# 2019 Directors of Graduate Studies Retreat

**Tuesday, October 15, 2019**  
University Club  
Third Floor

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
<th>Speakers/Topics</th>
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<tr>
<td>7:45–8 a.m.</td>
<td>Registration</td>
<td>Lobby</td>
<td>Coffee, tea, juice, and breakfast pastries served</td>
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<td>8–8:45 a.m.</td>
<td>Q&amp;A for New Directors of Graduate Studies</td>
<td>Conference Room A</td>
<td>Nathan Urban</td>
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<td>9–9:30 a.m.</td>
<td>Priorities in Graduate Studies</td>
<td>Conference Room A</td>
<td>Nathan Urban</td>
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| 9:45–10:30 a.m.| Breakout Session 1                                                  | Conference Room A, Conference Room B | Doctoral Programs: Working Guidance on Graduate Student Academic Appointments (TA, GSA, GSR, PreDoc Fellows, Trainees) Draft Appointment Letter Template, and Data Collection Updates Stephanie Hoogendoorn and Jennifer Walker  
Professional Programs: Developing New Programs and Tuition Incentive Program  
Nathan Urban |
| 10:30–11:15 a.m.| Breakout Session 2                                                  | Conference Room A, Conference Room B | Doctoral Programs: Assessing and Enhancing Doctoral Mentoring  
Leslie Hausmann and Nathan Urban  
Professional Programs: Recruiting Strategies  
Update on Salesforce Implementation  
Cristy Spino  
Graduate Recruitment Strategies: Audience Generation and Enrollment Funnel Management  
Kurt Federer, Kevin Shriner, and Sharon Shoham |
| 11:15–11:30 a.m.| Pick up boxed lunch                                                | Lobby          |                                                                              |
| 11:30 a.m.–12:15 p.m. | Office of International Services Updates            | Conference Room A | Delo Blough                                                                    |
| 12:15–12:30 p.m. | Wrap-up and Action Items                                           | Conference Room A | Nathan Urban                                                                  |
Speaker Biographies

**Delo Blough**  
Director  
Office of International Services, University of Pittsburgh  
delo.blough@pitt.edu

With more than 25 years as an attorney in both the public and private sector, Delo Blough is an expert in immigration regulations related to international populations in colleges and universities. Prior to coming to Pitt, Blough was the associate executive director of the Center for Global Engagement at James Madison University in Harrisonburg, Virginia. In addition to immigration expertise, Blough believes that it is vital to provide support services to university international populations in order to attract and retain highly qualified candidates who will enhance the entire campus community by sharing their diverse thoughts and experiences. Blough received her JD from Georgetown University and is an active member of the Virginia Bar Association.

**Kurt Federer**  
Senior Director, Enrollment Services  
EAB  
kfederer@eab.com

Kurt Federer serves as senior director within EAB's Enrollment Services team and specializes in creating customized enrollment marketing solutions to help law schools significantly impact ranking, academic quality, and quantitative enrollment metrics.

**Leslie Hausmann**  
Associate Professor of Medicine and Core Investigator  
VA Pittsburgh Health Care System Center for Health Equity Research and Promotion  
Leslie.hausmann@va.gov

Leslie Hausmann is associate professor of medicine and a core investigator at the VA Pittsburgh Healthcare System Center for Health Equity Research and Promotion (CHERP). As co-director of the Equity Capacity Building Core within CHERP, Hausmann also spearheads the development and dissemination of tools and education to support innovative health equity research and empower those working in the health care field to conduct equity-focused quality improvement. An experimental social psychologist, Hausmann has devoted her career to improving the health and health care of vulnerable veteran populations. Her primary research interests include understanding how issues of discrimination and bias contribute to health and health care disparities, especially with regard to pain management. Her commitment to promoting health equity extends to providing strong mentorship to trainees and junior faculty from underrepresented groups and to contributing to programs to increase the diversity of those conducting clinical and translational research.
**Stephanie Hoogendoorn**  
Senior Assistant to the Provost for Academic Affairs  
Office of the Provost, University of Pittsburgh  
hoogen@pitt.edu

Stephanie Hoogendoorn manages the workflow and supervises the support staff for undergraduate and graduate studies. The team provides advice and implements policies, academic programs, student academic support, accreditation, assessment, and external regulations. Her primary responsibility is increasing communications of graduate student resources to students, faculty, and staff and collaborating with schools and support units to introduce new programming to address gaps.

**Sharon Shoham**  
Senior Director, Adult Learner Recruitment  
EAB  
sshoham@eab.com

Sharon Shoham serves as senior director within EAB's Adult Learner Recruitment team. Shoham helps colleges and universities map out tactical enrollment marketing campaigns to advance their adult undergraduate and graduate programs. She specializes in audience targeting and leveraging large data sets to develop targeted and impactful marketing creatives and campaigns.

**Kevin Shriner**  
Lead, Strategic Program and Market Planning  
EAB  
kshriner@eab.com

Kevin Shriner leads EAB's Strategic Program and Market Planning Services. He has more than 25 years of experience in higher education, spending 16 of those years at public and private institutions and nine years in higher education consulting.

**Cristy Spino**  
Lead, Strategic Program and Market Planning  
Computing Services and Systems Development, University of Pittsburgh  
spino@pitt.edu

Cristy Spino is the manager of the Enterprise CRM team and the IT service owner for Salesforce at the University of Pittsburgh. She graduated from the School of Health and Rehabilitation Sciences in Health Information Management where she developed her passion for quality. Over the past 20 years she has lead teams in quality assurance, quality control, development, and consulting, always driving quality and process improvement to implement best practices. Over the years she has acquired her RHIA, CSTE, and ITIL certifications.
Nathan Urban
Vice Provost for Graduate Studies and Strategic Initiatives
Office of the Provost, University of Pittsburgh
nurban@pitt.edu

Nathan Urban is a professor and the associate chair of the Department of Neurobiology, the associate director of the Brain Institute, and co-director of the Center for the Neural Basis of Cognition at the University of Pittsburgh. He joined the Office of the Provost in 2015 as the Vice Provost for Special Projects and then was appointed to Vice Provost for Graduate Studies and Strategic Initiatives in 2017. In this role, Urban works with graduate students and post-docs to understand their experiences at Pitt and then works to implement changes. Current initiatives include increased access to and awareness of mental health resources and improving the mentoring of graduate students.

Jennifer Walker
Assistant to the Provost for Graduate and Undergraduate Studies
Office of the Provost, University of Pittsburgh
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Jen Walker is a member of the Office of the Provost Academic Team, focusing primarily on graduate studies. She also serves as the advisor to the Graduate and Professional Student Government. Prior to joining the Office of the Provost, Walker spent more than fifteen years in the Pitt School of Medicine – Graduate Studies Office where she had the privilege of working with all aspects of the graduate student life cycle.