

CONNIE S. NEWSOME, ED. D.

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Gallup Strengths Signature Themes: Input | Analytical | Intellection | Relator | Learner

PROFESSIONAL SUMMARY

Experienced and accomplished Administrator offering 20+ years of combined experience in advocating for what is right, establishing and executing services – primarily in the higher education arena, classroom and online teaching, staffing, program leadership, budget management, and technology tools for adult learners in various stages of the educational journey. Collaborative and consensus-building leader with success in exceeding organizational needs by building inclusive, high-performing, and healthy teams. Possess the unique ability to handle multiple conflicting situations and deadlines. My proven capabilities include but are not limited to:

Supervising	Policy Interpretation	Change Management
Leadership Development	Strategic Planning	Data Stewardship
Program Implementation	Customer Service	Workload prioritization
Organizational Development	Budget Management	Project Management
Interpersonal Communication	Presentation Creation	Collaboration
Staff Training & Evaluation	Process Improvement	Forward Thinking

SOFTWARE & TECHNICAL SKILLS

Microsoft Office Suite (Word, Excel, Visio, Outlook, Teams, PowerPoint), Adobe Acrobat, Colleague, Informer, OnBase, Banner, Image Now, Discoverer Viewer, BlackBoard, Zoom, WebEx

EDUCATION & PROFESSIONAL DEVELOPMENT

Mental Health First Aid USA, National Council for Mental Wellbeing (2022)

Certified Trainer, The John Maxwell Team, DISC Method of Behavioral Analysis (2021)

Advise on communication styles, team fit, leadership development, and increasing organizational efficiency.

Certified Speaker and Trainer, The John Maxwell Team (2021)

Doctorate in Educational Leadership, Higher Education Administration, Argosy University* (June 2013)

Dissertation: Investigating the Disparate Lack of African-American Female Administrators in Predominantly White Institutions of Higher Education

Academic Scholarship Recipient - 2007

Community Service Scholarship Recipient – 2006

*Accredited by the Senior College and University Commission of the Western Association of Schools and Colleges

Master of Public Administration, Concentration: Community Health, Summa Cum Laude

East Carolina University (December 2000)

Professional Paper: Producing Quality Childcare: Exploring Alternatives for Bertie County Preschool Providers

Kellogg Foundation Rural Health Administrator Fellowship Recipient - 1998

Bachelor of Science in Child Life, East Carolina University (May 1995)

Certified Grants Specialist, Research Associates, Columbia, SC (2002)

SPECIAL HONORS & DISTINCTIONS

- Facilitator of a Panel Discussion**, *Advocacy, Affirmation, and Support: Must-Haves in the BIPOC Community*, AACRAO (2024)
- Co-Facilitator**, *Higher Ed Professionals Need Self-Care Too*, Live Webinar, www.myfootpath.com ALSO Half-Day workshop, AACRAO (2024)
- Chapter Co-Author**, *Academic Operations and the Role of the Registrar: Considerations for Graduate Professional Programs*, AACRAO (2024)
- Podcast Presenter**, *The Necessity of Self-Care for Higher Education Administrators*, H.E.A.R.D. Podcast (2024)
- Author**, *Beneficial Selfishness: Self-care Is A Key to Fulfillment*, AACRAO (2023)
- Graduate**, Leadership North Carolina - LNC, Class XXVIII, (2020-2022)
- Presentation**, *The Joys and Challenges of Hosting Dual Enrollment/Joint Degree Programs*, American Association of College Registrars and Admission Officers - AACRAO (2023)
- Presentation**, *Dual Placement: Stronger Together Via Work & Community Impact*, MACRAO (2022)
- Author**, *Harnessing Your Power By Playing To Your Strengths*, AACRAO (2022)
- Presentation**, *Passion and Purpose: Discovering Your "Why?"*, AACRAO (2022)
- Panelist**, *Holding Space: A Panel Discussion on Racism and Discrimination Within the POC Communities In the United States*, Twisted Tree Coaching, LLC, (2020)
- Presentation**, *Self-Advocacy: What Is It and Why Should I Do It?*, AACRAO (2019)
- Co-Author**, *Understanding Employee Motivation and Applying Theory to the Workplace*, Southern Association of College Registrars and Admission Officers - SACRAO (2018)
- Presentation**, *Finding Your Happy Place by Hiring and Training Efficient and Motivated Employees*, AACRAO (2017)
- Presentation**, *Best Practices & Innovations: Replacing A Veteran Law Registrar & Old Processes*, AACRAO (2016)
- Multicultural/Emerging Leader Scholarship Award**, SACRAO (2016)
- Department of Enrollment Management Partnership Customer Service Award** (Two-Time Winner)
- Director's Award and Manager's Award** (Two-Time Winner) – DeVry, Inc. (2010 & 2011)
- PRIDE Award Recipient** for demonstrated commitment to leadership and service, DeVry, Inc. (2006)

PROFESSIONAL TEACHING & ADMINISTRATION EXPERIENCE

Campbell University School of Law, Raleigh, NC

Director of Registrar Services

June 2014-present

Responsible for hiring and/or training/onboarding staff, policy interpretation, project management, FERPA compliant maintenance of learner information as well as degree or certificate conferral. Provide excellent customer service, official information and advisement to learners, faculty, staff, central administration, and external constituencies. Collect and disseminate demographic data and academic information through processes that ensure the integrity and security of all data and records. Oversee, manage, and coordinate processes relevant to graduation, registration, grade posting, continuous data collection and distribution, and census reporting to various professional agencies. Collaborate with Law School administrators and faculty throughout a learner's life cycle to interpret policies, engage in project management, and continually plan to ensure a streamlined and thorough process from admission to preparation for Bar certification. Provide a safe space for all learners to feel included, seen, and genuinely, continually welcomed.

ITT-TECHNICAL INSTITUTE, Durham, NC

Campus Registrar, *Position involved in a RIF/Reorganization*

October 2013-April 2014

Managed learner records and enrollment status from admissions through graduation while partnering with functional managers to achieve desired organizational results in the areas of compliance, stellar customer service, learner retention, graduation rates, and satisfactory learner progress. **Duties included** the compilation of weekly reports, ensuring compliance with corporate policies and procedures, ethical practices, and the guidelines of government and accrediting organizations; utilization of critical thinking skills and resolutions to manage learner course scheduling to achieve maximum section size and efficient utilization of facilities, equipment, and human resources. Conducted degree audits to ensure learners met program requirements for graduation.

EAST CAROLINA UNIVERSITY, Greenville, NC

Graduate Program Liaison/Program Support Associate, *Temporary position*

July 2013-October 2013

Effectively managed the administrative responsibilities of the Department of Criminal Justice Master of Science degree program and field experience program. Advised graduate learners and served as program liaison to learners. Maintained learner records, program assessment, and reporting.

DEVRY UNIVERSITY ONLINE, Naperville, IL

Online Visiting Professor

July 2007-August 2012

Successfully instructed theory and best practices for critical thinking and problem solving, while directly mentoring a diverse learner population in how to achieve academic success. Partnered with faculty peers and management in the development of curriculum and strengthening of learner skills. Utilized eCollege to produce and update coursework, quizzes, and assignments.

DEVRY UNIVERSITY ONLINE, Naperville, IL

Supervisor – Registrar Services

August 2008-July 2012

Promoted to prioritize and oversee registrar tasks as well as short-and long-term strategic projects, which included the facilitation of a project that ***saved the university more than \$200K on an annual basis***. Created and presented key metrics reports detailing admissions and placement testing assessment data. Developed a Senior Leadership Academy to develop up and coming leaders. Managed and mentored a multi-site team of 22 in work focused on evaluation services, online admissions, placement testing, and graduation audits. Emphasized the process improvement of services throughout tenure. Contributed service enhancements to clients and served as the internal lead for resolving issues.

Team Lead – New Student Administrative Services & Registrar Services, January 2006-August 2008

Oversaw a team dedicated to performing individualized new learner registration functions, while administering admission tests to undergraduate and graduate applicants. Provided advisement and support services to adult transfer learners. Worked closely with financial services to gain clearance for transfer learners. Communicated tuition reduction policies for learners, alumni, and their families, and collected monies for proficiency exams.

Team Lead – New Student Registration, January 2005- January 2006

Seamlessly directed a team of Academic Records Coordinators responsible for completing an average of 1,200 learner enrollments every eight weeks, while overseeing the enrollment process and auditing of learner records for compliance with university and industry guidelines. Coached records staff in support of employee engagement and proper record maintenance. Liaised with Department of Enrollment Management and Senior Management team members regarding status and internal issues.

Academic Records Coordinator, March 2003- January 2005

Effectively processed and orchestrated new learner records in accordance with academic policy and DeVry University Online quality standards. Designed and delivered training sessions to management team members and employees on document imaging. Served as the internal lead for resolving Oracle Learner Systems database issues. Published an instructional manual for new and temporary staff members. Communicated with the sales force any inconsistencies or omissions prior to or during post-enrollment quality assurance checks.

ADDITIONAL PROFESSIONAL EXPERIENCE

PARENTS FOR PUBLIC SCHOOLS OF PITT COUNTY, Greenville, NC

Project Coordinator, August 2001-December 2002

Appointed to lead strategic projects and design a parent-training curriculum for grassroots leadership development that highlighted topics including *How to Prepare for Parent-Teacher Conferences*, *Parent Involvement Tips*, and *Making Learning Fun for Your Child*. Informed parents of the intent of the No Child Left Behind Act. **Worked collaboratively to secure \$25,000 from the Z. Smith Reynolds Foundation and \$25,000 from the Michael D. Warner Foundation to assist with parent and child advocacy.**

WASHINGTON COUNTY CHILD ADVOCACY COUNCIL, Plymouth, NC

Consultant, July-December 2001

Determined the professional development needs of childcare providers and built a curriculum that addressed those needs; worked with individual centers and providers to give targeted attention as needed.

BERTIE COUNTY PARTNERSHIP FOR CHILDREN, Windsor, NC

Program Director - Childcare Resource & Referral (CCR&R), May 1999-June 2001

Built a program that met the professional development needs of center and home-based childcare providers in rural communities. Designed and secured grant funding for incentives to reduce staff turnover in educational facilities as well as the maintenance of program budgets and daily operations while evaluating multiple projects for effectiveness. In addition to responsibilities above, hired, supervised, and evaluated CCR&R program staff.

PROFESSIONAL AFFILIATIONS

LinkedIn.com: <https://www.linkedin.com/in/drconnieshipman>

Vice President-At-Large, Board of Directors, American Association of College Registrars and Admissions Office (2022-2025)

Chair/Member, Governance Committee, Board of Directors, American Association of College Registrars and Admissions Office (2023-2025)

Secretary, National Network of Law School Officers (2024-2026)

Associate Executive Director, National Network of Law School Officers (2020-2024)

Member/Coach/Trainer, John Maxwell Team (2021)

Vice-Chair, Nominations and Elections Committee, American Association of College Registrars & Admissions Officers – AACRAO (2018-2020)

Board of Directors, North Carolina Parent Teacher Association (2018-2019)

National Network of Law School Officers (2014-present)

Southern Association of Collegiate Registrars and Admissions Officers - SACRAO (2014-present)

American Association of College Registrars & Admissions Officers – AACRAO (2006-present)

COMMUNITY LEADERSHIP

Volunteer, Guardian ad Litem (GAL) Program, Wake County Program, Raleigh, NC (2014-present)

Volunteer, Education Session Planning Committee, Leadership North Carolina - LNC, Class XXVIII, (2021)

eChurch KCC Connect Volunteer, Koinonia Christian Center, Greenville, NC (2020-present)

Departmental Lead Servant, Koinonia Christian Center, Greenville, NC (2000-2002, 2013-2020)

Volunteer, ECU Night at UNC TV (2014) & Pirate Palooza (2013)

Volunteer, Court Appointed Special Advocate – CASA, DuPage County, IL (2004-2012)

Volunteer, Youth Mentoring Program, DuPage County, IL (2004-2009)

Volunteer, Guardian ad Litem (GAL) Program - Pitt County Program, Greenville, NC (1999-2002)