

Dr. Kristie Fisher

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Executive Summary

An accomplished educational executive with experience in multiple facets of k-12 education, higher education and an international not-for-profit organization who will bring valuable experience to the Iowa Valley campus communities and the Iowa Valley service area. Expert communicator with a track record of exceeding expectations and motivating teams that produce high levels of performance to positively impact student and institutional success. Strong commitment to transparency and collaboration to achieve goals.

Professional Experience

ACT, Inc.

Iowa City, Iowa

International not-for-profit organization dedicated to helping people achieve education and workplace success serving millions of people in all fifty states and more than 130 countries.

Senior Director, National Associations and Market Engagement: 2014-present

Lead a team of market experts who previously served in senior leadership roles in k-12 education, colleges and universities as well as workforce development to inform and support both short- and long-term continuum strategy. Lead ACT strategic relationships with key national organizations such as American Association of Community Colleges and National Association for College Admissions Counseling.

Kirkwood Community College

Cedar Rapids, Iowa

Nationally recognized public community college serving over 25,000 credit and 40,000 non-credit students each year (2014).

Vice President, Student Services: 2006-2014

Led a team of student services professionals to maximize student enrollment and success through recruitment, admissions, advising, financial aid and retention programs while collaborating with campus and community colleagues to fulfill the college mission.

Director of Special Projects and Assistant to the President: 2004-2006

Partnered with President Mick Starcevich, installed in 2005, to ensure a successful transition of the presidency including leading the college's re-affirmation proposal to The League for Innovation in the Community College.

College Community School District

Cedar Rapids, Iowa

Progressive, fast growing public school district serving 5,000 diverse students (2004).

Director of Community Relations: 2000-2004

Responsible for district-wide internal and external communications as well as bond issues and grant proposals.

Kirkwood Community College

Cedar Rapids, Iowa

Kirkwood Foundation consistently recognized as one of the top twenty foundations in American community colleges. (2000)

Annual Giving Director: 1995-2000

Increased the annual fund each year and surpassed goals annually. Co-managed major gifts campaign raising \$10.8 million with responsibility for major proposal development and comprehensive communications development.

East Central Iowa Council of Governments

Cedar Rapids, Iowa

Regional planning agency serving communities in east central Iowa

Grant Administrator: 1993-1995

Administered five state and federal funded low-income housing projects and federal flood recovery funds with budgets totaling over \$3 million.

Notable Accomplishments

Leadership

- Served on President's Cabinet with shared responsibility for college leadership including financial management, accreditation, facilities management, staff and faculty relations, and community engagement.
- Integrated Kirkwood athletic programs into the student services team to improve student-athlete campus experience and maximize athletic program impact on student recruitment and campus experience.
- Represented Iowa Community Colleges on the Iowa Smarter Balanced Higher Education Advisory Committee to ensure Iowa public universities and community colleges had input into policy and implementation of the Smarter Balanced assessment.
- Responsible for convening the inaugural ACT Higher Education Leadership Council to inform ACT research, product and advocacy in the higher education arena. The council is comprised of leaders from across the spectrum from community colleges to highly selective colleges and universities.
- Effectively lead teams working in multiple locations including leading the Kirkwood county campuses and leading an ACT team located across the country.
- Senior leader for the 2017 and 2018 ACT Condition of College and Career Readiness Report. The report is the most important and most covered ACT research release each year.

Strategy and Vision

- Collaborated with colleagues and provided leadership on Kirkwood strategic plans: Kirkwood Futures Initiative, Learner Success Agenda and Facilities Master Plan as well as the resulting Higher Learning Commission accreditation documentation.
- Key contributor to the Kirkwood regional education center delivery model designed to connect high school students to college and career education.
- Developed and executed a strategic plan to re-connect ACT to higher education market with success leading to the expansion in k-12, workforce and social emotional learning markets.

Financial Management and Resource Development

- Led numerous successful bond issues and tax levy campaigns at both College Community School District and Kirkwood Community College including the first-ever successful Kirkwood bond issue raising \$25 million in 2005 followed by \$46.5 million bond issue approved by voters in fall 2011.
- Partnered with President and cabinet colleagues to effectively manage and plan the Kirkwood budget totaling over \$130 million.
- Seven consecutive years of exceeding budget expectations with student services budget responsibility for over \$7 million.
- Collaborated with Vice President, Resource Development and Vice President, Continuing Education and Training Services on fund raising and grant development.
- Responsible for federal financial aid program totaling \$50 million at Kirkwood Community College.
- Led efforts to reduce the student loan default rate at Kirkwood. Early identification of a negative trend drove significant changes allowing Kirkwood to realize improvement in default rates from 24.6% in 2011 to 15.6% in 2013.
- Credited with driving increased demand of higher education products through strategic client outreach focused on effective data use. ACT exceeded revenue target by 13% with over \$13 million of revenue against the \$11.7 million budget in fiscal year 2017.
- Serve on corporate due diligence teams to evaluate potential mergers and acquisitions to diversify revenue and acquire technical capabilities. Most notable is the summer 2018 acquisition of the National Research Center for College University Admission (NRCCUA), the single largest acquisition in the history of ACT. Following acquisition, appointed to the select team leading the two year integration plan.

Workforce and Economic Development

- Actively involved in the Cedar Rapids Area Chamber of Commerce Board of Directors strategic planning efforts which resulted in the creation of the Cedar Rapids Metro Economic Alliance.
- Collaborated with Vice President, Continuing Education and Training Services, on the League for Innovation Wal-Mart Brighter Futures 2.0 and AACC Brighter Futures grants to support low-income non-traditional students navigating education and training.
- Execute and host the ACT Workforce Summit, a national conference for workforce and education professionals, which highlights trends and best practices in the workforce arena.

- Developed a career services program offering interest assessments, interview and resume skill building as well as general career counseling for students and community members.

Student Success

- Taught first-year experience class, College 101, to promote student success through career development, study skills and social-emotional awareness curriculum.
- Spearheaded an early warning program to improve student retention through personalized student services and active outreach.
- Implemented mandatory college orientation in fall 2013.
- Partnered with Academic Affairs to implement a significant policy change to eliminate late registration for classes without faculty approval.
- Served on the implementation team for the new English Language Support initiative which allows non-native English speakers to utilize approved supports when taking the ACT starting in September 2017.
- Planned and implemented change management for a successful student placement process using test scores, socio-economic status and demographic factors to populate a new College Community elementary school to ensure equity.

Enrollment Management

- Proactively managed a recession-driven enrollment surge with minimal growth in student service full-time employees when Kirkwood fall credit student enrollment grew from 15,241 in 2008 to 18,456 in fall 2010. Based on both local and national data, led the efforts to minimize long-term investments due to the high likelihood of enrollment returning closer to the 15,000 mark. When enrollment equalized (fall 2013: 15,341), the student services division was able to avoid full-time position eliminations.
- Maintained key student demographics both during the enrollment surge and during the decline to pre-recession levels through strategic recruiting and scholarship management in partnership with Kirkwood Foundation.
- Led highly successful effort to combine enrollment services, financial aid, cashier, and veterans' affairs into a One Stop model of service. New model increased both student satisfaction by reducing wait time for face-to-face service and processing time for paperwork. The One Stop model also improved employee satisfaction by offering high quality professional development and empowering staff members to make more decisions on the front line.
- Lead ACT team responsible for the development and delivery of statewide enrollment management workshops for college and university enrollment professionals starting in 2016. High attendance and strong satisfaction fueled an expansion and the addition of a national webinar series.
- Senior leader of the ACT Enrollment Management Summit with national attendance of over 500 enrollment and admissions professionals attending to learn best practices from colleagues and ACT higher education experts.

Communications

- Key communicator for all local and national media inquiries and escalated customer service issues following a Kirkwood data breach impacting over 125,000 people in spring 2013.
- Represented Kirkwood in media and public relations.
- Launched new college brand identity and integrated marketing campaign in 2006.
- Speak at national conferences and convenings to share ACT research on college and career readiness issues.
- Collaborate on strategic development of key leadership messages for institutions of higher education and workforce clients.

Research

- Served as senior leader for the 2017 and 2018 ACT Condition of College and Career Readiness campaign. The 2018 campaign highlights readiness research on the graduating class. Data representing 55% of graduates (nearly 2 million students) who took the ACT highlighted in a national research report as well as state-specific briefings intended to inform education policy and practice to improve student college and career outcomes.
- Speak at national conferences and convenings to share ACT research to impact practice and policy across the k-career continuum.
- Collaborated with ACT research team to communicate new research on the impact of test optional admissions policies to support and inform higher education partners and high school counselors.
- Collaborated with ACT researchers to publish the new Higher Education Research Digest (Edition 1: June 2017 and Edition 2: July 2018) to provide meaningful research insights for some of the most pressing questions impacting admissions and enrollment practice.

Education

Iowa State University, Ames, Iowa

College of Human Sciences

Educational Leadership and Policy Studies

Doctor of Philosophy

Major: Higher Education

Dissertation: Service on the community college campus: The millennial generation perspective

University of Iowa, Iowa City, Iowa

Tippie College of Business

Master of Business Administration

University of Iowa, Iowa City, Iowa

College of Liberal Arts

Bachelor of Arts

Major: Communications Studies

Kirkwood Community College, Cedar Rapids, Iowa
Associate of Arts
Major: Liberal Arts

Professional Presentations

American Association of Community College Annual Convention: Orlando (April 2019)
Session: How Credit for the ACT WorkKeys NRCR Can Promote Persistence

American Association of Community College Annual Convention: Dallas (April 2018)
Session: Onboarding for Student Success

State of Indiana Department of Education Executive Briefing: Indianapolis (August 2017)
Condition of College and Career Readiness 2017

National Association for College Admissions Counseling Guiding the Way to Inclusion: Las Vegas (July 2017)
Plenary Case Study: Getting Practical in Strategic Enrollment Planning for Diversity-Pitfalls to Avoid and Opportunities to Maximize

League for Innovation in the Community College STEMtech: Philadelphia (November 2016)
Session: STEM Preparing for the College and Career Transition

American Association of Community Colleges Commission on College Readiness: Washington D.C. (November 2016)
The Condition of College and Career Readiness 2016

Advancing Innovative Communities ACT Workforce Symposium: Nashville (September 2016)
Pre-Conference Session: Innovative Approaches in ACT NCRC for College Credit

ACT Enrollment Planner Conference: Chicago (July 2016)
Session: Student Transition in the World of STEM
Session: How Price and Affordability Affect the Application and Enrollment Decisions of Prospective Students

American Association of Community Colleges Annual Convention: Chicago (April 2016)
Session: Collaborating to Compete with ACT Work Ready Communities

League for Innovation in the Community College Innovations Conference: Chicago (March 2016)
Session: Pathway to Employment: Building and Credentialing in the Workplace
Session: STEM Opportunities: How well prepared are our students?

League for Innovation in the Community College STEMtech: Phoenix (November 2015)
Session: Interest and Preparation for STEM: Key Findings from ACT

American Association of College Registrars and Admissions Officers Technology and Transfer Conference: Austin (July 2015)
Session: Exploring the Multiple Dimensions of College Readiness

U.S. News STEM Solutions Conference: San Diego (June 2015)
Panel: Opening the Doors: Cultivating College Access and Completion

National Association for College Admissions Counseling Critical Components Conference: San Diego (May 2015)
Plenary: Readiness Redefined: To and Through Postsecondary Educational Pursuits

Iowa Community College Student Services Association Annual Conference: Cedar Rapids (April 2011)
Plenary: Senior Leadership Panel Discussion on Student Services

The Way Up Conference: Developing Women Leaders to Enhance Iowa Higher Education Conference: Des Moines (November 2011)
Session: Maximizing Technology to Improve Student Services

League for Innovation in Community College Innovations Conference: Baltimore (March 2010)
Session: Early Warning System: A Collaborative Retention Effort

Honors

Forty under 40 Corridor Business Journal (2005)

Outstanding Service Award Iowa Community College Student Services Association (2009)

Honorary Student Award Kirkwood Student Senate (2009-2010)

Relevant Community Involvement

University of Iowa Educational Leadership Advisory Board (2019)

Cedar Rapids Chamber of Commerce Board (2008-2011)

College Community School Board (2009-2015)

Johnson County Conference Board (2009-2010, 2014)

Iowa Community College Chief Student Services Work Group (2006-2014)
President (2012-2013)

United Way Funding Initiative Committee (2003-2008)
Vice Chair (2005)
Chair (2006)

United Way Strengthen Families Impact Team (2007-2009)

Professional References

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