

Deborah Lindgren

DIRECTOR OF STUDENT SERVICES

@deborah.lindgren@email.com | ☎ (303) 555-0108 | 🏠 Denver, CO
🌐 linkedin.com/in/deborahlindgren

SUMMARY

Director of student services with 15 years in student affairs, 12 of them at community colleges, leading advising, accessibility services, testing and enrollment support for 11,000 students. Manages a 24-person staff and a \$2.1M budget, sets retention strategy and program assessment, and keeps services compliant with FERPA and ADA.

EXPERIENCE

Director of Student Services

07/2021 - Present

Mile High Technical College

Denver, CO

Public technical college with 11,000 students on 2 campuses.

- Direct 4 departments and 24 staff across advising, accessibility services, testing and enrollment support.
- Lead budget management for a \$2.1M operating budget and 2 grants, closing each year within 1% of plan.
- Launch a case-managed advising model that raised fall-to-fall retention from 52% to 59% in 3 years.
- Run annual program assessment for every unit, meeting all standards in the 2024 accreditation visit.

Associate Director of Advising

08/2014 - 06/2021

Aurora Plains Community College

Aurora, CO

Community college with 8,000 students.

- Provided staff supervision for 12 advisors in a caseload model covering 6,000 students.
- Rolled out a CRM and early alert system adopted by 85% of faculty in the first year.
- Cut registration wait times for new students from 90 to 25 minutes with online pre-advising.
- Hired and trained 7 advisors as the college added evening and online advising.

Academic Advisor

07/2011 - 07/2014

Colorado Plains University

Greeley, CO

Public university advising center for undeclared students.

- Advised 320 undeclared students a year on major choice and degree requirements.
- Coordinated orientation advising for 1,800 freshmen across 14 summer sessions.
- Built transfer pathway guides with 6 Colorado community colleges.

SKILLS

Student Affairs

Budget Management

Staff Supervision

Retention Strategy

Program Assessment

FERPA

ADA Compliance

CRM

Strategic Planning

Leadership

EDUCATION

Master of Arts

05/2014

University of Denver

Denver, CO

Higher Education