

Jenn Plagman-Galvin

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EDUCATION

- Expected 2016 **Doctor of Philosophy, Educational Leadership and Policy Studies**
Iowa State University; Ames, IA
Courses Taken: College Organization and Governance, Academic Issues & Cultures, Program Evaluation and Assessment, Students in American Higher Education, Communication & Team Building, and Governance, Politics & Policy, Independent Study (developed a 3-credit undergraduate leadership class)
- May 2001 **Master of Public Administration/Nonprofit Management Emphasis**
University of North Carolina at Charlotte; Charlotte, NC
Honors: Phi Kappa Phi, Pi Alpha Alpha, 4.00 GPA
- May 1996 **Bachelor of Science, Journalism & Mass Communication/ Business Minor**
Iowa State University; Ames, IA
Honors: Order of Omega, Cardinal Key

YMCA Certifications

- March 2002 Group Work; Rowan County, NC
December 2001 Policies and Practices; Black Mountain, NC
November 2001 Working With Families; Charlotte, NC
April 2001 Child Abuse Prevention/Train the Trainer; Charlotte, NC
March 2001 Member Involvement; Charlotte, NC
February 2001 Volunteerism; Charlotte, NC

EXPERIENCE

- 10/12-Current **Director of Operations, College of Human Sciences**
Iowa State University; Ames, IA
- Facilitate data collection and interpretation for local and national reports regarding enrollment, retention, career placement, faculty productivity and other key performance indicators for the college.
 - Provide oversight for the college strategic plan, three-year operating plan, governance document and annual reports.
 - Serve as the primary facility contact for the college including feasibility studies, logistics related to capital projects and space allocation.
 - Provide leadership and support to college committees including the external advisory board, Safety and Sustainability Committee and Computer Advisory Committee.
- 9/04-9/12 **Assistant Dean of Students/Director of Greek Affairs**
Iowa State University; Ames, IA
- Consult chapter presidents, advisors, corporation board presidents, house directors and national representatives of 50+ fraternities and sororities in areas of programming, conflict resolution, alumni relations, leadership development, risk prevention and event planning.
 - Advise multiple student organizations including Collegiate Panhellenic Council, Interfraternity Council, Multicultural Greek Council, National Pan-Hellenic Council, Greekfest, Greek Week, Order of Omega, Rho Lambda and the Emerging Greek Leadership Council.

- Provide leadership to the Greek Leadership Team, Greek Alumni Alliance, University Committee on Fraternities and Sororities and the Iowa State Foundation Governor's Strategic Group on Greek Affairs.
- Supervise a fulltime assistant director, part-time secretary and 3-5 graduate students.
- Trained in Mental Health First Aid, Violence In Response Training and general university and student affairs crisis response and management.
- Facilitate crisis response and management through coordination with the Dean of Students departments and collaborators including Iowa State Police Department, Ames Police Department and Student Counseling Services.
- Coordinate and advise event planning for Greek Community special events and programming including women's formal recruitment, leadership transition retreats, new member programming, alumni programming and overall member development.
- Advise \$75,000 annual student marketing campaign for Greek Community.
- Key Accomplishments:
 - Facilitated formation of Multicultural Greek Council
 - Collaborated with student leaders, alumni advisors and City of Ames administration to form and implement sprinkler retrofit ordinance
 - Facilitated development and implementation of Greek Community Strategic Plan
 - Researched, developed and implemented a three-credit Greek Community Leadership course for current and emerging leaders in the Greek Community
 - Developed multiple collaborations including Office of Admissions, Department of Residence, Student Activities Center, Multicultural Student Affairs, Women's Center, and Lesbian, Gay, Bisexual, Transgender Student Services
 - Greek membership has increased from 10% (2005) to 12% (2012) of the undergraduate population
 - Facility occupancy has increased from 71.5% (2008) to 85% (2012)

12/03-9/04

Executive Director

Volunteer Center of Story County, Ames, IA

- Managed all aspects of the agency as the only paid staff member including financial management, fundraising, board support, program delivery, community collaborations and marketing.
- Facilitated county-wide volunteer coordination including identifying human services volunteer needs and recruiting volunteers to fill those needs.
- Researched volunteer database options, proposed to board members for selection, secured funding and implemented 1.800.volunteer.org, a county-wide volunteer database for current and potential volunteers and human service agencies to more effectively and efficiently deliver services to the community.
- Facilitated county-wide volunteer emergency response program to support volunteer infrastructure of disasters including sandbagging and a volunteer call center.
- Developed Iowa State University student internship program and supervised three student interns for credit.
- Secured grant funding to facilitate Join Hands Day, a day for youth service to the community which included enhancing a playground through new equipment installation and landscaping.

5/01-11/03

Director of Volunteer & Member Involvement (and responsibilities from 3/00-5/01)

University City YMCA, Branch of the Greater Charlotte YMCA; Charlotte, NC

- Developed and implemented "Camp Volunteer" out of a need for a summer volunteer program for youth ages 12-15. Collaborated with four local agencies/projects including YMCA Project Starfish, Crisis Assistance Ministry, senior assisted living and Goodwill Industries. A service-learning element accompanied the program.

- Served as a staff liaison to the Christian Emphasis Committee and metro-wide Christian Focus Committee. Offered volunteer committee resources and assistance to implement new initiatives, an annual Community Prayer Breakfast and an annual Thanksgiving Dinner.
- Supervised volunteer coordinator and all aspects of the volunteer program with more than 800 volunteers annually.
- Coordinated retention efforts including focus groups, internal member communication, service initiatives, and evaluation and quality components.
- Developed member involvement education presentation for staff members and volunteers.
- Served on a task force to evaluate and reorganize the committee structure aligning with the five branch initiatives identified by the Board of Managers in a five-year strategic plan.
- Served on the Leadership Committee, a division of the Board of Managers. Planned and implemented training for committees. Worked on volunteer recognition and leadership recruitment initiatives.
- One of three staff liaisons to annual golf tournament raising \$26,000 toward the annual Community Outreach Campaign. Coordinated tournament logistics including silent auction, raffle, lunch, dinner, course and volunteers as well as secured in-kind and monetary sponsorships.

1/01-5/01 **Special Events & Volunteer Coordinator** (and responsibilities from 3/00-1/01)

- Coordinated branch special events including Community Outreach Golf Tournament, 5K Race, Street Party (international festival), UNC Charlotte 3rd of July Fireworks and Community Thanksgiving Dinner.
- Strategically mapped an annual special event plan to coordinate branch marketing, membership retention and fundraising efforts.
- Developed an evaluation tool for special events and a report binder for tracking special event details.

3/00-1/01 **Volunteer Coordinator**

- Researched, developed, implemented and managed a seven step volunteer program within the branch including marketing, recruiting, orienting, matching, training, evaluating and rewarding.
- Increased volunteer program from 150 volunteers in 1999 to more than 400 in 2000.
- Coordinated with seven facility departments to best identify, train, orient, evaluate and retain members and volunteers.
- Consulted with a technology volunteer to develop volunteer tracking process.
- Served on a metro-wide Volunteer Task Force.

Other Relevant Experience

1/00-6/01 **Duke University Nonprofit Management Certificate Program Coordinator**

University of North Carolina at Charlotte; Charlotte, NC

8/99-6/01 **Graduate Teaching Assistant**

Department of Political Science, University of North Carolina at Charlotte; Charlotte, NC

12/98-1/00 **Admissions Representative**

Interim Financial Aid Administrator

Brookstone College of Business; Charlotte, NC

5/97-7/98 **Chapter Services Coordinator**

Pi Beta Phi Headquarters; Saint Louis, MO

8/96-5/97 **Resident Graduate Consultant**

Pi Beta Phi, Kalamazoo, MI

PRESENTATIONS/PUBLICATIONS

February 2011

Strategic Planning Pathway – Panel Presentation

Association of Fraternal Leadership and Values, St. Louis, MO

February 2011	Jump Start Your Recruitment; The Greek Getaway Experience – <i>Conference Presentation; lead presenter with a team of four undergraduate students</i> Association of Fraternal Leadership and Values, St. Louis, MO
December 2010	Campus Collaborations that Maximize Student Success – <i>Conference Presentation</i> Association of Fraternity and Sorority Advisors Annual Meeting, Phoenix, AZ Fraternal Relevance in Practice – <i>Conference Presentation</i> Association of Fraternity and Sorority Advisors Annual Meeting, Phoenix, AZ
December 2008	Advising Greek Marketing through Campus Collaborations – <i>Conference Presentation</i> Association of Fraternity and Sorority Advisors Annual Meeting, Denver, CO
May 2007	Volunteer Management – <i>Training Presentation</i> Iowa Museum Association, Des Moines, IA
February 2005	Greek Pride – <i>Conference Presentation</i> Mid-American Greek Conference Association, Chicago, IL
October 2005	Volunteer Management – <i>Training Presentation</i> Story County Nonprofit Management Academy, Ames, IA
October 2004	Civic Engagement – <i>Training Presentation</i> YMCA Regional Certification, Greensboro, NC
March 2002	Is Your Organization Volunteer Driven? – <i>Training Presentation</i> Duke Nonprofit Management Certificate Program, Charlotte, NC
November 2001	Working with Youth Volunteers – <i>Training Presentation</i> Duke Nonprofit Management Certificate Program, Charlotte, NC
June 2001	Big Sis Programs/Sharing Our Values – <i>Presentation</i> Pi Beta Phi International Convention, Denver, CO
March 2001	Special Event Planning 101 – <i>Training Presentation</i> Duke Nonprofit Management Certificate Program, Charlotte, NC
November 2000	Engaging Commercial Recycling Stakeholders – <i>Paper Presentation</i> Southern Political Science Association Annual Meeting, Atlanta, GA
September 2000	SCOPE - <i>Publication</i> Small Communities Outreach Project for Environmental Issues
April 2000	Commercial Recycling and Barriers to Success – <i>Paper Presentation</i> North Carolina Political Science Association, Greensboro, NC
February 2000	Commercial Recycling and Barriers to Success – <i>Paper Presentation</i> Southwest Social Science Association, Houston, TX

ACTIVITIES, RECOGNITION AND CIVIC INVOLVEMENT

Association of Fraternity and Sorority Advisors, Member since 2004

Ames Community Preschool Center, Board of Directors (2005-2008)

Collegiate United Methodist Church

2012 Endowment Committee

2008-2010 Reaching and Receiving Committee

Edwards Elementary, Fundraising Event Coordinator since 2009

United Way of Story County

- Board of Directors (2005-2011)

- 2009-2010 Chairman of the Board
- 2008-2009 1st Vice President
- 2007-2008 2nd Vice President
- ASSET Representative
- Allocations Committee Chairman (2007-2008)
- Allocation Committee Member (2005-Current)
- Leadership Committee (2010-Current)

2011 Ames Young Professionals “4 under 40” Award Recipient

2010 YWCA Women of Achievement Award Recipient, Shining Star Award

2009 Women Impacting Iowa State University Calendar