *Career Thoughts Inventory*, *Self-Directed Search*, and other career assessments to assist students, alumni, and community members with academic and career choices

**Programming/Presentations:**

- Coordinated annual fall career fair, resulting in an unprecedented number of participating employers and a 40% increase in student/alumni attendance
- Partnered with various Student Affairs offices to market and present innovative job-search programming for underrepresented diverse student populations
- Collaborated with Academic Affairs through the implementation and coordination of annual Majors Fair, as well as the creation of a successful faculty liaison program
- Created career development and new student orientation presentations for various populations
- Taught career planning and college success courses

**Management/Assessment:**

- Oversaw budget and strategic planning for Career Services office, including the implementation of new initiatives to collaborate with various academic and student services offices on campus and increase use of technology in delivery of services
- Supervised 8 staff members, including professional, clerical, and paraprofessional staff, and successfully resolved office issues as warranted
- Responsible for writing new department's mission statement, goals, objectives, and program and student learning outcomes for all office programming, as well as compiling office's annual report
- Revamped all program and service evaluations to ensure meaningful results; analyzed and synthesized results for annual reports, policy implementation, and decisions about office's strategic planning

**Academic Advising/Career Center Graduate Intern**  
Tallahassee Community College

prior to 2001  
Tallahassee, FL

- Provided academic advising, and career and mental health counseling to current and prospective students
- Constructed two-year plans and schedules for students, as well as performed various registration duties
- Assisted students in preparing for transfer to four-year universities by providing accurate information regarding programs and schools of interest
- Taught two career planning classes

**Career Center Advisor/Intern**  
Florida State University

prior to 2001  
Tallahassee, FL

- Advised students and community members on all career development issues via drop-in service
- Provided mental health and career counseling for individual appointments
- Co-instructed career development class

**EDUCATION:**

**Master of Science and Education Specialist** degrees in **Counseling & Human Systems**

Dual specialization in **career** and **mental health counseling**

Florida State University; Tallahassee, FL

**Bachelor of Science in Psychology**; Minors: **math** and **meteorology**

Florida State University; Tallahassee, FL

**PROFESSIONAL DEVELOPMENT:**

- Academic Management Institute for women in higher education (selected as 1 of 4 participants from FRCC)
- FRCC Roadmap to Achievement year-long leadership development program graduate
- The Executive Journey Fellowship program (selected as 1 of 28 participants in Indiana)
- Leadership Development Roundtable, Fort Wayne Chamber of Commerce
- Group Study Exchange to Seoul, South Korea through Rotary International
- Young Leaders of Northeast Indiana (YLNI) Leadership Institute graduate

**COMMITTEE INVOLVEMENT:**

- Colorado Community College System Advising Directors' Group; Co-Chair, Secretary, member
- FRCC Graduation/Transfer Processes & Systems Team
- FRCC Veteran Services Team
- FRCC-Larimer Campus Developmental Education Committee
- FRCC-Larimer Campus Advising Marketing Committee
- FRCC-Larimer Campus Advising Assessment Committee
- FRCC Curriculum Committee
- FRCC Extenuating Circumstance Appeals Committee
- IPFW Student Orientation, Advising, and Registration (SOAR) Planning Committee
- IPFW Equity Committee

**PROFESSIONAL ORGANIZATIONS:**

- *National Association of Academic Advising*
- *American College Personnel Association*

**CONFERENCE PRESENTATIONS:**

- *Tailoring Internships to Bridge Gaps*, National Career Development Association national conference, 2010
- *How to Conduct an Advising Job Search*, National Academic Advising Association national conference, 2008 and 2009
- *ACCS Diversity Series*, IPFW Diversity Initiatives Showcase, 2006 and 2007
- *Confronting the Issues: Diversity and the Job Search*, Career Development Professionals of Indiana state conference, 2006

**PUBLICATIONS:**

- Hartz, C. V. and Parker, J. (2012), Overview of curricular approaches. *New Directions for Student Services*, 2012: 59–73. doi: 10.1002/ss.20006.
- McClellan, G.S., & Parker, J. (Eds.) (July 2012). *Stepping up to stepping out: Helping students prepare for life after college*. *New Directions for Student Services*. San Francisco: Jossey-Bass.
- Hoff, A.K., & Parker, J.S. (2009, March). Faux pas to avoid in an advisor job search. *Academic Advising Today*. 32(1), 16. Retrieved from <http://www.nacada.ksu.edu/AAT/documents/32-1.pdf>

**CERTIFICATION:**

- National Certified Counselor, 2001-present