

Heather Carpenter

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EDUCATION

- **Doctor of Philosophy in Leadership,**
Specialization in Nonprofit/Philanthropic Leadership and Management.
University of San Diego, San Diego, CA; Expected, May 2011.
Dissertation Title: *Experiential Education in Nonprofit Management and Leadership Education: An Examination of Master's Degree Programs Associated with the Nonprofit Academic Centers Council*
Committee: Robert Donmoyer (Chair), Mary McDonald, Paula Krist, and Roseanne Mirabella
- **Master of Management in Nonprofit Administration,**
North Park University, Chicago, IL; July 2003.
- **Bachelor of Science in Business Administration,**
Emphasis in Management
San Diego State University, San Diego, CA; May 2001.
- **Certificate in Nonprofit Management,**
American Humanics, San Diego State University, San Diego, CA; May 2001.
- **Associates in Arts and Sciences,**
Cottey College, Nevada, MO; May 1999.

TEACHING EXPERIENCE

- **M.A. Program in Nonprofit Leadership and Management, University of San Diego, San Diego, CA**
 - *EDLD579 Nonprofit Technology (1-unit)*
Developed and, during the 2010-2011 academic year, will teach 1-unit course about the strategic integration of technology within nonprofit organizations.
 - *EDLD503 Nonprofit Finance (3-units)*
Served as teaching assistant for three semesters and then was promoted to co-instructor. Worked with three different lead instructors in designing the course syllabus and finance assessment. Also created a stand-alone 1-unit *Introduction to Nonprofit Finance* course that will run before the main nonprofit finance course. Received high teaching marks and positive feedback from the students.
 - Promoted to co-instructor for Spring 2011
 - Doctoral Teaching Assistant, Spring 2010
 - Doctoral Teaching Assistant, Summer 2009
 - Doctoral Teaching Assistant, Summer 2008
- **Undergraduate Leadership Minor, University of San Diego, San Diego, CA**
 - *EDLD352 Leadership in Youth and Human Service Nonprofit Organizations (3-units)*
Served as Teaching Assistant and then taught a class session about fiscal procedures and a class session about internet strategies.
 - Guest Lecturer: Fiscal Procedures, Fall 2009
 - Guest Lecturer: Internet Strategies, Fall 2009
 - Doctoral Teaching Assistant, Fall 2008

- **M.B.A., Point Loma Nazarene University, San Diego, CA.**
 - *BUS 685 Management of Not for Profit Organizations (3-units)*
Taught a class session about the future of the nonprofit sector.
 - Guest Lecturer, Future of the Nonprofit Sector, Fall 2009
- **Extended Studies, John F. Kennedy University, Pleasant Hill, CA**
Wrote business plan, curriculum plan, and development plan for new certificate in Social Sector Leadership. Recruited a stellar advisory board for the program and taught the following courses:
 - *How to Start and Run a Nonprofit Organization (4-credit hours)*
 - Instructor, Summer 2007
 - Instructor, Spring 2008
 - *Nonprofit Operations (4-credit hours)*
 - Instructor, Spring 2008
 - *Advanced Topics in Fundraising (4-credit hours)*
 - Instructor, Spring 2008

PROFESSIONAL EXPERIENCE

- **Research Associate**, Caster Family Center for Nonprofit and Philanthropic Research, University of San Diego, San Diego, CA; (June 2010-present) **Research Assistant** (September 2007-May 2010)
 - Lead and administer research studies in a center whose mission is “to educate leaders and advance best practices in the nonprofit and philanthropic community through academic excellence, applied learning, and research that examines issues of strategic importance to the sector.”
 - Secured \$50k grant from Kellogg Action Lab to lead research and evaluation efforts of a national initiative to promote nonprofit careers.
 - Secured funding and partnership from Nonprofit HR Solutions to conduct the national 2010 Nonprofit Employment Trends Survey. Organized HR symposium for San Diego area nonprofits and recruited seven nationally known HR experts to present at the conference.
 - Evaluated nonprofit leadership and management master’s degree program by creating, administering, and analyzing comprehensive alumni survey and interviewing local organizations about impact and use of students’ applied projects.
 - Implemented online portal and library to track nonprofit master’s students’ online portfolios and display outstanding student applied projects.
 - Present research at nonprofit related academic conferences including, but not limited to: the Academy of Management, the Nonprofit Congress, Nonprofit West Coast Data Conference, and ARNOVA.
 - Awarded prestigious Viterbi Family Doctoral Fellowship, 2008-2009
 - Awarded Jeanette and Jerome Cohen Research Grant through American Humanics, 2008-2009
- **Program Developer**, Department of Continuing Education, John F. Kennedy University, Pleasant Hill, CA; (July 2007-February 2009)
 - Advised and directed creation of leadership certificate program.
 - Wrote business plan, curriculum plan, and development plan while recruiting advisory board members for new certificate in Social Sector Leadership.
- **Executive/Operations Director**, The Jenna Druck Foundation, San Diego, CA; (September 2007-March 2008).
 - Managed local social service agency whose mission is to assist families through the bereavement process and empower young women leaders in the community.

- **Assistant Director**, Aspiration, San Francisco, CA; (March 2006-August 2007)
 - Oversaw and managed operations of international nonprofit organization whose mission is to connect nonprofits and NGOs with software solutions to better achieve their missions.
 - Created and directed the San Francisco Nonprofit Technology Center, presiding over nonprofit specific software trainings in the 2,300 sq. ft. of collaborative work space with six nonprofit tenants.
- **Operations Manager**, Low-Income Families' Empowerment through Education (LIFETIME), Oakland, CA; (October 2003-February 2006).
 - Oversaw and managed administrative, finance, and fundraising staff in performing daily operations of statewide nonprofit organization whose mission is to help low-income families pursue higher education and training to become self-sufficient.
- **Management Consultant**, Nonprofit Management Employment Alternatives, Lafayette, CA and San Diego, CA; (March 2003-present).
 - Provide short-term administrative, accounting, information technology, human resources, and fundraising consulting to start-up nonprofit organizations.
- **Volunteer Caseworker**, Navy and Marine Corps Relief Society (NMCRS), Great Lakes, IL; (September 2002-March 2003).
 - Provided financial, educational, and budgetary assistance to military families, enhancing their quality of life.
 - As part of capstone graduate school project implemented a new marketing plan for the organization, improving volunteer recruitment, and marketing of services efforts.
- **Operations Coordinator**, Christian International Scholarship Foundation (CISF), Lake Forest, IL; (August 2001-November 2002).
 - Conducted daily activities for national nonprofit organization that provides scholarships to emerging world scholars pursuing PhD's in the United States, interacting with the Board of Directors on a weekly basis, improving operational efficiency and effectiveness.
- **Operations Coordinator**, The Ivy Jungle Network (IJN), Lake Bluff, IL; (August 2001-November 2002).
 - Performed administrative duties of college ministry support organization, providing resources to college ministry leaders.
- **American Humanics Intern**, Department of Career Services, San Diego State University, San Diego, CA (January 2001-April 2001).
 - Prepared students for careers in youth and human service nonprofit organizations.

PUBLICATIONS (PEER REVIEWED)

- Carpenter, H. (In press). How we could assess the community impact of nonprofit graduate students' service-learning projects: Lessons from the literature. *Journal of Public Affairs Education*.

PUBLICATIONS (NON-PEER REVIEWED)

- Carpenter, H. (In press). Leading new technology innovation, In K.A. Agard (Ed.), *Leadership in nonprofit organizations*. Thousand Oaks, CA: Sage.

- Carpenter, H., Peyton Roberts, T., Hoffman, H., Deitrick, L., & Morton, L. (2010, May). *2010 Nonprofit employment trends survey*. Washington, DC: Nonprofit HR Solutions.
- Carpenter, H., & Krist, P. (2009, August). *Applied projects organizational impact report*. San Diego, CA: Caster Family Center for Nonprofit and Philanthropic Research.
- Siefert, L., & Carpenter, H. (2008, June). *Alumni perspectives: evaluation of the nonprofit leadership and management master's degree program*. San Diego, CA: Caster Family Center for Nonprofit and Philanthropic Research.
- Carpenter, H. (2008, January). General administration chapter, *Community Technology Centers Operating Manual*. Washington D.C.: CTCNet.
- Carpenter, H. (2007-current). *Nonprofit Leadership 601*. Blog about nonprofit leadership issues and receive 1,500 unique visitors per month. Blog posts featured on the Chronicle of Philanthropy, Philanthropy Journal, Brazen Careerist, Employee Evolution, Philantopic, and NP2020 Web sites. Blog at national nonprofit conferences for the Independent Sector, Alliance for Nonprofit Management, YNPN and ARNOVA.
- Carpenter, H. (2007, August). *How to set up a nonprofit office toolkit*. Morrisville, NC: Lulu Press.
- Carpenter, H. (2007, August). *Starting a nonprofit toolkit*. Morrisville, NC: Lulu Press.
- Carpenter, H. (2007, August). *Nonprofit operations toolkit*. Morrisville, NC: Lulu Press.

CONFERENCE PRESENTATIONS (PEER REVIEWED)

- Carpenter, H. (2010, April). *Experiential education in nonprofit management and leadership education: An examination of master's degree programs associated with the nonprofit academic centers council*. Proposal presented at the Nonprofit West Coast Data Conference, Portland, OR.
- Carpenter, H., & Libby, P. (2009, November). *Applied projects assessment report*. Paper presented at the Association for Research on Nonprofit Organizations and Voluntary Action annual conference, Cleveland, OH. (Nominated for Best Paper Award).
- Carpenter, H. (2009, November). *People's perceptions of nonprofit careers*. Poster session at the Association for Research on Nonprofit Organizations and Voluntary Action annual conference, Cleveland, OH.
- Carpenter, H., & Hitchcock, M. (2009, April). *Nonprofit wage data comparison studies*. Paper presented at the Nonprofit West Coast Data Conference, Los Angeles, CA.
- Carpenter, H. (2008, November). *The nonprofit congress as a new social movement*. Paper presented at the Association for Research on Nonprofit Organizations and Voluntary Action annual conference, Philadelphia, PA.
- Altman, S., Carpenter, H., Strom, S., & Van Horn, T. (2008, November). *Professional education for the nonprofit sector: American Humanics alumni speak out*. Paper presented at the Association for Research on Nonprofit Organizations and Voluntary Action annual conference, Philadelphia, PA.
- Bies, A., Boyd, T., Carpenter, H. (2008, August). Assessing community impact from three perspectives. In H. Carpenter (Chair). *The impact of nonprofit academic programs on the practice of nonprofit leadership and management*. Symposium conducted at the Academy of Management annual conference, Anaheim, CA.
- Carpenter, H. (2008, April). *A systematic approach to purposeful/maximum-variation sampling in qualitative research*. Paper presented at the Nonprofit West Coast Data Conference, Tempe, AZ.
- Carpenter, H. (2007, November) *Professional development for nonprofit managers, a different approach: Collaborative learning through a wiki, blog and hands on discussion*. Paper presented at the Association for Research on Nonprofit Organizations and Voluntary Action annual conference, Atlanta, GA.
- Barbeito, C., Carpenter, H. (Chair), Mesch, D. *Building human resource (HR) management capacity within nonprofits: A discussion of research and practice*. Symposium conducted at the Association for Research on Nonprofit Organizations and Voluntary Action annual conference, Atlanta, GA.

PRESENTATIONS (NON-PEER REVIEWED)

- Carpenter, H., & Van Horn, T. (2009, June). *An examination of the American Humanics certificate program*. Paper presented at the professional development conference of American Humanics, Kansas City, MO.
- Carpenter, H. (2009, June). *Using social media to land your next job or promotion*. Presented at the Opportunity Knocks career conference. Atlanta, GA.
- Carpenter, H., Cesarini, T. (2009, June). *Additional technology tools for increased efficiency*. Presented at the Looking for the Upside in the Downturn: Time-Tested Models of Nonprofit Innovation symposium. San Diego, CA.
- Carpenter, H. (2009, February). *Using social media to land your next job or promotion*. Presented through an Opportunity Knocks Webinar.
- Carpenter, H. (2008, August). *Discussion about nonprofit blogging and its impact on the careers of nonprofit managers*. Presented professional development workshop at the Academy of Management annual conference, Anaheim, CA.
- Carpenter, H., & Chien, J. (2006, August). *How to improve your nonprofit operations in less than two months*. Presented at the Craigslist Foundation Boot Camp, Berkeley, CA.
- Carpenter, H. (2006-2007). *Nonprofit Operations Brown Bag Lunch discussion group*, Created and facilitated meetings at the San Francisco Nonprofit Technology Center, San Francisco, CA.
- Carpenter, H., & Johnson, M. (2005, March). *From GEDs to PhDs*. Keynote speaker at the Nevada Women's Symposium, Cottey College, Nevada, MO.

SERVICE

- Committee Member, Association for Research on Nonprofits and Voluntary Action (ARNOVA) Nominating Committee. January 2010-present.
- Chair, Social Media Subcommittee, Independent Sector NGen Advisory Group. July 2010-present.
- Member, Independent Sector NGen Advisory Group. January 2010-present.
- Secretary, Association for Research on Nonprofits and Voluntary Action (ARNOVA) Pracademic Section. November 2009-present.
- Committee Member, Nonprofit Leadership and Management Master's Degree Program Curriculum and Strategic Planning Committee, University of San Diego. September 2008-present.
- Doctoral Student Representative, Institute for Nonprofit Education and Research Advisory Board, University of San Diego. September 2008-May 2010.
- Research Committee Member, Next Generation Leadership Forum. April 2008-July 2009.
- Founding Board Member, Young Nonprofit Professionals Network, San Diego, CA. March 2008-January 2009.
- Committee Member, National Campaign to Promote Nonprofit Sector Careers, Nonprofit Workforce Coalition. September 2007-present.
- Committee Member, Nonprofit Congress National Meeting Planning Group, Washington, D.C. September 2007-June 2008.
- Committee Member, Nonprofit Congress Leadership Initiative Working Group, Washington D.C. February 2007-March 2009.
- Co-Chair, Young Nonprofit Professionals Network Book Club, San Francisco, CA. September 2006-August 2007.
- Committee Member, Young Nonprofit Professionals Network Membership Committee, San Francisco, CA. July 2006-August 2007.
- Vice President for Community Development, Walnut Creek Junior Chamber of Commerce, Walnut Creek, CA. September 2003-July 2005.
- Member, Women's Philanthropic Educational Organization (PEO), Orinda, CA & San Diego, CA. May 1997-present.

COMPUTER SKILLS

Apple, MS Word, MS Excel, MS Power Point, MS Access, MS Publisher, MS Project, MS Front Page, Dreamweaver, WordPress, Adobe Acrobat Suite, FileMaker, Drupal, Salesforce.com, QuickBooks, Twitter, LinkedIn, Facebook, Ning, and Blogger.