



Resume of Karen Kusler

MBA, SSGB, LEAN

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KAREN KUSLER-Streamlining Higher Ed with LEAN

Highlighted Abilities:

Change Management and Process Improvement - Extensive experience in higher education has involved working with teams to deliver projects that result in change to for process excellence. Use LEAN, Six Sigma, and PCDA tools in education settings have helped teams to look at situations and solutions in a different way. Change projects are driven by strategic goals and focus on how to improve efficiency of business operations to support student learning. Comprehensive assessment programs, streamlining approvals for academic and administrative processes, automating business processes, and organizing layout for effective use of space are some examples. Help teams to scope a project or design a program, identify deliverables and method of implementation, and deploying the solution.

Knowledge of Higher Education – Experienced with both 2-year and 4-year institutions as well as public and private higher education institutions. Coached and/or consulted with over 20 educational institutions including community colleges, technology centers, 4-year universities, research universities, private universities, and state higher education system on process efficiency. Initiated an assessment council for the Oklahoma City metropolitan area to coordinate student transfer issues between community colleges and 4-year institutions. Served as President of both the state testing (OACTP) and state institutional research (OKAIRP) organizations; ensured conference programs addressed community college and 4-year institution issues. Serve as a Board Member and officer of the Network for Change and Continuous Innovation (former known as National Consortium for Continuous Improvement) (NCCI) since 2008 and member of Sustainability, Membership, Marketing, Conference and Nomination (chair) committees.

Compiling Meaningful Reports, Reports, and Presentations– In addition to work experience, taught the Business Communication course as an adjunct professor, which reinforced the design of reports and proposals for an audience. Identify information applicable to the issues being addressed and present the data in formats easily interpreted that maintains the integrity of the data. Through the years experimented with and developed the knowledge of how to package the data to be useful for change that benefits the institution. Prepared and presented reports for executive boards, accreditation teams, department leaders, and as long-term documentation for files.

Education:

- Certified Green Belt Six Sigma Project Manager, Oklahoma City Community College Continuing Education, June 2010
- Certified Lean Manager, Productivity, Inc. & Ohio State University, April 2007
- Graduate of Educator Leadership Academy and Leadership UCO programs
- Master of Business Administration, Oklahoma State University, December 1989
- Bachelor of Science, Family Relations & Child Development, Oklahoma State University, May 1981

Work Experience:

- Kusler Consulting, Owner/Trainer/Facilitator/Coach – June 2011 to present
- Director of Instructional Assessment, Tarrant County College (2-year), Fort Worth, TX – June 2011 to August 2014
- Director of LEAN University, University of Central Oklahoma (4-year), Edmond, OK – October 2006 to June 2011 (2008 to 2011 conducted the Corporate Training Program with LEAN University)
- Adjunct Professor for the College of Business Administration, University of Central Oklahoma (4-year), Edmond, OK - January 2006 to May 2011
- Director of Academic Assessment, University of Central Oklahoma (4-year), Edmond, OK – December 1991 to October 2006
- Assistant Director of Oklahoma State University Programs at the University Center of Tulsa (Research), Tulsa, OK – August 1987 to May 1991

Professional Memberships:

- Network for Change and Continuous Improvement (NCCI), 2000 to present; Board Member 2008 to 2014; Secretary 2012 to 2014; Presenter 2009, 2010, 2011, 2012, 2013, 2014
- American Society for Quality (ASQ), 2007 to Present; Presenter 2009
- National Association for Colleges and University Business Officers NACUBO, 2006 to 2011; Presenter 2007, 2009
- Oklahoma Enterprise Excellence Group (EEG), 2006 to 2011; Presenter 2009
- Association for Institutional Research (AIR), 2005
- Middle States Association for Institutional Research (MidAIR), 1996 to 2005; Presenter 2002
- American Association for Higher Education (AAHE), 1992 to 2005; Presenter 1993, 1999, 2000, 2003
- Oklahoma Association for Institutional Research and Planning (OKAIRP), 1992 to 2005; President 2001; Secretary 2000; Presenter 1994, 2001, 2007
- University of Central Oklahoma Faculty Senate, 2001 to 2004
- Oklahoma Association for Collegiate Testing Personnel (OACTP), 1992 to 1999; President 1996; Presenter 1997, 1998

Awards and Honors:

- NACUBO Innovation Award, National Association of Colleges and University Business Officers, July 2011 – recognized Lean University Program.
- NACUBO Innovation Award, National Association of Colleges and University Business Officers, July 2007 – recognized Lean University Program.
- SACUBO Best Practice Award, Southern Association of Colleges and Universities Business Officers, April 2007 – recognized Lean University Program.

Media Contributions:

- *Webinar on "ABC's of Academic Assessment,"* Karen Kusler, Network for Change and Continuous Innovation, February 2014
- *Webinar on "Mindset Shift - Applying Lean to Improve Processes in Higher Education,"* Karen Kusler, National Consortium for Continuous Improvement , now the Network for Change and Continuous Innovation, January 15, 2013
- *Lean in Education,* American Society for Quality Education Newsletter, Karen Kusler, January 31, 2008
- *Webinar on Funding Sustainability Projects,* Karen Kusler, Cool Air/ Clean Planet, September 8, 2009
- *Adapting Lean Principles to Educational Facilities,* Karen Kusler, Tradeline, Inc., November 2009
- *Skinny U,* Paul Bylaska, Today's Campus, November/December 2009 – interviewed for article.
- *Is Getting Through This What We Should Be Striving For?,* Jim Castagnera, Today's Campus, September/October 2009 – interviewed for article.
- *UCO Exports Waste-Cutting Knowledge,* Mark Schlachtenhaufen, The Edmond Sun, February 13, 2010 – interviewed for article, top fold of front page.

LEAN Training Sessions Taught:

- Lean Facilitator Certification Course (160 students trained)
 - 2015: May – Onsite at Northeastern State University
 - 2014: December – Onsite at Renton Technical College (3 colleges)
 - 2014: August – Onsite at Everett Community College (3 colleges)
 - 2013: March – Onsite at Everett Community College and December – Hosted by Grays Harbor College (3 colleges)
 - 2012: March - Onsite at Everett Community College (4 colleges) and July – Onsite at Everett Community College (5 colleges)
 - 2011: December - Onsite at Illinois State University and April - 3 institutions from Washington, Illinois and Oklahoma
 - 2010: Spring - 3 institutions, onsite at California State University at Fresno and Fall -4 institutions from California and Oklahoma
 - 2009: Summer - 3 institutions from Oklahoma and Fall - 3 institutions from Oklahoma
 - 2008: Spring - 5 institutions from California, Minnesota, and Oklahoma, Fall - Onsite at University of Texas at Dallas, and Fall -5 institutions from California and Oklahoma
- Lean Thinking
 - Tarrant County College, Fort Worth, TX, 2011
 - Fuller Theological Seminary, Pasadena, CA, 2010
 - Southern Oklahoma Technology Center, Ardmore, OK, 2009
 - University of Texas at Dallas, Richardson, TX, 2008
 - Offered quarterly, University of Central Oklahoma, Edmond, OK, 2008-2011
- Specialty Lean Training
 - Advanced Kaizen Training, July 15, 2014
 - Northeastern Oklahoma State University, Tahlequah, OK, 2014

Consulting:

- Green River Community College, Kirkland, WA, July 14, 2014
- Northeastern Oklahoma State University, Tahlequah, OK, March 2014-present
- Bellevue Community College, Bellevue, WA, December 3-7, 2012, Lean Event
- Tarrant County College, Fort Worth, TX, November 2011 and February 2012, Lean Events
- Everett Community College, Everett, WA, February 21-25, 2011, Lean Event
- Oklahoma State Regents for Higher Education, Oklahoma City, OK, October 2008 and February 2010 – present, Lean Event
- University of Arkansas, Little Rock, AR, May 2008, Lean Event
- Regional University System of Oklahoma, Oklahoma City, OK, February – April 2008, Lean Event
- National Association of Health Professions Advisors, December 2005 – April 2006 and January 2010 – April 2010, Survey Development
- College Board, Orange County Community College, New York, November 2003, Assessment Review
- National Survey of Student Engagement (NSSE), AAHE Conference on Assessment, June 2002, Survey Development
- Educational Testing Services, San Francisco, CA, June 1994, Test Development