

Nicole Holland

EDUCATION

Master of Arts, **University of Minnesota-Twin Cities**, Minneapolis, MN, April 2013
Major: Evaluation Studies

Bachelor of Arts, **Gustavus Adolphus College**, St. Peter, MN, May 2005
Double Major: Psychology and History

WORK EXPERIENCE

Director of Accreditation and Assessment, School of Education and Human Development – University of Colorado Denver, CO, August 2024 – Current

- Understanding and facilitating regional and professional accreditation efforts for SEHD programs and degrees (e.g., HLC, APA, CACREP, and COAMFTE).
- Understanding and facilitating state authorization efforts for SEHD programs and degrees (e.g., CDE, CDHE).
- Understand and meet requirements of external performance reporting (e.g., Title II, DADC, TEACH Colorado, WIOA, CA, and US News).
- Develop and oversee infrastructure to demonstrate impact of graduates.
- Provide data collection, management, and reporting related to program and student learning outcomes assessment.
- Support regular continuous improvement discussions.
- Support ASPIRE to Teach data management, assessment, and reporting.
- Collaborate with SEHD Leadership Team to provide direction and recommendations regarding strategic planning and decision making as it relates to accreditation and assessment; attending leadership team meetings when appropriate.
- Supervise staff supporting accreditation and assessment efforts.

Director for Accreditation and Assessment, Morgridge College of Education – University of Denver, CO, September 2023 – July 2024

- Direct and oversee professional accreditation efforts for MCE programs and degrees
 - Successful Accreditation Efforts To-Date: APA – School Psychology (2024); CDE (2024)
- Develop, implement, and oversee processes to compile, analyze, and report MCE data (e.g., accreditation efforts, financial aid, student records, faculty records, academic assessments, and enrollment management)
- Develop and oversee preparation of reports and analytic studies to support planning and policy development
- Direct and oversee ad hoc request from MCE leadership, faculty, and staff
- Analyze feasibility of and develop requirements for new or existing data / accountability systems
- Liaise and collaborate with campus partners for other external data needs (e.g., US News and World Report, CDE SURDS)
- Represent the College on University committees / groups related to accreditation and assessment
- Collaborate with MCE Leadership Team to provide direction and recommendations regarding strategic planning and decision making as it relates to accreditation and assessment; attending leadership team meetings when appropriate.
- Collaborate with the Associate Dean of Budget and Operations on budget items related to accreditation and assessment efforts.
- Supervise staff supporting accreditation and assessment efforts at MCE, when applicable.

Associate Director for Accreditation and Assessment, Morgridge College of Education – University of Denver, CO, June 2018 – August 2023

- Lead / support professional accreditation efforts for MCE programs and degrees
 - Successful Accreditation Efforts To-Date: CACREP – School Counseling (2022); NASP (2022)
- Oversee the writing and submission of compliance documents (e.g., USDOE State Disclosures, Title II, USDOE Consumer Disclosures)
- Develop and manage processes to compile, analyze, and report MCE data (e.g., admissions, enrollment, faculty)
- Analyze feasibility of and develop requirements for new or existing data / accountability systems
- Develop and prepare reports and analytic studies to support planning and policy development
- Manage and execute ad hoc request from MCE leadership, faculty, and staff
- Liaise and collaborate with campus partners (e.g., DU Office of Institutional Research and Analysis, DU Office of Teaching and Learning) for other external data needs (e.g., US News and World Report, CDE SURDS)

Director of Institutional Research, Walden University, Minneapolis, MN, Mar 2015 – May 2018

- Coordinate completion of federal and state reporting as well as voluntary surveys (e.g., Gainful Employment, IPEDS, MN Office of Higher Education)
- Support regional and professional accreditation efforts (ex. HLC, NCATE/CAEP, CCNE, CACREP, CSWE)
- Coordinate internal reporting of enrollment, retention, and graduation rates.
- Develop and implement employee engagement initiatives (ex. team building activities, self-assessments)
- Support / respond to ad hoc data requests and research

Associate Director of Institutional Research, Walden University, Minneapolis, MN, Apr 2013 – Mar 2015

- Coordinate completion of federal and state reporting as well as voluntary surveys (ex. Gainful Employment, IPEDS, MN Office of Higher Education)
- Support regional and professional accreditation efforts (ex. HLC, NCATE/CAEP, CCNE, CACREP, CSWE)
- Coordinate internal reporting of enrollment, retention, and graduation rates.
- Develop and implement employee engagement initiatives (ex. team building activities, self-assessments)
- Support / respond to ad hoc data requests and research

Senior Research Analyst, Walden University, Minneapolis, MN, Mar 2010 – Mar 2013

- Complete federal and state reporting, internal reporting of student enrollment, retention, and graduation rates.
- Conduct surveying of student, alumni, graduate, faculty, and employer satisfaction.
- Respond to ad hoc data and research requests.
- Co-led committee piloting first year student progress initiative
- Create and coordinate new staff training process

Research Analyst, Walden University, Minneapolis, MN, Sept 2006 – Feb 2010

- Complete federal and state reporting, internal reporting of student enrollment, retention, and graduation rates.
- Conduct surveying of student, alumni, graduate, faculty, and employer satisfaction.
- Respond to ad hoc data and research requests.

TECHNOLOGY EXPERIENCE

- Microsoft: Word, Excel, Access, PowerPoint, Project
- Statistical Software: SPSS
- Student Information Systems: Datatel, Banner, Cognos, Salesforce, Slate
- Learning Management Systems: Blackboard, Canvas
- Survey Software: Qualtrics
- Data Visualization: Tableau (user)
- Other Software: Time2Track, Watermark (Faculty Activity, Course Evaluations), TORSH Talent

PROFESSIONAL DEVELOPMENT TRAINING

- Equity Labs, University of Denver Colorado Women's College, Fall 2020
- Project Management Coursework, Walden University, Minneapolis, MN, January 2016 to February 2018.
- Public Face of IPEDS & Data for Benchmarking Workshop, National Center for Educational Statistics, Augsburg University, St. Paul, MN, May 2014.
- Data Policy Institute, National Center for Educational Statistics, Washington, DC, June 2013.
- Statistics Institute, Association for Institutional Research, Cincinnati, OH, August 2008.
- Foundations Institute II, Association for Institutional Research, Temple University, Philadelphia, PA, August 2007
- Foundations Institute I, Association for Institutional Research, DePaul University, Chicago, IL, July 2007.

SERVICE

Member, University of Denver Staff Senate – Elections Committee, March 2024 – July 2024

Senator Emeritus, University of Denver Staff Senate, March 2024 – July 2024

Co-Chair, University of Denver Staff Advisory Council – Staff Senate Recommendations Taskforce, September 2022 – December 2023

Member, University of Denver Staff Advisory Council, September 2021 – December 2023

Co-Leader, Morgridge College of Education Inclusive Excellence Committee, September 2020 – August 2022

Member, Morgridge College of Education Inclusive Excellence Committee, September 2019 – August 2022

Chair, Association of Institutional Research – Upper Midwest Steering Committee to plan annual conference, November 2015 to November 2016

Member, Association of Institutional Research – Upper Midwest Steering Committee to plan annual conference, November 2013 to November 2017

PUBLICATIONS AND PRESENTATIONS

Atchison, E., Holland, N., Mills, G., & Williams, T. (2019, October). *Introduction to Institutional Research*. Webinar for the Association for Institutional Research.

Atchison, E., Holland, N., Mills, G., & Williams, T. (2019, May). *What Every IR/IE Rookie Should Know: Class of 2019*. Discussion at the Association for Institutional Research Forum, Denver, CO.

Atchison, E., Holland, N., Mills, G., & Williams, T. (2018, May). *What Every IR/IE Rookie Should Know: Class of 2018*. Discussion at the Association for Institutional Research Forum, Orlando, FL.

Holland, N., Rossow, K. & Drechel, C. (2017, November). *Tracking and Reporting on Military Student Outcomes: Lessons Learned & Initial Data*. Presented at the Annual Meeting of the Association for Institutional Research in the Upper Midwest. Bloomington, MN.

Holland, E. & Burkholder, G. (2017, July). *Predictors of Online Graduate Student Retention*. Poster session presented at the Distance Teaching & Learning Conference, Madison, WI.

- Atchison, E., Holland, N., Jowers, A., & Mills, G. (2017, May). *What Every IR/IE Rookie Should Know: Class of 2017*. Presented at the Association for Institutional Research Forum, Washington DC.
- Holland, N. & Regnier, D. (2017, May). *National Data Sets*. Presented at the Annual Meeting of the Association for Institutional Research in the Upper Midwest. Bloomington, MN.
- Burkholder, G. & Holland, N. (2016, November). *Predictors of Online Graduate Student Retention*. Presented at the Online Learning Consortium Conference, Orlando, FL.
- Holland, N. & Burkholder, G. (2016, November). *Retention Efficacy of Welcome Kits for New Students*. Presented at the Online Learning Consortium Conference, Orlando, FL.
- Holland, N., Regnier, D., & No, S. (2016, May). *Insights from First-time Users of Tableau*. Poster session presented at the Association for Institutional Research Forum, New Orleans, LA.
- Holland, N. & Gerlach, S. (2015, November). *Higher Education Compliance: Solving the Puzzle (so you don't have to)*. Presented at the Annual Meeting of the Association for Institutional Research in the Upper Midwest. Bloomington, MN.
- Lenio, J., Jorissen, S., Jameson, C., Holland, N., Malone, K., Ribich, A., & Bach, A. (2014, November). *How We Conducted a Co-Curricular Review on Ourselves*. Presented at the Annual Meeting of the Association for Institutional Research in the Upper Midwest. Bloomington, MN.
- Burkholder, G. J., & Holland, N. (2014). Guest editorial: International perspectives on retention and persistence. *Higher Learning Research Communications*, 4(2), 3-10. <http://dx.doi.org/10.18870/hlrc.v4i2.208>
- Burkholder, G., Lenio, L., Holland, N., Seidman, A., Neal, D., Middlebrook, J., & Jobe, R. (2013). An Institutional Approach to Developing a Culture of Student Persistence. *Higher Learning Research Communication*, 3(3), 16.19. <http://www.hlrcjournal.com/index.php/HLRC/article/view/120>
- Burkholder, G., Lenio, J., & Holland, N. (2012, October). *Predictors of Online Graduate and Undergraduate Student Retention*. Presented at Sloan-C Conference, Orlando, FL.
- Holland, N. & Gatlin, L. (2012, May). *Measuring Social Change Impact: An Update on the Development and Pilot of a Measurement Instrument*. Poster session presented at the 2012 Association for Institutional Research Forum, New Orleans, LA.
- Holland, N., Fink, N., Risner, K., & Smith, C. (2012, May). *What can an IR office do to better manage workload?*. Discussion session at the 2012 Association for Institutional Research Forum, Long Beach, CA.
- Johnshoy, J., Holland, N., Risner, K., Jorissen, S. & Lenio, J. (2012, May), *Ways to Improve Communication, Guidance, and Response to Feedback with Stakeholders: An IR Office's Changes and Results*, Presented at the 2012 Association for Institutional Research Forum, New Orleans, LA.
- Riedel, E., Lenio, J., Holland, N. & Baur, D. (2011, May). *Revisiting Retention: A Four Phase Retention Research Initiative*. Presented at 2011 Association for Institutional Research Forum, Toronto, Ontario.
- Lenio, J., Riedel, E., Holland, N., & Baur, D. (2010, October). *Revisiting Retention: A Four Phase Retention Research*. Presented at the Annual Meeting of the Association for Institutional Research in the Upper Midwest. Bloomington, MN.
- Holland, N., & Gatlin, L. (2010, June). *Measuring global awareness: Development and pilot of a*

measurement instrument. Presented at the 2010 Association for Institutional Research Annual Forum, Chicago, IL.

Holland, N., Fink, N., Lenio, J., Francis, S., Baur, D., Cantu, C., & Mayne, S. (2009, June). *Institutional visibility: An examination of publicly available data at higher education institutions*. Paper presented at the 2009 Association for Institutional Research Annual Forum, Atlanta, GA.

Lenio, J., Holland, N., Cantu, C., Fink, N., Francis, S. and Baur, D. (2009, June). *Examining the effect of academic residencies on the retention of online PhD students*. Paper presented at the 2009 Association for Institutional Research Annual Forum, Atlanta, GA.

Lenio, J., Francis, S., Holland, N., Yob, I., & Baur, D. (2008, November). *Evaluating a doctoral research community in online education: Faculty and independent learner interaction and satisfaction*. Presented at the annual conference of the American Evaluation Association, Denver, CO.