

Jennifer D. Keeton, Ed.D.

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TITLE & AFFILIATION

Learning & Development Specialist
University of Kansas Medical Center
Office of the Human Resources
3901 Rainbow Blvd., Mail Stop 2022
Kansas City, KS 66160

EDUCATION

Degree	Institution	Major
Doctor of Education	University of Missouri	Educational Leadership & Policy Analysis
Master of Liberal Arts	Baker University (KS)	Management & Leadership
Bachelor of Science	Baker University (KS)	Mass Communication, <i>cum laude</i>

EMPLOYMENT HISTORY

Learning & Development Specialist – *October 2019 – present*

Office of Human Resources, University of Kansas Medical Center (KUMC)

- Develop full-range of training resources as part of ERP transition to Workday, specifically finance-related business processes.
- Collaborate with internal and consulting colleagues as part of project implementation team.
- Write training scripts, develop computer-based videos using Camtasia and other cloud-based tools.
- Create job aids outlining business processes to support successful transition to Workday.
- Develop virtual instructor-led courses and facilitate virtual Q&A sessions.
- Build course assessments using RedCap and utilize survey feedback for quality improvement.
- Provide end-user support through direct 1:1 communication as well as group sessions.
- Manage online course offerings using Saba learning management system; utilize reports for QI
- Write periodic e-newsletters to end-user groups.
- Manage intranet content using SharePoint.

Director of Special Programs & Strategic Initiatives – *August 2015 – September 2019*

Office of the Executive Vice Chancellor (EVC), University of Kansas Medical Center (KUMC)

- Lead institution's strategic goal to build a more [diverse and inclusive environment](#). Launched Executive Vice Chancellor's Diversity & Inclusion Cabinet responsible for university-wide strategies such as comprehensive climate study, unconscious bias training, building organizational structures and teams, establishing customs and supporting innovative, "right time" (crisis) dialogues.
- Represent KUMC and the EVC's Office as senior member of executive staff on projects such as the National Academies Action Collaborative to Prevent Sexual Assault in Higher Education
- Inaugural member of Council of Chief Diversity Officers, Kansas Board of Regents
- Facilitate strategic projects such as campus weapons policy implementation, religious accommodations policy development, dental school exploratory discussions, disability outreach group, wellness and personal development, and community and neighborhood relations strategies and activities.
- Direct the campus-wide unconscious bias training program

- Lead interprofessional teams to create continuing education and professional development programs including annual symposium, awards program, workshops and lectures
- Collaborate with internal partners and local school district for extended college and career-readiness education initiatives.
- Coordinate strategic planning processes including retreats, tracking progress, and reporting.
- Collaborate with university communications office for ongoing campus and public communication on behalf of the Executive Vice Chancellor, particularly on issues related to diversity and inclusion.
- Writing and editing executive correspondences such as promotion/tenure recommendations, national grant support letters, academic dismissal letters, and employee non-reappointment notices.
- Develop and manage annual budget including fostering cost-sharing strategies.
- Collaborate with campus schools and units to support marketing and other recruitment activities related to diversity and inclusion.
- Engage in self-directed scholarship and as requested by executive team, including authorship of publications, presentations and position papers in support of KUMC strategic initiatives.

Director of Special Programs & Strategic Initiatives – April 2014 – August 2015

Senior Project Manager – February 2005 – April 2014

Office of the Senior Vice Chancellor (SVC), University of Kansas Medical Center and
Office of the Dean, KU Schools of Health Professions and Nursing

- Developed and implemented staff mentoring program to offer professional development opportunities and increase level of professionalism; served as mentor in program; white paper accepted for presentation.
- Senior project manager for pilot qualitative study focusing on Institute of Medicine recommendations for the future of health professions education, conducted curricula analyses in nursing, physical therapy and medicine.
- Founding chair of administrative group that successfully implemented quality improvement strategies for areas such as emergency preparedness, document management utilizing SharePoint, staff professional development and other training and strategic priorities.
- Implemented and managed multifaceted, 8-year faculty and staff enhancement program that included elements for workplace wellness, educational opportunities, and cultural enrichment.
- Created variety of communications pieces including school-based magazines, dean's reports, feature and news articles, brochures, online content and keynote addresses.
- Represented Schools of Health Professions and Nursing on workgroups, committees and interview panels.
- Manage the affairs of SVC's national committee responsibilities and campus interprofessional leadership teams.
- Managed the KU School of Nursing Advisory Board (external community board).

Associate Director of Admission – April 2001 – February 2005

Office of Admission, Avila University (Kansas City, MO)

- Increased matriculation of students recruited from Kansas City area high schools.
- Developed and implemented staff training and supervised seven staff members.
- Developed market-driven strategic communications and created recruitment reports.
- Presented workshops on admission, financial aid, and careers in the communication field.
- Coordinated events both on- and off-campus including KC Catholic College Week.
- Member of leadership team that implemented University-wide software system.
- Directed student ambassador and telecounseling programs that tripled in size.

Enrollment Services Coordinator – September 2000 – April 2001

Office of Admission, University of Missouri-Kansas City

- Managed direct mail and phone campaigns for undergraduate recruitment.
- Executed data uploads to student database, extracted data, and wrote reports in FoxPro.
- Provided student data-related reports for the director and schools within the university.
- Enhanced training and improved retention in telecounseling program for 20 students.
- Designed coordinator position manual and implemented publication inventory system.

Admission Representative – June 1999 – September 2000

Office of Admission, Baker University (Baldwin City, KS)

- Managed recruitment territory in Oklahoma, Kansas, and Missouri.
- Planned campus overnight visit day, enrollment/orientation days, and off-campus events.
- Initiated the development of e-mail communication plan for early high school recruitment.

ACADEMIC EXPERIENCE

APPOINTMENTS & COURSES TAUGHT

2017 – **Graduate Faculty – Adjunct**
Graduate Studies, University of Missouri (Columbia, MO)

2004 **Instructor – Adjunct**
School of Visual and Communication Arts, Avila University (Kansas City, MO)
Fundamentals of Communication

RESEARCH GRANTS

2018 – 2019 Co-PI: Karin Chang, Megha Ramaswamy
National Institutes of Health Science Education Partnership Award (multi-year funding)
TSCORE: Teachers and Students for Community-Oriented Research and Education
Role: Program Coordinator, KU Health Science Academy

2007 – 2010 PI: Karen L. Miller
Health Care Foundation of Greater Kansas City & REACH Foundation (funded, \$123,024)
Cultural Competency Faculty Preparation Pilot Program
University of Kansas School of Nursing, Kansas City, KS
Role: Project Administrator

SCHOLARLY ACTIVITIES & WRITING

Dissertation

Keeton, J.D. (2014). *Diversity & cultural competence in an academic health center: organizational leadership in a complex system*. University of Missouri, Columbia, MO.

Manuscripts

- Alonso Luaces, M., Alvarado, A.R., **Keeton, J.D.**, Chang, K., Novorr, J., Murrell, T., Ramaswamy, M. (2019). *An urban school district-university-industry partnership to increase diversity in the health professions: Lessons from the University of Kansas Health Science Academy*. *Journal of Best Practices in Health Professions Diversity: Research, Education and Policy*, (12) 2: 111.
- Keeton, J.D.** and Wilson, Jr., E. (2015). *Considering both sides of the coin: Lessons learned from a pilot staff mentoring program*. 8th Annual University of New Mexico Mentoring Institute, Albuquerque, NM, published in conference proceedings.
- Miller, K., Loescher-Junge, L., and **Keeton, J.D.** (2008). *A methodological approach to recommendations in the IOM report, Health Professions Education: A Bridge to Quality*. (unpublished report)

Presentations and Abstracts

- Alonso Luaces, M. and **Keeton, J.D.** (Feb. 12, 2019). *Health Science Academy: Developing K12-higher education partnerships that are mutually beneficial*. Kansas Association of Education Service Agencies Career and Technical Education Conference. Manhattan, KS.
- Alonso Luaces, M. and **Keeton, J.D.** (2018). *Unconscious bias as it relates to respectful communication*. 2nd Annual 5-Star Culture Conference, University of Kansas Health System, Kansas City, KS.
- Keeton, J.D.** (2018). *Civil leadership and respect*. Academic and Student Affairs Division quarterly professional development, University of Kansas Medical Center, Kansas City, KS.
- Keeton, J.D.**, and Connelly, K. (2017). *Right-time programs: A working model for institutions responding to hot button issues and events*. Presentation at Kansas Board of Regent's Tilford Conference on Diversity and Multiculturalism. Hays, KS.
- Keeton, J.D.**, and Martin, B.N. (2017). *Examining diversity and cultural competence in academic health centers*. Poster presentation. American Educational Research Association, San Antonio, TX.
- Keeton, J.D.**, and Moore, W.T. (2016). *Teaming for diversity: Using team-based models and practices to advance organizational diversity & inclusion goals*. Presentation at Kansas Board of Regent's Tilford Conference on Diversity and Multiculturalism. Pittsburg, KS.
- Wilson, Jr., E. and **Keeton, J.D.** (2015). *Connecting employees with opportunity for growth*. College and University Professional Association for Human Resources, Kansas Chapter Annual Conference, Manhattan, KS.
- Keeton, J.D.** (2015). *The organizational role in advancing diversity and cultural competence goals: Strategies for leaders and advocates*. Podium presentation at Kansas Action Coalition 4th Annual Summit, Overland Park, KS.
- Keeton, J.D.** and Wilson, Jr., E. (2015). *Considering both sides of the coin: Lessons learned from a pilot staff mentoring program*. Abstract and presentation at the 8th Annual University of New Mexico Mentoring Institute, Albuquerque, NM.
- Teel, C., Ebbert, D., Miller, K. and **Keeton, J.D.** (2012). *Investing in the future through a multi-faceted faculty and staff enhancement program*. Podium presentation by C. Teel at American Association of Colleges of Nursing Doctoral Conference, Naples, Fla.

Review and Editorial Boards

American Educational Research Association, peer reviewer (2017 – present). Division J - Postsecondary Education/Division, Section 3: Organization, Management, and Leadership; Section 6: Society, Culture and Change

Carnegie Project on the Education Doctorate. (2016). *White Paper Project*, Vol. 1, Issue 2, Editorial Review Board

University of New Mexico Mentoring Institute, Peer Reviewer (2015).

Reports and Magazines

University of Kansas School of Allied Health.

- *Dean's Progress (annual) Report*. (2010). Writer, Managing Editor
- *From the Bench and Beyond* research magazine. (2007). Writer, Managing Editor
- *Collaboration. Leadership. Innovation. Sharing Our Accomplishments*. (2005), Editor

University of Kansas School of Nursing.

- *Dean's Progress (annual) Report*. (2009). Writer, Managing Editor
- *Quest for Knowledge* research magazine. (2006). Editor

SERVICE & COMMITTEES

UNIVERSITY SERVICE

2018	Faculty Development Summit selection committee, University of Kansas Medical Center
2018 –	Health Equality Index Committee, University of Kansas Health System
2018 –	Sustainability Committee, University of Kansas Medical Center
2018 –	Mock Interviewer for medical, nursing, health professions and basic science students
2017 –	Academic Day Planning Committee, University of Kansas Medical Center
2017 –	5-Star Culture Conference Committee, University of Kansas Health System
2017	Chair, Administrative Officer search committee, Univ. of Kansas School of Health Professions
2017	Health Education Building Grand Opening Committee, University of Kansas Medical Center
2016 –	Tilford Conference on Diversity & Multiculturalism, Planning Committee and Workshop Selection Committee chair (2017), Kansas Board of Regents statewide annual conference
2014 – 2015	Library Transformation Taskforce member, University of Kansas Medical Center
2013 –	Compliance Training Advisory Group member, University of Kansas Medical Center
2012 –	SafeZone campus group for LGBTQ education and organizational development
2011	Chair, Identity and Transition Team, University of Kansas School of Allied Health
2010 – 2013	Chair, Shared Administrative Group, University of Kansas School of Nursing
2010, 2011	KU Medical Center United Way Campaign Committee
2008 – 2015	Project Administrator, Cultural Enrichment Program, University of Kansas School of Nursing
2008 –	Hiring committees/panels: psychologists, deans, public relations and communications specialists, communications/public affairs director, executive assistant and administrative assistants
2006 – 2008	KU Medical Center International Programs – conversation partner
2005 –	KU Medical Center Employee Appreciation – volunteer for special events

PROFESSIONAL MEMBERSHIPS & SERVICE

- 2017 – American Educational Research Association, peer reviewer
- 2003 – 2004 National Association of Student Personnel Advisors
- 2002 – 2004 Kansas Association of Collegiate Registrars and Admission Officers
- 2000 – 2001 Missouri Association for College Admission Counselors, conference presenter (2003)
- 1999 – 2005 National Assoc. for College Admission Counselors, conference teller (2004)
- 1999 – 2005 Great Plains Association for College Admission Counselors, publications chair (2003-2004), conference presenter (2001-2004), conference planning committee (2002-2004)

COMMUNITY BOARD SERVICE

- 2015 – University of Missouri Ed.D. Alumni Association, Mentoring Program Chair
- 2009 – 2011 Belton (Mo.) Park Board – Vice President; appointed administrative board

CIVIC ACTIVITIES

- 2020 – Platte County R3 School District, Parent Diversity Committee
- 2018 – 2019 Clay County Clothes Closet, volunteer
- 2017 – 2019 Synergy Services, volunteer
- 2016 – 2017 Girl Scouts of NE Kansas, NW Missouri, volunteer
- 2008 – 2010 Belton Vision Team, Belton, Mo. – Secretary; community development task force
- 2008 – 2010 Belton Helping Hands, Belton, Mo. – volunteer; neighborhood clean-up organization
- 2005 – 2009 YouthFriends – E-mentor; annual program through Bonner Springs (Kan.) High School
- 2003 – 2005 Keeler Women’s Center, Kansas City, Kan. – volunteer; women’s advocacy/development

AWARDS & RECOGNITIONS

- 2010, 2015 Longevity, University of Kansas Medical Center
- 2004 Outstanding Leadership Award, Avila University Office of Admission

SELECT PROFESSIONAL DEVELOPMENT

- 2019 Workday Fundamentals, Finance
- 2018 – Clifton Strengths coaching
- 2017 Accreditation Council on Graduate Medical Education Annual Meeting
- 2017 Lean Fundamentals and Lean Principals training, University of Kansas Health System
- 2017, 2018 American Educational Research Association annual meeting
- 2014 Texas Diversity & Leadership Conference
- 2013 Leading the Jayhawk Way, senior leadership professional development program
- 2011 TeamSTEPPS Fundamentals training, University of Kansas School of Nursing
- 2010, 2013 Diversity Rx: Quality Health Care for Culturally Diverse Populations
- 2010, 2012 Business Communicators Summit – KC/International Association of Business Communicators
- 2007 Shedding the Virus of Bias and Prejudice, University of Kansas Medical Center
- 2006, '10 -12 The Leadership Lyceum – Central Exchange (Kansas City, MO)
- 2005 SuperTrax Leadership in Action managerial training, KU Medical Center
- 2004 National Association for College Admission Counselors (NACAC)
- 2003 NACAC Middle Managers Institute
- 1999 – 2005 Great Plains Association for College Admission Counselors