

ERIC J. KAPLAN, Ed. D.
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EDUCATION

Doctorate of Education, Higher Education Management
University of Pennsylvania, Philadelphia, PA

Master of Education, Administration, Planning, and Social Policy
Harvard University, Cambridge, MA

Bachelor of Arts, Psychology
Connecticut College, New London, CT

Coaching Certification
Columbia University, New York, NY

PROFESSIONAL EXPERIENCE

Eric J Kaplan Coaching and Consulting 2023– Present
• Provide individual and group coaching, organizational consulting and project management

Chief of Staff 2016 – 2023
Graduate School of Education, University of Pennsylvania, Philadelphia, PA

- Provide strategic advice and counsel to the Dean and the 15- member Senior Leadership Team around key priorities that advance Penn GSE’s mission and goals
 - Set agendas for the Senior Leadership Team bi-monthly meetings and annual retreats. Drive and track progress to short- and long-term goals
 - Author myriad communications including school-wide messages, event remarks and award nominations
 - Coordinate routine and crisis communication from the Dean’s Office to the Penn GSE community and to external constituencies
 - Represent the dean on various task forces such as the Global Education Task Force, the Tuition and Financial Aid Task Force, and the Executive-Format Degree Program Task Force
 - Convene bi-weekly meetings of the Student Affairs Leadership Team (Admissions and Financial Aid, Career and Professional Development, Student Registration Services and Student Services) to manage issues and optimize student enrollment, retention and success
 - Staff 16- member COVID-19 Task Force which implements initiatives, creates policy and develops communication during a worldwide pandemic requiring all activities, including coursework be delivered remotely for a full academic year.
- Implement and manage school-wide projects and initiatives that align with institutional mission and aspirations
 - Serve as the primary point person for the President Office on school-related administrative issues
 - Liaise with the President and Provost’s Offices for activities related to the search and appointment a new dean at Penn GSE in July 2023. Coordinate logistics for the Dean’s Consultative Committee Chair and provide collateral for committee members and candidates
 - Chaired more than 15 search committees including several searches for positions on the Senior

Leadership Team, five of which were newly created or elevated positions—Assistant Dean of Admissions and Financial Aid, Assistant Dean for Student Services, Chief People Officer, Senior Director of IT and Director of Career and Professional Development; managed every aspect of the search processes from researching and writing position descriptions to screening and interviewing candidates with committee members and finally extending offers and negotiating compensation

- Managed all aspects of an external review of the Mid-Career Program in Educational Leadership
 - Provided all operational support for Penn GSE's climate study, including management of quantitative and qualitative data and analysis, coordination of focus groups, reporting to faculty, staff and students and authoring the final climate study report
 - Implemented, facilitated, and tracked action items to improve organizational climate as related to study findings
 - Chaired the Certificate Working Group which led to the creation of the Center for Professional Learning with a full-time director and staff members
 - Led Penn GSE's workplace charitable giving initiative, resulting in annual increases in faculty and staff participation rates from 12% to 63% over a four-year period
- Oversee Dean's Office programming and special events
 - Supervise a professional staff member who plans and executes approximately 60 annual on- and off- campus in-person and virtual meetings and events for the Dean's Office including special receptions, dinners and retreats
 - Develop and run an annual day-long orientation for GSE's newly-hired Standing Faculty; organize relevant information sessions with key stakeholders and faculty mentors culminating in dinner at the dean's home
 - Manage a bi-annual donor-funded lecture between the Graduate School of Education and the Law School that attracts scholars and leaders with expertise at the intersection of education and law
 - Work closely with high-profile constituents, including guest speakers, community partners, and board members

Interim Assistant Dean/Director of Admissions and Financial Aid

2015 – 2016, 2018 – 2019

Graduate School of Education, University of Pennsylvania, Philadelphia, PA

- Led Penn GSE's recruitment and enrollment efforts for master's and doctoral students on a temporary basis while recruiting new enrollment leadership
- Negotiated enrollment targets by program with faculty chairs and program managers
- Engaged external consultants and internal stakeholders in discussions around revised need- and merit-based aid strategies
- Managed a team of six full-time professional staff
- Maintained full responsibility for deliverables associated with current roles during these interim appointments

Director of the Executive Doctorate in Higher Education Management and Senior Fellow

2013 – 2016

Graduate School of Education, University of Pennsylvania, Philadelphia, PA

- Directed all academic and administrative aspects of the Executive Doctorate in Higher Education Management, a cohort-based Ed.D. program for mid- to senior-level leaders, including college presidents, deans, vice presidents, and directors
- Sequenced curricular options, recruited teaching faculty, taught modules and supported an annual global learning experience
- Managed academic advising, student support, and IRB submissions for 40+ doctoral candidates
- Oversaw faculty composition of dissertation committees and led dissertation workshops
- Served more than 30 dissertation committees

- Developed marketing collateral and recruitment events to attract talented, diverse applicants
- Led a faculty-driven admissions committee that annually met enrollment targets
- Managed an Alumni Advisory Board whose members significantly improved alumni engagement, created fundraising strategies that elevated annual giving by 100%, and established a Distinguished Alumni Award
- Oversaw an annual conference, including an award gala, that drew more than 50% of alumni back to campus
- Managed a \$3.5 million budget

Senior Director of Development and Alumni Relations

2010 – 2013

University of Pennsylvania, Philadelphia, PA

- Created and oversaw initiatives to cultivate Penn's donors in international markets
- Collaborated with University-wide colleagues to develop market-specific strategic programming that engaged alumni, parents, and friends during Penn's \$3.5 billion *Making History* campaign
- Managed the UK Leadership and Annual Giving Committees
- Actively supported the newly created Trustee Committee on Local, National, and Global Engagement
- Served as the staff liaison to the Office of the Vice Provost for Global Initiatives
- Served as a member of the Prospect Management Committee

Associate Secretary of the University

2006 – 2007, 2008 – 2010

University of Pennsylvania, Philadelphia, PA

- Managed trustee meeting agendas and content in consultation with the President, University Secretary, and Chair of the Board
- Promoted leadership opportunities for cultivating new members for the Board of Trustees and Boards of Overseers
- Offered strategic advice about board management to deans and Development Directors at designated schools (Education, Engineering, Law, Nursing, Social Policy and Practice, and Veterinary Medicine)
- Developed programs to attract volunteer leaders who reflect Penn's diversity
- Initiated efforts to engage alumni and friends with the ability to offer intellectual and philanthropic support to University priorities
- Oversaw the daily operation of the Office of the Secretary, including a staff reorganization that optimized efficiency and effectiveness

Interim Dean of Admissions

2007 – 2008

University of Pennsylvania, Philadelphia, PA

- Led the Office of Admissions in recruiting, selecting, and enrolling the first-year and transfer classes from an applicant pool that exceeded 25,000
- Achieved primary institutional priorities of improving student academic quality, enhancing ethnic and racial diversity, and increasing the presence of students from low-income backgrounds
- Executed a partnership with QuestBridge to advance recruitment of low-income students
- Created strategies to increase access to improve Penn's local and global reach
- Served as the University spokesperson on admissions-related issues to trustees, alumni, school counselors, parents, students, and the media
- Nurtured staff morale and encouraged high performance during a temporary change in leadership
- Ensured progress on significant pending projects, such as the implementation of new technologies and advancing a web presence

Dean of Admissions and Financial Aid

2003 – 2006

Lehigh University, Bethlehem, PA

- Directed strategic recruitment efforts to expand the size and quality of the candidate pool, resulting in successive classes of strengthened academic quality and enhanced diversity

- Created innovative funding and yield programs to improve key metrics of the entering class
- Cultivated relationships with critical constituencies, including trustees, university administrators, faculty, alumni, athletic coaches, and school counselors
- Oversaw a staff of 42 employees and a budget in excess of \$40 million

Associate Dean/Director of Admissions *1997 – 2003*
University of Pennsylvania, Philadelphia, PA

- Managed 17 direct reports with responsibility for performance management and professional growth
- Chaired selection committee with faculty representatives from Penn’s undergraduate programs
- Created institutional messaging through print and electronic marketing initiatives
- Served as the University liaison to the group travel program with colleagues from Duke, Georgetown, and Harvard Universities
- Represented the Dean of Admissions on University-wide committees and to external constituencies

Regional Director of Admissions *1994 – 1997*
University of Pennsylvania, Philadelphia, PA

- Oversaw recruitment, candidate selection and yield for Penn’s highest volume regional portfolio (Massachusetts, Manhattan, Northern New Jersey)

TEACHING EXPERIENCE

Academic Director, Graduate School of Education *2021- Present*
International College Advising Certificate Program
University of Pennsylvania, Philadelphia, PA
Co- Founded a Penn GSE-endorsed online, synchronous college advising certificate program for international college advisors

Senior Fellow, Graduate School of Education *2013 -Present*
University of Pennsylvania, Philadelphia, PA

- Dissertation Workshop *2013 -2019*
- Enrollment Management *2014 - Present*
- Introduction to Doctoral Studies *2013 - 2016*
- Independent Study Supervisor
 - College Enrollments among Third Culture Kids *2015*
 - The Role of the Chief of Staff *2021*

Lecturer, Graduate School of Education *2011 – 2013*
University of Pennsylvania, Philadelphia, PA

- Enrollment Management: Co-designed and co-taught a master’s-level course in enrollment management that earned faculty approval as a permanent curricular offering in the Higher Education Division. Course met enrollment capacity annually.

CAMPUS LEADERSHIP AND VOLUNTEER SERVICE

CONNECTICUT COLLEGE

- Trustee Emeritus, 2022 - Present
- Board of Trustees, 2014 – 2022
 - Executive Committee, 2018 – Present
 - Marketing and Communications Committee Chair, 2018 – Present

- Vice President for Marketing and Communications Search Committee, 2021 -- 2022
- Trustee-Faculty Governance Working Group, 2018 – 2019
- Advancement Committee Member, 2016 – Present
- Committee on Trustees Member, 2017 – Present
- Trustee Annual Fund Campaign Chair, 2016 – 2018
- Committee on Student Life and Enrollment Design Member, 2014 – 2016
- Trustee-Student Liaison Committee Member, 2015 – 2016
- Trustee-Faculty Liaison Committee Member, 2014 – 2015
- Dean of Admission and Financial Aid Search Committee, Member, 2015
- Alumni Board of Directors, Vice President, 2011 – 2014
 - Connecticut College Fund Committee Chair, 2012 – 2014
- Class Agent Chair / Reunion Gift Chair, 2005 – Present
- Senior /Alumni Class President, 1985 – 1995

CHANGE, The Magazine of Higher Learning
 Editorial Editor, 2013 – 2015

LEADERSHIP PHILADELPHIA

- Core Class, 2016 - 2017

NEED IN DEED

- Board Member Emeritus, 2020 - Present
- Board of Directors, 2016 – 2020
 - Development Committee Chair, 2017 – 2020

THE POINT FOUNDATION

- Scholarship Reader and Mentor, 2013 – 2021

POSTCARDS TO VOTERS

- Volunteer Writer, 2020 - Present

SOCIETY HILL CIVIC ASSOCIATION

- Communications Committee, 2023 - Present
- Board Secretary, 2022- 2023
- Executive Committee, 2022- 2023

AWARDS

CONNECTICUT COLLEGE

- Alumni Tribute Award. 2020
 Recognizing sustained and extraordinary service to the College.