

VITAE FOR PAMELYN KLEPAL SHEFMAN

EDUCATION

PhD, Educational Psychology, Individual Differences with a concentration on Higher Education. University of Houston, May 2014
Dissertation: Measuring What Matters: A Case Study of Aligning Assessment Practices in Student Affairs with Institutionally Identified Student Learning Outcomes

Masters of Business Administration, Duquesne University, 1999
Class concentration: Communications

Bachelor of Science in Psychology, Carnegie Mellon University, 1995
Minor – Ethics

Our Lady of the Sacred Heart High School, 1991

PROFESSIONAL EXPERIENCE

Director, Assessment and Planning, July 2013 – Present

Student Affairs and Enrollment Services, University of Houston, Main Campus

Responsible for the coordination of all Divisional level assessment activities, the strategic plan, partnerships with Institutional Research, department/program reviews, contributions to the President's Progress Card, and assists in the accreditation process. In addition, the advisement of the Division's Assessment Committee, management of annual reporting, and continuation of the evolution of the culture of assessment throughout the Division are duties of this position. This position further requires an ability to build collaborative partnerships with students, faculty, and staff in the work in enhancing the Division of Student Affairs and Enrollment Services contributions to supporting student success at the University of Houston.

Coordinator of BEST START, May 2012 – June 2013

Adjunct Faculty, Fall 2012 – Spring 2013

Academic Affairs, Lone Star College – CyFair Campus

Responsible for the collection of campus level data for reporting for BEST START (Lone Star College's system-wide Quality Enhancement plan). Coordinated training records for the over 50 instructors and academic advisors on the CyFair campus and at the Fairbanks Center. Oversee the communications between the system office and the local campus. Led the training for campus and system-wide training of instructors on the course and syllabus requirements and the data collection processes. Created training modules on best practices for classroom use of the learning management system (LMS - ANGEL). Implemented a campus-level instructor resource center through the campus LMS. Facilitated the campus-level administration of entry and exit assessments for first year students.

Instructor of Record: HUMD0330 – (Fall 2012, Spring 2013) First Year College Success Course. Course maximum student enrollment is 26 student per section. Taught one section per semester.

Doctoral Student Teaching Assistant, Aug 2011 – Aug 2012

Doctoral Student Tuition Fellow, Jan 2012 – May 2012

College of Education, Department of Educational Psychology, University of Houston

Fulfill teaching and research work with faculty member, Dr. Lyle McKinney and adjunct faculty, Dr. Richard Walker.

TA courses: CUST6370 – (Fall 2011, Spring 2012) Cultural Foundations of American Education, ELCS6336 – (Fall 2011) The Two-Year College, CUST8378 – (Spring 2012) Cultural Foundations of American Education, ELCS 6332 – (Summer 2012) Student Development in Higher Education.

Research areas: Financial Aid Counselors at Community Colleges and Community College Student Loan Borrowing.

Service: Division of Student Affairs Assessment Committee

Associate Director, Jul 2005 – Dec 2011

Assistant Director, Jun 2004 – Jul 2005

Student Center, Rice University

Responsible for the daily operations of the Student Center under the supervision of the Director. Managed the student employee development program and supervise professional staff, student supervisors, student assistants, and building managers. In coordination with the department's staff and the student supervisors, develop, implement and evaluate a comprehensive training program for all of the Student Center's student employees. Supervise five diverse professionals. Supervise management and finances of student-managed businesses, including but not limited to the Coffeehouse, Valhalla, the HOOT, Rice Bike Shop, and Willy's Pub. Oversee building security and maintenance of facilities, furnishings, and property of the Student Center. Responsible over the lock and key control of the building and university-wide AV loan system. Work with the Facilities Coordinator and Business & Event Coordinator in the coordination and supervision of Student Center events. Monitors, evaluates, and enforces the Student Center and University policies. Created, hired, and trained staff in the positions of Assistant Director of Marketing and Programs and Assistant Director of Retail Operations.

Activities Advisor II, Aug 2002 – Jun 2004

Activities Advisor I, Aug 2000 – Aug 2002

Department of Campus Activities, University of Houston

Advised student leaders, boards, councils, and cabinets on organizational development, program planning and fiscal operations. Specifically advised Frontier Fiesta Association and the Council of Ethnic Organizations. Facilitated and implemented campus activities leadership programs, orientations, workshops, mediations and retreats. Interpreted UH policies and procedures, organizational constitutions and by-laws for student leaders; recommends changes in departmental policies. Assisted with the training, orientation, and work progress of staff. Oversaw organizational budgets and fiscal operations of major, fee-funded student organizations. Provided guidance and leadership for compensated graduate and

undergraduate student leaders. Prepared contracts with vendors for services provided to student organizations in compliance with university guidelines and policies. Assisted in the maintenance of required records for student organizations.

Contractor for POS One Deployment, Mar 1998 – Jul 2000

United States Postal Service/JM Neil, Allegheny Office

Support of district implementation of state-of-the-art point of sales system. Coordinated networking and installation efforts of postal hardware for sales transactions. Developed measurement system for Process Management committee. Oversaw area directors and support staff and managed work timelines.

Marketing Support, Jun 1997 – Dec 1997

Kvaerner Metals, Pittsburgh Office

Provided technical and graphic support during the transition of outsourcing the previous work performed by the graphics department.

Administrative Assistant, Sep 1996 – Jun 1997

Office of Student Activities, Carnegie Mellon University

Created summer programs for students. Provided office support as needed.

Coordinator of Campus Activities, Jun 1995 – Jun 1996

Office of Student Life, Davis & Elkins College, West Virginia

Responsible over all female resident hall including 3 sororities. Provided leadership training and development for resident staff and student leaders. Created campus wide programming.

Senior Staff, Student Training and Development, May 1994 – May 1995

Resident Assistant Jan 1993 – May 1994

Office of Student Life, Carnegie Mellon University

Trained peer staff of resident assistants. Established in-service program for the residential life department. Performed on-call responsibilities for co-ed and single gender residential floors. Responsible for monthly programming.

RESEARCH & PUBLICATION ACTIVITIES

Publications

McKinney, L., Mukherjee, M., Wade, J., Shefman, P., & Breed, R. (2015). Community college students' assessments of the costs and benefits of borrowing to finance higher education. *Community College Review* 26(1). DOI: 10.1177/0091552115594669.

Shefman, P. K. and Horn, C. L. (2015). Measuring what matters: A case study of measurement development methods for institutionally identified student learning outcomes. *Colorado State University Journal of Student Affairs* 24, 35-48.

Shefman, P. K. (2014). Toward understanding changes in perceptions of assessment for student affairs professionals: A case-study approach. *New York Journal of Student Affairs* 14 (1), 3-16.

McKinney, L., Roberts, T. & Shefman, P. (2013). Financial aid counselors' perspectives and experiences of loan borrowing among community college students. *Journal of Student Financial Aid* 43(1), 3-17.

Candidacy Research

Shefman, P. K., (April 2013). Creating a culture of assessment in student affairs: A case-study.

Dissertation Research

Shefman, P. K., (May 2014). Measuring What Matters: A Case Study of Aligning Assessment Practices in Student Affairs with Institutionally Identified Student Learning Outcomes.

PROFESSIONAL QUALIFICATIONS

Professional Associations (more detail below)

Texas Association of College and University Student Personnel Administrators (TACUSPA)

National Association Student Personnel Administrators (NASPA)

Association of College Unions International (ACUI)

Certifications and Accreditations

- City of Houston Food Manager Certification (passed 2009)
- Texas Alcoholic Beverage Commission Certified Server (passed 2008)
- Women's Leadership Institute Certified?, 2008
- Commended Associate Ballroom instructor certified by USISTD 2004
- Certified as a "Stop the Hate" trainer through ACUI 2003
- Certified as a trainer for the National Coalition Building Institute 2002
- Phi Beta Delta Honor Society for International Scholars, Staff Inductee 2001

Computer Skills

- Oracle Hyperion Studio: student data and warehouse query and analysis
- LMS expertise: Blackboard Learn (9), Blackboard Vista (8), and ANGEL
- Proficiency in PC systems and troubleshooting
- Expert Level User of Microsoft Products
- SPSS, IBM 19 & 20
- Event Management System enterprise database ver. 5.1, local administrator

Personal Skills

- Personnel and supervision
- Process efficiency
- Team / staff motivation
- Team function analysis
- Campus policy creation and enforcement

Awards

- 2015 UH Staff Excellence Award, UH Staff Council and Human Resources
- M.A.D. (Making a difference) Duck Award – Lone Star Community College, Staff Council, November 2012
- TACUSPA 2012 Graduate Student Scholarship Recipient
- 2010 Alumni Service Award – Carnegie Mellon University
- 2010 Distinguished University Associate – Wiess College, Rice University
- 2008 Professional Development Award & grant offered by Region 12

TEACHING DETAILS

| <u>Title/Topic</u> | <u>Institution/Audience</u> | <u>Year</u> |
|---|---|------------------------|
| HUMD0330 –1 st Year College Success Course | In-person course Undergraduate Students Responsible for cohort of students including grading and communications Provided all instruction Created own content and complied with campus require components | Fall 2012, Spring 2013 |
| ELCS 6332- Student Development in Higher Education | Hybrid course UH Master's Student Responsible for cohort of students including grading and communications Built the on-line course component Maintenance of course materials Compilation of final grades for student | Summer 2012 |
| CUST6370 –Cultural Foundations of American Education | On-line course UH Master's Student Responsible for cohort of students including grading and communications Assisted in the grading rubrics Compilation of final grades for student | Fall 2011, Spring 2012 |
| ELCS6336 – The Two-Year College | Hybrid course UH Master's Student Responsible for cohort of students including grading and communications | Fall 2011 |
| CUST8378 – Cultural Foundations of American Education | Online course UH Doctoral Student Created novel quiz material Maintained communications with students | Spring 2012 |

PRESENTATIONS

Conference Papers

Shefman, P.K. (2013). *The cultural impacts of assessment for Student Affairs*. June 27-29, 2013. 2013 NASPA Assessment & Persistence Conference, Denver, Colorado.

Shefman, P. K. (2013). *Creating a Culture of Assessment in Student Affairs: A Case-Study*. April 20, 2013, Houston Research Symposium, University of Houston, Houston, TX.

Conference Posters

Shefman, P.K. (2012). *Creating an assessment culture in student affairs: A case-study revealed*. June 7-9 2012. 2012 NASPA Assessment & Persistence Conference Tampa, Florida.

Shefman, P. K. (2012). *Assessment in Student Affairs: Research of Practice*. April 20-21, 2012, Houston Research Symposium, University of Houston, Houston, TX.

Conference Sessions

Shefman, P. K., Franco, M., Harbin, J., & Newhart, D. (2015). "Courageous steps toward division-wide reporting of progress on student success". March 21-25, 2015. New Orleans, LA.

Lundquist, A., Shefman, P. K., & Chamberlain, T. (2015). "Courageous Collaboration: Team-based Approaches to Strategic Planning for Student Success". March 21-25, 2015. New Orleans, LA.

Shefman, P. K. (2014). *Transforming survey experiences: Hand-held innovations*. March 16-19, 2014, NASPA National Conference, Baltimore. MD.

Brown, W. A., Shefman, P. K., & Tull, A. (2014). *Where's your proof? Demonstrating impact with purposeful assessment*. March 16-19, 2014, NASPA National Conference, Baltimore. MD.

Dura, S, Elling, T. & Shefman, P. K. (2014). *The future of Assessment using technology*. March 16-19, 2014, NASPA National Conference, Baltimore. MD.

McCarthy, B., Shefman, P. K., Jagers, D. & Siscoe, D. (2014). *Building collaborations for assessment in student affairs: Partnerships in education and practice*. March 16-19, 2014, NASPA National Conference, Baltimore. MD.

SAMPLE OF OTHER WORKSHOPS AND TOPICS TAUGHT

| <u>Title/Topic</u> | <u>Institution/Audience</u> | <u>Year</u> |
|--|---|--------------|
| Volunteer University Club Ballroom Dance Instructor | Rice University & University of Houston | 2000-present |

| | | |
|---|--|-------------------------------------|
| Using the CAS Standards for Program and Department Review | Division of Student Affairs and Enrollment Services Professionals | October 2013 |
| Shifting the divisional culture toward a culture of assessment | Division of Student Affairs and Enrollment Services Professionals | March 2013 |
| "Getting the Most from University Resources" | Rice Student Organization Workshop Rice Leadership Luncheon Series | 2010 2009 |
| "Leadership Legacies: Where Today Becomes Tomorrow" | Lonestar College Leadership Luncheon Series ACUI National Conference R12 ACUI Conference | Spring 2009, 2009, Fall 2010 |
| "Fair Trade: Transitioning to a Sustainable Tomorrow" | ACUI National Conference | 2009 |
| "Gear-ing up for a New Year" | Rice University Student Center All Staff Training, Team Building/Interactive Facilitation | Fall 2009 |
| Full Day, Retreat Facilitation | Student Program Board at University of Houston | 2007, 2008, and 2009 |
| "FISH Philosophy: Choose your Attitude" | Lonestar College – Montgomery | 2008 |
| "Teambuilding for Teens" | Top Teens of America Leadership Academy | 2008 |
| "The Olympic Circles of the Student Center" | Rice University Student Center All Staff Training, Team Building/Interactive Facilitation | Fall 2008 |
| "The Turbulent Seas of Motivation" | Lamar University, Student Organization Leadership Workshop | 2007 |
| Leadership High School Teambuilding Facilitation | Montgomery District | 2007 |
| "The Student Center" | Rice University Student Center All Staff Training, Team Building/Interactive Facilitation | Fall 2006 |
| I-LEAD Facilitator | ACUI, Bloomington, Ind. | Session II, 2003 Session I, 2006 |
| "Tools for Construction: Training at the Student Center" | Rice University Student Center All Staff Training, Team Building/Interactive Facilitation | Fall 2005 |
| "Applying Good to Great to your Campus" | ACUI Regional Conference | 2005 |
| "Being Part of <i>The Full House</i> @ the Student Center" | Rice University Student Center All Staff Training, Team Building/Interactive Facilitation | Fall 2004 |
| Risk Management Training for the Omicron Chapter | Theta Nu Xi | 2004 |
| "Teaching Beginner Ballroom Dancing to a University Dance Club" | Train-the-trainer workshop for UH and Rice Dancing Student Organizations | 2004 |
| Mid-Winter Retreat Facilitator | University of Houston | 2001, 2002, 2003 |
| "XLR: The Leadership Challenge" | 2-Day Executive Leadership Retreat for Student Leaders Summer, UH | 2003 |

Professional Memberships

- National Association Student Personnel Administrators (NASPA) Member, 2012-Present
 - Assessment Evaluation and Research Knowledge Community Member at Large 2015-2017
 - Assessment and Persistence Conference Committee Member, 2014
 - National conference session evaluator (2014, 2015)
- Student Affairs Assessment Leaders (SAAL)
 - Chair for Administration 2014-2016
- Texas Association of College and University Student Personnel Administrators (TACUSPA) Member 2012 - Present
- Association of College Unions International
 - Recognition and Scholarship Program Team Leader 2010 - 2012
 - Student Leadership Webinar Program Team, Central Office, Summer 2009
 - Facilitator and organizer
 - Conference Program Team, Region 12, Fall 2009 Conference
 - Student Leadership Track Coordinator, UT-Arlington
 - Conference Program Team, Region 12, Fall 2008 Conference
 - Conference Chair, Texas Tech University
 - Conference Program Team, Region12 Fall 2007 Conference
 - Educational Sessions & Graphic Competition, TA&MU, Corpus Christi
 - Conference Program Team, Region12 Fall 2006 Conference
 - Educational Sessions, Texas State University, San Marcos
 - Conference Presentations – Regional Conference 2002 (selected as Best of the Best), Regional Conference 2006, National Conference 2006, Regional Conference 2007, National Conference 2009 (two presentations selected)
 - Accepted as a participant for the ACUI Women’s Leadership Institute, December 2008
 - I-LEAD Facilitator 2003, 2005 (canceled for low attendance), and 2006
- Carnegie Mellon Professional Network Mentor, 2010 - present
- Houston Area Network of Student Activities/Union Professional (HANSAUP)
- President, Houston Alumni Chapter 2006-2009, Carnegie Mellon University

Interests

Athletics: Travel, Trail Bicycling, Waterskiing, Tennis, and Hiking

Ballroom Dancing: Competitor, Supporter, and Volunteer Instructor

Arts: Theatre, Watercolor, Music, Design, and Photography