

JEFFREY S. PITTMAN, PH.D.

2424 Broadnax Circle
Chesapeake, Virginia 23323
757-409-2816
e-mail: jeffpit@regent.edu

Experience

Associate Professor

July 2011 – Present

Regent University, Virginia Beach, Virginia

Faculty member in the Graduate School of Education, teaching masters and doctoral level students higher education administration, leadership, and education foundation courses. Effective August 2013 responsibilities expanded to include service as Program Chair for M.Ed. in Individualized Studies and M.Ed. in Student Affairs programs. Also, service as Program Advisor for post masters (Ed.S, Ed.D., and Ph.D.) Higher Education Leadership & Management (HELM) programs.

Vice President for Student Services

April 2002 – June 2011

Regent University, Virginia Beach, Virginia

Chief student affairs officer for institution with 5,000 students (70% graduate, 30% undergraduates). Direct oversight of auxiliary services, student services, and the university student center.

Responsible for:

<i>academic support services</i>	<i>bookstore</i>	<i>campus ministry</i>
<i>financial aid</i>	<i>food service</i>	<i>international students</i>
<i>shuttle service</i>	<i>student center</i>	<i>student events</i>
<i>student government/organizations</i>	<i>student housing</i>	<i>student life</i>

Executive Director of the Washington, D.C. Campus

October 2000 – May 2003
December 2006 – August 2008

Regent University, Washington, D.C.

Worked with architects and construction team in construction of five story, 28,000 square foot facility. Developed operating plans and recruited staff to market programs and provide student support. Advanced enrollment from 98 in Fall 2000 to over 350 students in May 2003. Lead the downsizing and transition effort in 2006 – 2008 from branch campus to extension site.

Responsible for:

<i>admissions</i>	<i>marketing</i>	<i>physical plant</i>
<i>public relations</i>	<i>student services</i>	<i>support staff</i>

Associate Dean for Administration and Academics - School of Divinity

July 2000 – May 2002

Associate Dean for Administration - School of Divinity

March 1998 – July 2000

Regent University, Virginia Beach, Virginia

Administrative manager of S.A.C.S. and A.T.S. accredited seminary offering Masters and Doctoral level programs to over 500 students in Virginia Beach, metro Washington, D.C. and the Republic of Korea.

Responsible for:

<i>admissions</i>	<i>alumni services</i>	<i>budget</i>	<i>career services</i>
<i>development</i>	<i>distance education</i>	<i>financial aid</i>	<i>Korean programs</i>
<i>Doctor of Ministry program</i>	<i>marketing</i>	<i>registration</i>	<i>support staff</i>

Additional Responsibilities as of July 2000:

<i>academic advising</i>	<i>adjunct appointments</i>	<i>course rotation</i>	<i>curriculum</i>
<i>faculty development</i>	<i>faculty relations</i>	<i>student discipline</i>	<i>student government</i>

Assistant Vice President for Administrative and Auxiliary Services July 1987 – March 1998

Regent University, Virginia Beach, Virginia

Operations manager for S.A.C.S. accredited private graduate school. Supervision of seven budget units and 75 employees.

Responsible for:

<i>bookstore</i>	<i>facility use</i>	<i>insurance</i>	<i>housing</i>
<i>food service/vending</i>	<i>mail services</i>	<i>purchasing</i>	<i>physical plant</i>
<i>photocopiers</i>	<i>motor pool</i>	<i>safety/security</i>	<i>shuttle service</i>

- Managed 20% of institutional expense budget and garnered 10% of university revenues.
- Attained 100% occupancy level in 224 unit apartment complex while doubling complex size and setting rental rates at market level without offering rebates or other rental incentives.
- Developed and implemented facility use policy bringing in rental revenue from off-campus groups.
- Led international operations team in the housing, board, and transport of 57 fully subsidized eastern-European students, saving institution 100K over 2 year period.
- Managed construction of \$14 million, 132,000 sq. ft. academic building in 1993/94 and 11 campus facility renovation projects in 1993/94 with all projects completed on time and within 400K budget.
- Successfully relocated 150 employees and Law Library to new facilities 1993/94 on time and within budget.
- Increased bookstore net revenue by 2.5 times in a 1 year period.

Assistant Director of Admissions and Financial Aid

Financial Aid Officer

Regent University, Virginia Beach, Virginia

January 1987 – July 1987
January 1986 – December 1986

Vice President/Credit Manager

East Carolina Farm Credit Service, Elizabeth City, North Carolina

Regional credit administrator for 500 million dollar agricultural lender. Involved in all phases of operations and credit administration.

January 1980 - January 1986

Education

Doctor of Philosophy, Old Dominion University -- Norfolk, Virginia, 2003

- GPA 3.91
- Concentration in Higher Education Administration – Academic Leadership
- Selected to the Honor Society of Phi Kappa Phi
- Dissertation title: *Privatize or Self-operate: Decision-making in Campus Services Management*

Master of Business Administration, Regent University -- Virginia Beach, Virginia, 1987

- GPA 3.69
- Long Scholarship recipient 1986

Bachelor of Arts, University of North Carolina -- Chapel Hill, North Carolina, 1976

Oxford University -- Oxford, England, summer 1973 (summer residency program through the University of North Carolina – Asheville)

Certificate – Disney Institute Business Programs, *Leadership, Management, Service and Creativity Disney Style*, Orlando, Florida, 2004

Certificate - Administrative Management Institute, Cornell University -- Ithaca, New York, 1995

Certificate - College Business Management Institute, University of Kentucky -- Lexington, Kentucky, 1994 (three year-tiered program in college administration)

Publications

Frawley, R. G., Jackson, L. D., & Pittman, J. S. (2017). Why try service-learning in a faith-based context? Manuscript submitted for publication.

Pittman, J. S. (2015, winter). Progressing as institutional leaders through deliberate engagement in student development and experiential learning. *College Services - National Association of College Auxiliary Services (NACAS)*, 36-37, 50.

Pittman, J. S. (2015, spring). Onward and upward: Leading the way in higher education innovation. *College Services - National Association of College Auxiliary Services (NACAS)*, 34-36.

Pittman, J. S., & Jackson, L. D. (2014). Changing college student development and learning styles: Campus implications. *National Social Science Technology Journal*, 42(1), 71-78.

Jackson, L. D., & Pittman, J. S. (2014, winter). Ahead of the curve: Five student affairs strategies for adjusting to student maturation changes. *Leadership Exchange - National Association of Student Personnel Administrators (NASPA)*, 32-33.

Pittman, J. S. (2013, winter). Certification: A personal positioning developmental framework. *College Services - National Association of College Auxiliary Services (NACAS)*, 25-26.

Pittman, J. S., & Jackson, L. D. (2013, October). Changing college student development and learning styles: Campus implications. In J. Baydo (Chair), NSSA professional development conference proceedings. Symposium conducted at the meeting of the National Social Science Association, New Orleans, LA.

Publications (continued)

Pittman, J. S., & Burnett, D. D. (2013). The privatization of higher education. In J. L DeVitis (Ed.). *Contemporary colleges and universities: A reader* (pp. 322-331). New York: Peter Lang.

Pittman, J. S. (2012, spring). Student services and auxiliary enterprises. In B. A. Jacobs, & J. Kinzie (Eds.), *Enhancing sustainability campuswide - new directions for student services*, #137 (pp. 29-39). San Francisco: Jossey Bass.

Pittman, J. S., Jackson, L. D., & Giovannelli, T. S. (2010, winter). A new model for career services. *Leadership Exchange* - National Association of Student Personnel Administrators (NASPA), 36-37.

Sherwood, G., & Pittman, J. S. (2009, fall). Auxiliary services: Translating change into opportunity, (third in a three part series). *College Services* - National Association of College Auxiliary Services (NACAS), 28-30.

Sherwood, G., & Pittman, J. S. (2009, summer). Auxiliary services: An industry grows and matures, (second in a three part series). *College Services* - National Association of College Auxiliary Services (NACAS), 26-27.

Ingemann, M., Jackson, L. D., & Pittman, J. S. (2009, spring). Partnerships for effective campus crisis responses. *International Journal of Emergency Mental Health*, 11(2), 97-103.

Sherwood, G., & Pittman, J. S. (2009, spring). The evolution of auxiliary services – an industry is born, (first in a three part series). *College Services* - National Association of College Auxiliary Services (NACAS), 17-18.

Publications (continued)

Pittman, J. S. (2008, June). The tip of the spear: Visioning the future and obtaining the resources for auxiliary services success. *College Services* - National Association of College Auxiliary Services (NACAS), 14-15.

Jackson, L. D., & Pittman, J. S. (2007, summer). Cross campus collaboration creates resources and results. *Leadership Exchange* - National Association of Student Personnel Administrators (NASPA), 5(2), 32-33.

Pittman, J. S. (2007, July/August). All hands on the plan -- one question keeps Regent University strategically focused: Are we who we say we are? *Business Officer* - National Association of College and University Business Officers (NACUBO), 57-61.

Pittman, J. S., & Perfetto, P. (2007, June). The far-reaching impact of auxiliary services: NACAS, CAS, and our focus on quality. *College Services* - National Association of College Auxiliary Services (NACAS), 22-23.

Pittman, J. S. (2006, December). Roadmap to the future-- strategic planning: An association and higher education imperative. *College Services* - National Association of College Auxiliary Services (NACAS), 36-39.

Pittman, J. S., & Hassmiller, B. (2006, August). Chief operating officer: The critical role of campus operations, *College Services*- National Association of College Auxiliary Services, 56-58.

Pittman, J. S., & Gray, M. (2006, April). Trends in contracted campus services. *College Planning and Management*, 9(4), 25-28.

Publications (continued)

Hassmiller, B., Myers, R., & Pittman, J. S. (2006, April). The future of the auxiliary services professional. *College Services* - National Association of College Auxiliary Services (NACAS), 64.

Pittman, J. S. (2006, spring). The extraordinary partnership of student affairs and auxiliary services. *Leadership Exchange* - National Association of Student Personnel Administrators (NASPA), 4(1). 14-17.

Pittman, J. S. (2005, October). Understanding campus culture: A key to operating successful auxiliary services. *College Services* - National Association of College Auxiliary Services (NACAS), 20-23.

Jacobs, B. A., & Pittman, J. S. (2005, August). Auxiliary services: Their effect on the bottom line. *College Planning and Management*, 8(8), 18-24.

Pittman, J. S. (2005, August). A method to the madness - A comprehensive decision framework can aid in the choice to self-operate or outsource campus operations. *Business Officer* - National Association of College and University Business Officers (NACUBO), 28-30.

Pittman, J. S. (2003). *Privatize Or self-operate: Decision-making in campus services management* (Doctoral dissertation, Old Dominion University).

Presentations

- Pittman, J. S. (2015, March 21). *Culture and Christian formation*. Parallel paper session chair/moderator at The Holy Spirit and Christian Formation Conference, Regent University, Virginia Beach, Virginia.
- Courter, D., Danzell, L. Eldred, P., & Pittman, J. S. (2014, June 9). *Higher education trends that enlighten and frighten and their impact on auxiliaries*. Panel presentation at NACAS-East Annual Conference, Virginia Beach, Virginia.
- Burnett, D. B., & Pittman, J. S. (2014, March 18). *How do students conceptualize leadership?* Paper presented at National Association of Student Personnel Administrators (NASPA), Baltimore, Maryland.
- Jackson, L. D., & Pittman, J. S. (2013, November 4). *Developmentally-anchored campus programming for greater student impact*. Paper presented at Southern Association of College Student Affairs (SACSA) Annual Conference, Norfolk, Virginia.
- Pittman, J. S., & Jackson, L. D. (2013, October 7). *Changing college student development and learning styles: Campus implications*. Paper presented at National Social Science Association (NSSA) Professional Development Conference, New Orleans, Louisiana.
- Pittman, J. S. (2012, October 29). *CAS, auxiliary services, and CASP: Using CAS Standards to enhance professional performance*. Paper presented at NACAS Annual Conference, Atlanta, Georgia.
- Maghsoodnia, M., McCollum, E., Myers, R., Roth, J., & Pittman, J. S. (2012, October 29). *Transformation of the textbook market: Where are we headed?* Panel presentation at NACAS Annual Conference, Atlanta, Georgia.

Presentations (continued)

Pittman, J. S., & Perfetto, P. (2012, September 18). *CAS self-assessment in the auxiliary services context*. Paper presented via NACAS Webinar, September 18, 2012.

Pittman, J. S., & Hassmiller, R. (2011, October). *CASP certification: Learn more about a new industry standard*. Paper presented at NACAS Annual Conference in Orlando, Florida.

Berry, K., Eldred, P., Hassmiller, R., & Pittman, J. S. (2011, June 14). *Leadership roundtable: Launch of NACAS Certification Program*. Panel presentation at NACAS – East Annual Conference, Annapolis, Maryland.

Eldred, P., Hassmiller, R., & Pittman, J. S. (2010, November 8). *What's new with NACAS and auxiliary services*. Paper presented at NACAS Annual Conference, Colorado Springs, Colorado.

Pittman, J. S. (2010, May 21). *Achieving success in campus services*. Keynote address presented at Kentucky Auxiliary Services Association (KASA) Annual Conference, Georgetown, Kentucky

Pittman, J. S. (2010, January 25). *Strategic planning and decision-making, including self-operation vs outsourcing*. Paper presented at NACAS Advanced Institute for Managers, Georgia Institute of Technology, Atlanta, Georgia.

Pittman, J. S. (2009, June 9). *Auxiliaries and student affairs: Higher education's extraordinary partnership*. Paper presented at NACAS-East Annual Conference, Virginia Beach, Virginia.

Perfetto, P., & Pittman, J. S. (2007, October 29). *Self-study strategies for auxiliary services*. Paper presented at NACAS Annual Conference, Las Vegas, Nevada.

Presentations (continued)

- Pittman, J. S. (2007, October 22). *Supervising in the real world*. Paper presented at Regent University Center for Student Development Workshop, Virginia Beach, Virginia.
- Eldred, P., Martel, R., Pales, C., & Pittman, J. S. (2007, March, 31). *Auxiliary services: Critical issues for senior student affairs officers*. Paper presented ACPA/NASPA Annual Conference, Orlando, Florida.
- Jacobs, B., McKown, J., Martel, R., Ramey, K., & Pittman, J. S. (2006, October 16). What chief business officers and chief student affairs officers want to know about their auxiliary operations. Panel presentation at NACAS Annual Conference; San Diego, California.
- Gish, K., & Pittman, J. S. (2006, October 15). *Retaining student customers and bookstore sales in a virtual world*. Paper presented at NACAS Annual Conference; San Diego, California.
- Davids, L. Dyer, R., Patterson, K., Pittman, J. S., & Stone, G. (2006, October 5). *Why should I volunteer?: A panel discussion on service and volunteering*. Panel presentation for Regent University's Center for Student Development, Virginia Beach, Virginia.
- Bekker, C., Bounds, D., & Pittman, J. S. (2006, June 27). *Self-management while writing a dissertation*. Panel presentation at Regent University's School of Organizational Leadership Doctoral Residency, Virginia Beach, Virginia.
- Hassmiller, R., & Pittman, J. S. (2006, June 18). *Chief operating officer: A new approach to campus/auxiliary leadership*. Paper presented at NACAS-East Annual Conference, West Point, New York.

Presentations (continued)

Davies, P., Martel, R., Pittman, J. S., Ramey, K., & Turner, J. (2005, November 13). *What chief business officers and chief student affairs officers want to know about their auxiliary operations*. Panel presentation at NACAS Annual Conference, San Antonio, Texas.

Pittman, J. S. (2005, October 27). *Supervising in the real world*. Paper presented at Regent University Center for Student Development Workshop, Virginia Beach, Virginia.

Pittman, J. S. (2005, July 12). *Ten contemporary challenges to higher education*. Paper presented at Regent University School of Education Doctoral Residency, Virginia Beach, Virginia.

Baker, J., Bounds, D., & Pittman, J. S. (2005, June 28). *Self-management while writing a dissertation*. Panel presentation at Regent University's School of Organizational Leadership Doctoral Residency, Virginia Beach, Virginia.

Pittman, J. S., & Hassmiller, R. (2005, June 19). *Present & future trends in auxiliary services: The industry & associations are changing*. Paper presented at NACAS-Central Annual Conference, Lake of the Ozarks, Missouri.

Pittman, J. S., & Wertz, R. (2005, June 11). *Self-operation vs. outsourcing: Deciding what is right for your campus*. Paper presented at NACAS Professional Development Workshop, Hyannis, Massachusetts.

Pittman, J. S. (2005, March 21). *Privatize or self-operate? Considerations in operating successful campus services*. NASPA Annual Conference, Tampa, Florida.

Ladd, J., & Pittman, J. S. (2005, March 21). *Laying foundations: New department and programming designs to shape tomorrow's graduate*. Paper presented at NASPA Annual Conference, Tampa, Florida.

Presentations (continued)

Pittman, J. S. (2004, October 26). *Overview of benchmarking and comparative data.*

Facilitator/moderator for panel discussion with representatives from NACS, NACUFS, ACUI, CAS, and ACCED-I at NACAS Annual Conference, Orlando, Florida.

Pittman, J. S. (2004, June 7). *Making service outsource decisions on your campus.* Paper presented at NACAS-East Annual Conference, Norfolk, Virginia.

Pittman, J. S., Burnett, D. B., & Sadler, S. (2004, June 7). *Current and future students: The X box generation and beyond.* Panel presentation at NACAS-East Annual Conference, Norfolk, Virginia.

Pittman, J. S. (2000, June 13). *A strategic method for campus service decision-making.* Paper presented at the NACAS-East (**National** Association of College Auxiliary Services – East Region) Annual Conference, Richmond, Virginia.

Reviews/Endorsements

Textbook revision reviewer for Routledge Publishers for *Business Practices in Higher Education: A Guide for Today's Administrators*, authored by Mark Kretovics, January 2018.

Provided publication and book cover endorsement for the 18th edition of *American Education*, authored by Joel Spring, March 2017.

Revision reviewer for Routledge Publishers for the preparation of the 18th edition of *American Education*, authored by Joel Spring. October 2016.

Provided publication and book cover endorsement for new book: *Culturally Responsive Leadership in Higher Education: Promoting Access, Equity and Improvement*, edited by Andres and Lorri Santamaria, 2016, Routledge.

Presentation Reviewer for proposed educational sessions for National Association of Student Personnel Administrators (NASPA) Annual Conference in Indianapolis, IN, March 2016.

Reviewed book proposal for Palgrave Macmillan Publishing for a prospective book entitled *Grounded: When College Goes Online* to be authored by Laura Petrie, November 2015.

Reviewed proposed book revision for Routledge/Taylor and Francis Group for second edition of *Organization and Administration in Higher Education*, Patrick J. Schloss and Kristina M. Cragg, editors, July 2015.

Reviewed book proposal for Routledge/Taylor and Francis Group for a prospective book entitled *Culturally Responsive Leadership in Higher Education: Praxis Promoting Access, Equity and Improvement* to be edited by Lorri J. Santamaria (University of Auckland in New Zealand) and Andres P. Santamaria (University of Auckland in New Zealand), July 2014.

Publication Reviewer for National Social Science Journal, published by the National Social Science Association, summer 2014 – 2018.

Reviewed book proposal for Routledge/Taylor and Francis Group for a prospective book entitled *Challenges in Higher Education Leadership* to be edited by James Soto Antony (Yale University) and Ana Mari Cauce (University of Washington), May 2014.

Reviewed the article Student Affairs in Canada in 2013: Perceptions, Trends, and an Outlook toward the Future for publication in the Canadian Journal of Higher Education, March 2014.

Courses Taught

- Accreditation and Assessment, (EHEA 710)
- Curriculum and Assessment for College/University Teaching, (EHEA 807)
- Developmental Leadership, (EDIP 541)
- Enrollment Management, (EHEA 713)
- Finance and Marketing, (EHEA 711)
- Higher Education Finance (EHEA 502/802 and HIED 756/856)
- History and Contemporary Issues in Christian Higher Education, (EHEA 700)
- History and Contemporary Issues in Higher Education, (EFND 523/723)
- International and Global Issues in Adult Education (EDSL 715)
- Law and Governance in Higher Education, (EHEA 503/803)
- Leadership and Organizations, (EFND 509/709)
- Philosophical Foundations of Education, (EDIP 540)
- Presidential and Board Leadership, (EHEA 714)
- Role and Mission of Christian Colleges and Universities, (EHEA 602/802)
- State and Federal Educational Policy, (EHEA 708)
- Student Affairs Field Experience (Internship), (EHEA 595)
- Strategic Planning and Program Evaluation, (EDCO 501/801)
- Student Services Administration, (EHEA 504)

Affiliations and Recognitions

Faculty Member of the Year - selected as the Regent University School of Education faculty member of the year for the 2017/18 academic year. Designation made in May 2018.

Publication Reviewer for National Social Science Journal, published by the National Social Science Association, summer 2014 – present.

Publication Reviewer for book proposals and new editions submitted to Routledge/Taylor and Francis Group, May 2014 – present.

Certified Auxiliary Services Professional (CASP), professional certification through the National Association of College Auxiliary Services, awarded December 2011

Robert F. Newton Award for Distinguished Service, National Association of College Auxiliary Services, awarded October 2011

Accreditation Evaluator, Southern Association of Colleges and Schools (SACS) – Commission on Colleges, served on six teams in both Off-site and On-site modes, 2011, 2012, 2014, and 2015

CASP Certification Commission, National Association of College Auxiliary Services (NACAS), 2009 to 2014. Group tasked with the development and implementation of the Certified Auxiliary Services Professional program launched with the inaugural CASP examination in October 2011. Positions held: Vice-chair, Chair, and Past-chair - 2011 - 2014

Adjunct Associate Professor, Old Dominion University, Spring 2005 to present

Adjunct Associate Professor, Regent University, Fall 2004 to Spring 2011

Member, National Association of Student Personnel Administrators, 2002 to 2017

Member, Southern Association of College Student Affairs, 2007 to 2017

Board of Directors, Council for the Advancement of Standards in Higher Education (CAS), April 2005 to April 2019

Board of Directors, National Association of College Auxiliary Services Education Foundation, November 2005 to October 2013

Board of Directors, National Association of College Auxiliary Services (NACAS), 2000 to 2006
Elected to eleven member association board. Organization composed of college service and entrepreneurial department leaders representing over 1,000 colleges and universities in the United States, Canada, Great Britain, and Australia. Positions held: Regional Director for Eastern U.S. and Canada, Vice President, President-elect, President, and Past-president.

Affiliations and Recognitions (continued)

Chair of Constitution and Bylaws Committee of National Association of College Auxiliary Services, 2005 to 2006

Chair of Strategic Planning Committee of National Association of College Auxiliary Services, 2003 to 2004

Duties included – planning, organization, and initiation of association’s five year strategic plan

Chair of Membership Committee of National Association of College Auxiliary Services, 1998 to 2000

Duties included -- marketing association to non-member institutions, insuring member retention, and establishment of membership fee structure and rates. Member 1995-1998, Chair 1998-2000.

Committees, National Association of College Auxiliary Services (NACAS)

Member: Strategic Planning Task Force 2005 - 2006

Annual Conference Committee for 2004 conference in Orlando, Florida.

Executive Committee 2002 – 2006

Finance Committee 2002 - 2004

Membership Committee 1995 - 1998

Board of Directors, National Association of College Auxiliary Services – East (NACAS-East), 1995-2001

Elected to eight member association board. Organization composed of college service and entrepreneurial department leaders representing over 400 colleges and universities in the mid-Atlantic, Northeastern U.S. and eastern Canada. Positions held: Director, Vice President, President, Past President, and eastern director to national board of directors.

Responsibilities included -- conducting annual audit of association financial records, developing organizational budget, selection/negotiation of city and conference center sites for annual association conferences, developing conference workshops and general sessions, and service as editor of semi-annual newsletter.

Program Committee Member for National Association of College Auxiliary Services - East (NACAS-East) Annual Conference, Virginia Beach, VA, June 2014.

Program Chair of 2009 NACAS-East annual conference in Virginia Beach, Virginia in June 2009, 2008 to 2009. Responsible for -- overall conference programming, including general and educational sessions.

Program Chair of 2009 NACAS-East annual conference in Norfolk, Virginia in June 2009, 2008 to 2009. Responsible for -- overall conference programming, including general and educational sessions.

Chair of 1999 NACAS-East annual conference in Portland, Maine, 1998 to 1999

Responsible for -- overall conference program and logistics: special functions, conference budget, and marketing to all higher education institutions within association region.

Vice Chair of 1998 NACAS-East Annual Conference in Saratoga Springs, New York, 1997 to 1998