

Jamie Brownlee-Turgeon, Ph.D.

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Visionary and results-driven executive with a 20+ year career in higher education with experience in enrollment management, student affairs, academics, student services, retention, and adult learners. Innovative, change agent with multiple projects created, implemented and rolled out enterprise-wide. Proven record of consistent, increased enrollment and retention both on-campus and online in traditional and non-traditional university environments. Responsible for profit centers for over 10 years. Unique ability to comprehend and navigate the intricacies of complex systems including operations and efficiencies as well as developing learning organizations within units. Detailed attention to maximizing human potential and person-job fit. Repeated success in leading campus-wide and inter-departmental training initiatives including collaboration between teams and training for a variety of campus constituents.

- ◆ Student Development
- ◆ Organizational Development
- ◆ Crisis Management
- ◆ Retention
- ◆ Strategic Planning
- ◆ Enrollment Management
- ◆ Lead Generation
- ◆ Financing Education
- ◆ Training and Development

Professional Experience

Adjunct Professor

Southern New Hampshire University, Manchester, NH

Brandman University, Irvine, CA

Vanguard University, Costa Mesa, CA

February 2016 - present

March 2015 - present

October 2003 - 2009

Associate Vice President for Enrollment and Student Success

Los Angeles Pacific University, Irvine, CA

August 2017 - present

Oversee the following departments: Admissions, Enrollment, Registrar, Student Success, Accessible Education, Financial Aid, Support Central, Military and Veteran Services, and Student Accounts. Manage the student experience from lead to degree conferral. Additional responsibilities include: Deputy Title IX Coordinator, Student Code of Conduct and Chair of Behavioral Assessment Team. Serve on the following committees and teams: Chair of Institutional Compliance Committee, Member of President's Management Team, Senior Leadership, Instructor Success Committee, and Chair of Student Success Committee.

- Successfully led a name change from Azusa Pacific University - University College to Los Angeles Pacific University which includes, but is not limited to, branding of all student sites and materials, applying for and receiving a new OPEID number for Title IV funding, communication to continuing and new students about the change, training across all student facing positions on the new brand
- Partnered with IT to automate numerous processes, specifically addressing conversion in the pipeline and persistence
- Implementation of new technology to support student facing positions
- Increased enrollment 18% year over year and 5% growth during name change

Assistant Vice Chancellor for Online Enrollment and Student Services

Director of Student Services, Online Campus

Brandman University, Irvine, CA

January 2017 - present

February 2013 – December 2016

Responsible for a team of 25 staff which includes Academic Advisors, One Stop Student Services Specialists and Enrollment Coordinators. Liaison between Brandman and external partners to focus on national growth and project manager for operationalization of all new partners. Manage the student experience from lead generation to degree conferral. Manage the online and health profession students. Oversee the enrollment management plan with an emphasis on strategic business partners, lead generation, conversion, retention and graduation rates. Collaborate closely with Marketing, Outreach, Admissions, Disability Services, Financial Aid, Student Accounts, Registrar, and Military Services.

- Successfully launched three major external partnerships to increase enrollment at the national level
- Launched a video series for each stage of the funnel in order to help prospective and newly admitted students move through the admission process with an additional focus on building retention up front
- Launched a series of financial aid education opportunities for prospective and newly admitted students with a focus on building retention up front
- Developed and implemented a First Session Student Support Campus Plan to provide additional support to high risk students
- Developed a virtual new student orientation and new student success strategy based on Intrusive Advising theory
- Created and implemented a student-centric retention model with a focus week strategy to streamline efficiencies and effectiveness in order to reduce student complaints and escalations
- Increased retention rates to equal ground campus rates (79% for first session students) and reduced accounts receivable from over 9% to 1.7%

Jamie Brownlee Turgeon, Ph.D. (cont.)

Director of the School for Professional Studies/Assistant Professor

July 2009 – February 2013

Vanguard University, Costa Mesa, CA

Responsible for a team of 14 staff, 6 academic faculty chairs, 40 plus adjunct faculty, 8 student interns and the Veterans Resource Center. Managed three profit center budgets equaling \$5.5 million. Managed student academics, services, and recruitment from lead generation through to graduation. Collaborated closely with Financial Aid, Accounting Operations, the Registrar, Career Services, and Disability Services to ensure a seamless student experience. Partnered with Administration on enrollment and budget projections. Facilitated team development and implemented short and long term goals for individuals and teams.

- Increased enrollment 94% over 3-year period
- Created and implemented a New Student Orientation and Student Development maps based on Appreciative and Intrusive Advising theories
- Envisioned, proposed, created, and developed a Veterans Resource Center and increased student veteran enrollment from 12 to 72 students in 2 ½ years with no new funding or staffing
- Launched the first fully online academic program and launched the first AA level degree at the University

Director of Diversity Programming and Mobilization

July 2005 - 2009

Vanguard University, Costa Mesa, CA

Responsible for a team of 3 staff and 15 student interns. Supervised all international and domestic mission and outreach programs which included approximately 230 students per year. Administered diversity awareness and a cultural training program throughout the campus. Liaised between local and global mission organizations and Vanguard University.

- Revamped budgeting process to increase revenue and provide an emergency fund of \$90,000 in a two year period
- Developed training program for cross cultural ministry, leadership development, conflict resolution, personality profiling, communication and contextualization
- Managed annual City Serve outreach event by partnering over 30 local community organizations and over 600 students

Interim Director of Career Services

January 2009 - July 2009

Vanguard University, Costa Mesa, CA

- Supervised 1 staff and 2 student interns
- Oversaw budget: revenue and expenses

Interim Director of Spiritual Formation

July 2008 - July 2009

Vanguard University, Costa Mesa, CA

- Responsible for 2 staff and 12 student interns
- Developed, proposed, and implemented a new chapel attendance policy which accounted for the developmental stages from freshman year to senior year and included the creation of a soul care unit
- Oversaw budget for chapel programming and over 60 chapels per semester

Appointed positions

- ◆ Chair, Behavioral Assessment Team (2018-present)
- ◆ Chair, Compliance Committee (2018-present)
- ◆ President's Management Team (2018-present)
- ◆ Chair, Student Success Committee (2018-present)
- ◆ Instructor Success Committee (2018-present)
- ◆ Graduation Task Force Committee (2018-present)
- ◆ Chair, Support Services Council (2009-2013)
- ◆ Student Conduct Committee (2013-2017)

Education

Ph.D. Organizational Leadership

Regent University, Virginia Beach, VA – May 2016

Evidenced Based Coaching Certification

Fielding Graduate University, Santa Barbara, CA – January 2009

Master of Arts in Human and Organizational Development

Azusa Pacific University, Azusa, CA – December 2001

Bachelor of Arts in Spanish

Azusa Pacific University, Azusa, CA – May 1999