

**BOARD OF TRUSTEES  
MINNESOTA STATE COLLEGES AND UNIVERSITIES**

**BOARD ACTION**

APPOINTMENT OF PRESIDENT OF  
ALEXANDRIA TECHNICAL AND COMMUNITY COLLEGE

**BACKGROUND**

Chancellor Rosenstone initiated a national search for a president of Alexandria Technical and Community College in early fall 2013. He appointed a search advisory committee consisting of the following members:

Joyce Helens, President, St. Cloud Technical and Community College, chair

Donna Short, Reprographics Specialist

Muzambra Sibajene, Intercultural Program Management Specialist

Mary Ackerman, Director of Support Services

Justin Dathe, Student

David Bjelland, Chief Financial Officer

Gregg Raisanen, Senior Dean of Academic Affairs and Student

Justin Eberhardt, Instructor and Student Senate Advisory

Randy Goeke, Instructor

Rondi Wussow, Instructor

John Hall, Foundation Board President and President, Kensington Bank

Lynette Kluver, Director of Organizational Development, Alexandria Industries

Carl Vaagenes, CEO, Douglas County Hospital

Shari Maloney, Chief Human Resources Officer

The position was advertised nationally in a variety of higher education and diversity publications. There were a total of 59 applicants. From this pool, the search advisory committee selected 7 individuals for initial interviews. The committee forwarded names to Chancellor Rosenstone for consideration, resulting in 2 semi-finalists. A rigorous public interview process was held with these individuals on March 12, 2014, with the following groups:

- Trustees Cheryl Dickson, Dawn Erlandson and Tom Renier
- Chancellor Steven Rosenstone
- Cabinet members John O'Brien, Laura King, Mark Carlson, Colin Dougherty and Gail Olson

The chancellor reviewed information from each phase of the process to develop his recommendation for board approval. At this time Chancellor Rosenstone recommends Laura Urban to be the next president of Alexandria Technical and Community College.

36 **RECOMMENDED COMMITTEE ACTION**

37 The Human Resources Committee recommends that the Board of Trustees adopt the following  
38 motion.

39

40 **RECOMMENDED MOTION**

41 The Board of Trustees, upon the recommendation of Chancellor Rosenstone, appoints Laura  
42 Urban as president of Alexandria Technical and Community College effective July 1, 2014,  
43 subject to the completion of an employment agreement. The board authorizes the chancellor, in  
44 consultation with the chair of the board and chair of the Human Resources Committee, to  
45 negotiate and execute an employment agreement in accordance with the terms and conditions of  
46 the MnSCU Personnel Plan for Administrators.

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48 *Date of Approval: March 19, 2014*

49 *Date of Implementation: July 1, 2014*

**LAURA L. URBAN, Ph.D.**

### ***Employment Experience***

**Gateway Community and Technical College (GCTC), Florence, KY, [www.gateway.kctcs.edu](http://www.gateway.kctcs.edu)**

Gateway Community and Technical College is a multi-campus comprehensive two-year college serving approximately 5000 credit and 2500 non-credit students each semester. It is one of 16 colleges in the Kentucky Community and Technical College System (KCTCS) and serves a 15 county, multi-state region in Northern Kentucky and Greater Cincinnati. The college has campuses located in Covington, Edgewood, Florence, and the Urban Center in downtown Covington. The college is in the process of expanding the Urban Center to a significantly larger urban campus. GCTC provides transfer and terminal associate degrees, diplomas, and short-term certificates.

**Provost & Vice President for Academic Affairs – (2010 – present), reporting directly to the President**

#### **Responsibilities:**

- Serves as chief academic officer for the college and is a member of the President's Cabinet. Provides oversight for Academic Affairs, Library and Information Services, Early College Initiatives, and various grants.
- Directly supervises four associate provosts, library director, director of early college programming, grant project directors, director of the accreditation quality enhancement project (QEP), and administrative staff. Indirectly responsible for five library staff, 104 full-time faculty and approximately 200 part-time faculty.
- Provides leadership in the assessment of student learning, instructional effectiveness, and program/curriculum development.
- Oversees hiring and evaluation of full-time faculty and other staff reporting to Academic Affairs.
- In collaboration with faculty prepares academic calendar meeting the needs of students and the community.
- Develops and maintains \$10M + budget for Academic Affairs and departments reporting to the Office of the Provost.
- Provides oversight and maintenance of accreditation compliance standards pertaining to Academic Affairs and Library Services.
- Provides oversight for several large federal and state grants: Health Professions Opportunity (HPOG), Accelerating Opportunities with Jobs for the Future Foundation, Perkins, and two National Science Foundation grants.
- Collaborates with Student Services on student orientation, student activities and organizations, enrollment & retention strategies, and student discipline.

- Collaborates with the Office of Knowledge Management in monitoring the academic program review process on an annual and ongoing basis.
- Maintains positive communication and working relationships with the faculty, Faculty Senate and Council and faculty committees.
- Leads the development of articulation agreements with four-year colleges and universities.
- Collaborates with the Office of Workforce Solutions in providing programming meeting the needs of local and regional employers.
- Participates in policy development, strategic planning, and the daily operations of the college. Participates in GCTC Board of Trustees meetings and presents as needed.
- Represents the college as a member of the KCTCS Academic Council. Serves on college and KCTCS committees as needed.
- Serves as a board member for three community organizations and participates in a variety of community activities in the Northern Kentucky/Greater Cincinnati region.

Accomplishments:

- Led implementation of the Gateway Regional Academy providing college courses to 18 K-12 school districts, private schools, and home schooled students in northern Kentucky.
- Elected 2013-14 Chair of Kentucky Community and Technical College System Academic (KCTCS) Council comprised of 16 Chief Academic Officers (CAOs). Represent CAOs at system wide meetings.
- Hosted and provided leadership for fall 2013 state wide conference for KCTCS academic leaders and divisions chairs.
- Currently providing leadership for the organization of the KCTCS "Idea U" business planning competition in cooperation with the Commonwealth of Kentucky Cabinet for Economic Development.
- Participated as a team member for the development of over 20 academic pathways with Northern Kentucky University resulting in seamless transfer to the university.
- Worked closely with faculty council members to rewrite faculty senate bylaws resulting in an improved shared governance model. Communication between administration and faculty senate is now more direct and efficient.
- Implemented the college's academic program review process for purpose of improving programs. Used results to improve Nursing, Visual Communications, and Diesel Technology. Served on statewide committee that developed a system wide academic program review process.
- Led the implementation of a new process for the assessment of student learning outcomes where documented results are used on an annual basis to improve student learning. Currently serving on state wide committee charged with revising the KCTCS Assessment and Placement policy.
- Participated in the development and implementation of new academic programs: Health Information Technology, Paramedic Technology, Pharmacy Technician, Human Services, and Instructional Design and Learning Technologies.
- Currently leading the development of a program in historical preservation trades.
- Collaborating with WorkForce Solutions in the development of a transportation logistics program and three advanced manufacturing certificates.
- Collaborated with the Office of Knowledge Management to develop and implement the college's online program and Center for Emerging Technology. Online enrollments increased by over 140% in fall 2012.

- Currently one of the college's leaders working with two architectural firms and faculty in the design and construction of the new Urban Campus which includes renovating eight existing buildings and building of one new facility in downtown Covington, KY. Currently developing a business plan for a new Spa and Wellness Center as part of the relocation to the Urban Campus.
- Leading a major reorganization of the library, distance learning division, and academic tutoring into a Learning Commons model.
- Implementing an Honors Program for fall 2014. Recently hired a program director to begin curriculum development and select faculty members.
- Served as a key team leader in the college's 2012 reaffirmation process with the Southern Association of Colleges and Schools (SACS). Ten year reaccreditation granted.
- Led the development of articulation agreements with five four-year colleges and universities; negotiating two additional agreements.
- Currently serving as the supervisor of the Director of the Quality Enhancement Project (QEP) which is part of a required five year SACS accreditation process. The QEP is focusing on reducing the non-academic barriers to matriculation, retention, and completion.
- Collaborated with Pendleton County Economic Development Corporation, Pendleton County government, and City of Falmouth to provide courses for rural residents and begin exploration of developing a college center in Falmouth, KY. Negotiated 50% payment for a full-time employee to serve Pendleton County.
- Providing leadership on adding an off-campus site for Grant County, KY which will be functional by summer 2014.

**Lac Courte Oreilles Ojibwe Community College (LCOOCC), Hayward, WI, [www.lco.edu](http://www.lco.edu)**

Lac Courte Oreilles Ojibwe Community College is an accredited two-year tribal community college serving the Ojibwe people of five Native American reservations and non-native residents of northern Wisconsin. LCOOCC provides transfer and terminal associate degrees, one-year technical diplomas, and short-term certificates. The College includes the main campus and outreach sites at Bad River, Red Cliff, Lac du Flambeau, and Hertel, WI.

**Chief Academic Officer & Academic Dean – (2006-2010), reporting directly to the President.**

**Responsibilities:**

- Served as chief academic officer for the college and was a member of the President's Executive Council. Served as Principal Investigator for a variety of federal and state grants. Served as Acting President in absence of President.
- Supervised 24 full-time people including faculty, program directors, outreach coordinators, assessment and institutional research staff, grant staff, support staff, and approximately 80 adjunct faculty members.
- Managed four comprehensive outreach sites which provided instruction, student services, financial aid assistance, and counseling services to Native American and non-native students.
- In collaboration with faculty prepared academic calendar for main campus, four outreach sites and online offerings.
- Served as executive staff member to the LCOOCC Board of Regents ensuring the college's mission was met and the Board had information needed to exercise effective governance.

- Provided leadership for all instructional divisions including: new program & curriculum development, program review, accreditation, assessment of student learning, and instructional technology.
- Provided oversight for 30+ programs including a Liberal Arts transfer program.
- Managed the budgets for the instructional divisions, four outreach sites, and a variety of grants including National Science Foundation and Perkins grants.
- Collaborated with Student Services on faculty and student orientation, student activities and organizations, enrollment & retention strategies, and student discipline.
- Co-chaired the college's Strategic Planning committee and Curriculum and Assessment committee. Chaired Summer School Committee and Dean's Round Table.
- Served on various committees including: Financial Aid & Scholarships, TRIO Grant Support, Faculty & Staff Compensation, Bookstore, and others as needed.

#### Accomplishments:

- Participated as member of recruitment team increasing fall 2009 enrollments by 24%.
- Led committee that developed a proposal for providing summer school sessions beginning in summer 2010. Proposal approved and funded.
- Restructured staffing configuration on 3.5M National Science Foundation (NSF) STEM grant ensuring goals and objectives were being met. In August 2009 an external evaluator commented, "It is one of the best managed tribal college NSF grants in the country".
- Reorganized Sustainable Living Institute (SLI) enabling staff to provide Geographic Information Systems (GIS) services and energy audits to tribal entities and off-reservation organizations.
- Selected as a Consultant Evaluator as part of the Peer Review Corp with the Higher Learning Commission of the North Central Association of Colleges and Schools.
- Led the development of an Associate of Arts in General Studies, Associate of Science in Pre-Health Information, GIS Technician certificate, and the modification of a standard carpentry program to one focusing on Green Building techniques.
- Received Title III funding in August 2009 for implementation of an Associate Degree in Nursing program.
- Received Title III funding to hire two new positions: a Distance Learning Coordinator and an Institutional Research Specialist.
- Implemented learning communities for science, technology, & math (STEM) and first time college students by pairing instructors and providing block instruction for first semester general education courses. Improvement seen in retention from fall to spring.
- Implemented a faculty development series on Ojibwe culture, customs, and traditions for purpose of integrating Ojibwe culture into all courses. Fifty-one courses modified by fall 2009 with ten additional courses scheduled for spring 2010.
- Implemented a 'Manager on Duty' system for evening classes resulting in improved student and faculty safety and improved communication.
- Led reorganization of college bookstore and ordering procedures resulting in substantial annual savings.
- Led implementation of Interactive Television (ITV) technology for instructional use resulting in a savings of over \$20,000 per semester in salaries. Use of ITV proved so successful a second studio was added for spring 2010.
- Using the ITV network expanded the Renewable Energy program to two of the college's outreach sites. Course enrollments went from 4-5 students per course to 25-30 students per course in less than two years.

- Expanded online course offerings from two to ten per semester, and was in process of adding additional offerings.
- Implemented course offerings to regional high schools through the use of the ITV network.
- Collaborated with four University of Wisconsin campuses in developing a variety of articulation and two plus two programs in the liberal arts, natural sciences, and early childhood education. Developed articulation agreements with three private colleges.
- Developed the college's Family Educational Rights & Privacy Act (FERPA) policy and instituted staff training on the policy.
- Collaborated with the Financial Aid Director in developing scholarship application guidelines for a National Science Foundation -Webs of Learning scholarship program. The scholarship was developed to attract Native Americans into the science, technology, and math (STEM) fields.
- Worked with Student Services staff to develop and implement a Carl Perkins Special Populations and Program Improvement grant designed to expand programs and student services to the St. Croix Outreach Site. Program expansion included Associate of Applied Science in Casino Management and Renewable Energy program.
- Implemented a web-based student evaluation process. Faculty members receive feedback within a few weeks of the evaluation being administered.
- Implemented a web-based storage and retrieval system for all syllabi reducing need for paper storage of syllabi.
- Chaired the ad hoc committee for reviewing and implementing a revised college admissions process and placement testing procedures for purpose of improving overall retention, but specifically focused on under prepared, first generation college students.
- Implemented a program review and improvement process using program statistics, assessment results, and enrollment data.
- Used program review process and data to reallocate resources by expanding two existing programs, developing three new programs, and suspending two programs.
- Managed the development of a searchable data-base to review and update faculty and adjunct credentials. Data is used to hire adjunct faculty and provide development opportunities for full-time faculty.
- With the support of faculty and assessment coordinator led the implementation of a new assessment of student learning program where documented results are used on an annual basis to improve student learning. Faculty members are provided with additional paid work days for end-of-year assessment activities.
- Co-chaired the Focused Visit Steering committee for the Higher Learning Commission February 2007 visit and co-authored the Focused Visit report. Designated member of Steering Committee for 2012 reaccreditation visit.

**Wisconsin Indianhead Technical College (WITC), Shell Lake, WI, [www.witc.edu](http://www.witc.edu)**

Wisconsin Indianhead Technical College is a comprehensive two-year, county tax supported technical college located in rural northern Wisconsin. It is one of 16 technical colleges within the Wisconsin Technical College System with campuses located in Ashland, New Richmond, Rice Lake, and Superior. The administrative office for the college is located in Shell Lake. WITC serves the residents of 11 counties and offers 55 programs (associate degrees and technical diplomas).

**Director, Institutional Effectiveness – (2004-2006),** reported to the President.

#### Responsibilities:

- Managed institutional research, strategic planning process, and administration of federal and state grants.
- Managed department budget and oversaw budgets for numerous grants including Perkins funds for basic skills, counseling services, and English as a Second Language.
- Served as primary accreditation liaison with the Higher Learning Commission (HLC) of the North Central Association of Colleges and Schools.
- Supervised research and grants staff responsible for data development and reports used by WITC for decision-making.
- Participated in monthly Board of Trustees meetings providing information on: program enrollment statistics, strategic planning efforts, and the status of grants
- Served on President's Cabinet and member of various college councils, committees, and task forces including Enrollment Management, Required Academic Advising and Placement (RAAP), and Planning and Assessment Council. Served as college liaison to the Wisconsin Technical College System Institutional Research office.

#### Accomplishments:

- Organized new Office of Institutional Effectiveness including the development of policies and procedures.
- Organized February 2005 College-wide and Community Visioning Retreat for approximately 50 college staff and 50 community members. Results used to improve programs and services.
- Developed Grants Management workshop in cooperation with college grant writer.
- Collaborated with two other technical colleges on developing common college indicators for the newly implemented statewide Quality Review Program (QRP).
- In cooperation with Research Specialist, developed and implemented staff training for the college's data management system.
- Co-chaired the Focused Visit Steering Committee and co-authored Focused Visit report in preparation for an accreditation visit scheduled for October 2006. Co-authored WITC's first AQIP application.
- Served as member of Staff Development Focus Team which developed an application process for distributing staff development funds.

**Dean, Instructional Planning – (1997-2004)**, reported to the Vice President for Learning.

#### Responsibilities:

- Coordinated new program development & implementation, program evaluation & review, assessment of student learning activities, and program modification processes for three academic divisions: Business & Marketing, General Studies, and Personal Services.
- Researched and recommended program expansion, suspension or discontinuance.
- Directed activities on curriculum development, assessment, and mode of delivery for programming. Assisted with identification and implementation of staff development needs for programming.
- Worked extensively with business and general education faculty on preparing for the 2003 accreditation visit. Conducted an internal self-study on General Studies prior to the 2003 accreditation visit.
- Served as college liaison to the Wisconsin Technical College System and external agencies pertaining to programming. Served on negotiation teams, college and state taskforces as needed.



**Accomplishments:**

- Served as project manager for a statewide technical college curriculum project for the Early Childhood Education associate degree program. Statewide curriculum adopted resulting in improved transfer to University of Wisconsin system schools.
- Served as a member of statewide technical college curriculum committee for Instructional Assistant associate degree program.
- Worked with staff at the Superior and New Richmond campuses to develop and implement an Information Systems - Network Specialist associate degree program.
- Worked with divisional deans and faculty on major program modifications for Supervisory Management, Administrative Assistant, and Medical Administrative Specialist programs.
- In collaboration with the faculty and staff from three divisions organized yearly faculty symposiums, in-services, and curriculum work days.
- Worked extensively with faculty and deans on program outcomes assessment model.
- Coordinated major Barber/Cosmetology program modification resulting in the program being offered every year instead of every 18 months.

**University of Wisconsin-Superior (UWS), Superior, WI, [www.uwsuper.edu](http://www.uwsuper.edu)**

The University of Wisconsin -Superior is one of 13 four-year universities within the University of Wisconsin System. UWS has been designated by the University Of Wisconsin Board Of Regents as "Wisconsin's Public Liberal Arts College" with an enrollment of approximately 2800 students.

**Director, Small Business Development Center (SBDC) and Business Department Instructor – (1995-1997).** Reported to Director of Continuing Education/UW Extension and Chair, Business Department.

**Responsibilities:**

- Developed and managed SBDC programs and counseling services.
- Provided training programs and consulting services for business and industry in seven northern Wisconsin counties.
- Supervised full-time staff of five and part-time workshop instructors and facilitators.
- Managed \$200,000 plus budget and federal Small Business Administration funds.
- Worked closely with University of Wisconsin Extension agents within the region and state SBDC office.
- Taught credit and non-credit courses in management and marketing for the University's Department of Business Administration.

**Accomplishments:**

- Provided three-year training program for union and management employees of Fraser Paper.
- Provided multi-year training programs for the Bad River Gaming Casino and Indian Health Services at Bad River Reservation
- Served six years on the UWS Academic Staff Council.
- Implemented an online Small Business Management series.
- Received excellent credit and non-credit course evaluations.

- Selected for extensive Continuous Improvement training at the University of Wisconsin-Madison and facilitated the reorganization of two UWS departments using the training received.
- Appointed to Governor's Committee on Area Promotion in Northern Wisconsin – Bad River/Red Cliff Chippewa Tribes.

**Outreach Program Manager – (1990-1995),** Reported to Director, Continuing Education/ UW Extension.

**Responsibilities:**

- Designed, developed and marketed programs for individuals working in nonprofit organizations and governmental agencies in northwestern Wisconsin.
- Designed and implemented a community leadership program.
- Taught courses in supervision and strategic planning for UW-Madison's Certified Public Manager program.

**Accomplishments:**

- Developed and implemented Certificate Program in Nonprofit Management in 1990 – program is still operating today.
- Developed and implemented Leadership Superior-Douglas County in 1991 – program is still operating today.
- Developed and facilitated workshops on board development and training for many local nonprofit agencies.

**City of Savannah, Savannah, GA**

**Director of Training and Employee Development – (1988-1990),** Reported to City Manager.

**Responsibilities:**

- Developed and implemented the City's new comprehensive employee training and development program for 2000+ city employees.
- Supervised training and support staff, and managed department budget.
- Developed and managed programs in: adult literacy, English as a Second Language, new employee orientation, personnel and employee benefits, technical and safety training and other programs as needed.

**Accomplishments:**

- Developed budget, policies and procedures for newly developed Employee Training Institute (ETI).
- Developed a nationally recognized "Serving Savannah" customer service program required for all city employees.
- Collaborated with the University of Georgia's Certified Public Manager's program staff on providing a leadership program for mid-level city managers.

**Directorate of Resource Management, Department of the Army, Ft. Stewart, GA**

**Senior Management Analyst – (1986-1988).** Reported to Director, Commercial Activities Review.

Responsibilities:

- Served as team leader coordinating and directing quantitative and qualitative management studies in the areas of maintenance operations, supply depots, and purchasing.
- Developed 'statements of work' used for proposal development by perspective bidders on government contracts.

**Army Continuing Education System (ACES), Germany**

**Senior Education Services Officer (SESO), Education Services Specialist (ESS), & Guidance Counselor – (1979-1986).**

Responsibilities:

- Managed five education centers, eight learning resource centers, and military testing office. Insured instructional programs and student services were provided to soldiers and their adult family members.
- Supervised approximately 100 professional and instructional staff.
- Managed budget of approximately \$6 million.
- Contracted with institutions of higher education for the implementation of traditional and non-traditional adult education programs, both credit and non-credit.
- Provided academic advising and student services counseling for soldiers concerning educational opportunities and career growth.
- Managed Army Apprenticeship Program.

### **Educational Achievements**

**Doctor of Philosophy, Education, Capella University, 2006.**

**Master of Education, College Student Personnel Administration, Colorado State University, 1979.**

**Bachelor of Arts, Business Administration (Cum Laude), Northland College, 1976.**

### **Professional Development**

- Career and Technical Education Conference, Louisville, KY, 2013
- Southern Association of Colleges and Schools (SACS) Workshop, Substantive Change Processes, Lexington, KY, 2013
- Strategic Enrollment Management Executive Forum, Noel-Levitz, Savannah, GA, 2013
- Adjunct Faculty 2013: 7 Critical Considerations, PaperClip Webinar, 2013
- Assessing Effectiveness of Administrative Units, WEAVE Webinar, 2013
- Student Learning and the Degree Qualifications Profile Webinar, LiveText, 2013
- Maps to Credential Webinar, American Council on Education, 2013.
- Assessing General Education Outcomes, American Council on Education, 2013

- ADKAR (Awareness, Desire, Knowledge, Ability, Reinforcement) Change Management Training, Gateway Community & Technical College, 2012
- Association of Community College Trustees (ACCT) Leadership Webinar: Make the Right Investment in Preparing Your Presidential Application Package, 2012
- ACCT Leadership Webinar: Ace the Interview, 2012
- iPad Apps That Will Make You a Superhero!, Gateway Community & Technical College, 2012
- DSA: Dynamic Skills Audit: Burning Glass training, Versailles, KY, 2012
- Technology in Education Conference, Cincinnati, OH, 2012
- Beginner's Social Media, Gateway Community & Technical College, 2011
- Quality Improvement Institute, Southern Association of Colleges and Schools, FL, 2010
- Southern Association of Colleges and Schools Annual Conference, 2010
- Consultant- Evaluator Training, Higher Learning Commission, Lisle, IL 2009
- "A Day at NSF: A Look at Funding Sources within the National Science Foundation", National Science Foundation, Washington, D.C., 2009
- Consultant Evaluator training for Presidents and Chief Academic Officers, Higher Learning Commission Annual Conference, Chicago, IL, 2009
- Principal Investigator Training for National Science Foundation Grants, Albuquerque, NM and Washington, D.C., 2007
- Budget Management for National Science Foundation Grants, Minneapolis, MN, 2007
- "Motivating Students for Better Retention, Learning, & Achievements", The Collaboration conference, Minneapolis, MN, 2006
- Data and Decision-making Workshop, Phoenix, AZ, 2005, Association for Institutional Research
- Higher Learning Commission Annual Conference, Chicago, IL, 2009, 2005 & 1998
- Wisconsin Instructional Design System (WIDS) training, WITC, 2004 & 1998
- General Education Outcomes Assessment Workshop, DePere, WI, 2004
- Wisconsin Leadership Development Institute (WLDI), Madison, WI, 2000 -2001

### **Faculty/Teaching Experience**

#### **Credit Courses**

**Northland College**, Ashland, WI, Nonprofit Management and Leadership & Human Resource Management

**University of Wisconsin -Superior**, Superior, WI, Principles of Management, Principles of Marketing, Introduction to Business

#### **Non-Credit Courses**

Managing Customer Relations -- 'Service Quality' (throughout northern Wisconsin over a period of six years)

Supervisory Training for various organizations (Challenge Center, Bad River Casino, Black Bear Casino, Fraser Paper, and others)

Supervising Supervisors for University of Wisconsin (UW) -Madison's Certified Public Manager program

Strategic Planning for UW-Madison's Certified Public Manager program

Problem Solving for Supervisors for UW-Madison's Certified Public Manager program

Developing an Employee Handbook

Developing New Employee Orientation Programs

Conflict Resolution  
Time and Meeting Management  
Small Business Management series  
Board Training and Development for Nonprofit Boards

**University of Maryland – European Division, Assertiveness Training for Women  
& Communication Skills for Supervisors**

**Wisconsin Indianhead Technical College, WTCS Certification Course #58 – Supervision  
(credit and non-credit)**

### **Selected Publications and Presentations**

Urban, L. (2006). "Developing a Strategic Plan for Distance Education at a Multi-Campus Two-Year Technical College," University Microfilms International, Ann Arbor, MI.

"Articulation and Transfer Agreements: What Every Parent Needs to Know", Parents Expo, Hayward, WI, 2009.

"Webs of Learning: A National Science Foundation Midgrant Review", Joint Annual Meeting, National Science Foundation, Washington, DC, 2008.

"Faculty Development: Integration of Ojibwe Culture and Traditions Across All Disciplines", National Science Foundation Leadership Forum, Albuquerque, NM, 2008.

"Webs of Learning: A National Science Foundation Project Update at Lac Courte Oreilles Ojibwa Community College", Tribal College & University Program Conference, Minneapolis, MN. 2006.

"Improving the Game Plan: Continuous Improvement at WITC through AQIP", Wisconsin Indianhead Technical College Symposium, Rice Lake, WI, 2006.

### **Professional and Community Memberships**

Northern Kentucky Council on Education, Board member & Finance Committee  
Northern Kentucky Cooperative Education Services Agency (CESA), Board member  
Regional Youth Leadership program, Northern Kentucky Chamber of Commerce, Board member and session volunteer  
Women's Initiative Committee, Northern Kentucky Chamber of Commerce  
Kentucky Symphony Orchestra, volunteer and member of Gala fund raising committee  
Florence Rotary Club, Florence, KY  
Lloyd Area Skeet Club, Secretary & volunteer counter manager  
Philanthropic Education Organization (P.E.O.), past chair of STAR scholarship committee  
Northern Wisconsin Area Health Education Consortium, Advisory Committee, past member  
Wisconsin Association of Marketing and Business Organizations (WAMBO), past member  
Superior/Douglas County Chamber of Commerce, past board member  
Superior Rotary Club (past member)  
Eau Claire Lakes Business Association, member and past president  
Wisconsin Association of Nonprofits, founding member