

# **CU NY** | School of Professional Studies

## **CHIEF STUDENT EXPERIENCE OFFICER**

**Leadership Profile  
2025**



***WittKieffer***

## EXECUTIVE SUMMARY

The CUNY School of Professional Studies (CUNY SPS) seeks an exceptional leader and experienced student services administrator in online education to serve as its inaugural Chief Student Experience Officer (CSXO).

Reporting to the Dean Lisa R. Braverman, the Chief Student Experience Officer will join the School of Professional Studies at an auspicious time characterized by significant enrollment growth. The CSXO will have an exciting and unique opportunity to further distinguish CUNY SPS as a model of student-centric online learning, delivering transformative online student experiences and championing a holistic approach to student support and success.

As the school's Chief Student Affairs Officer, the CSXO will enhance and grow a best-in-class student services organization, leading its student experience and engagement strategy and providing strategic and operational leadership to student-facing units and functions across CUNY SPS. The CSXO will serve as CUNY SPS's primary advocate for student needs, resources, and services internally and externally, representing the school on CUNY System-level councils, committees, and task forces.

CUNY SPS offers a broad range of online degrees, certificates, and workplace learning programs for working adults. A national leader in online education, the school offers the most extensive array of online programs at the City University of New York. It serves as CUNY's only undergraduate all-transfer college and is the only fully online school within the CUNY System.

A longstanding engine for social mobility, CUNY SPS is an incubator for student talent. It offers in-state tuition to all students regardless of where they reside. Flexible, customizable online programs meet students where they are, allowing them to balance work and family with their educational goals.

CUNY SPS faculty are leaders in their fields—21st-century professional practitioners renowned for online teaching. They actively support SPS students as they explore their passions, learn new ideas, and discover their capabilities.

*U.S. News & World Report* ranks CUNY SPS No. 6 on its 2025 list of Best Online Bachelor's Degree Programs and No. 2 among the Best Online Programs for Veterans. The school's online bachelor's program in psychology is ranked No. 9, and its online master's degree in nursing is ranked No. 25.

The ideal CSXO candidate will have demonstrable leadership experience serving adult learners in an online environment as well as the ability to utilize data analytics to support a comprehensive, scalable, high-volume student services operation.

A bachelor's degree from an accredited university is required along with a minimum of eight (8) years of experience in higher education student services administration and at least four (4) years of experience serving online and/or adult learners and programs. A master's degree is preferred.

For more information on the application process, see "Procedure for Candidacy" on page 11.

*The position is located on the CUNY SPS campus in New York City. It is not a remote position.  
The salary range for this position is \$155,000 to \$185,000.*

## ROLE OF THE CHIEF STUDENT EXPERIENCE OFFICER

The Chief Student Experience Officer leads the CUNY School of Professional Studies' Office of Student Services, which comprises a team of 26 dedicated colleagues who share a deep commitment to supporting the growth, well-being, and academic success of all CUNY SPS students. Reporting directly to Dean Lisa Braverman and serving as the school's Chief Student Affairs Officer, the CSXO is responsible for the following offices and units:

- Academic Advisement
- Career Services
- Student Counseling
- Health Services
- Military and Veteran Students
- Student Conduct and Community Standards
- Student Disability Services
- Student Life



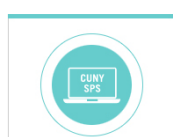
## OPPORTUNITIES AND EXPECTATIONS FOR LEADERSHIP

The Chief Student Experience Officer will have a unique opportunity to advance the School of Professional Studies' mission by supporting student success at CUNY's only fully online school, enabling adult learners to grow, advance their careers, and make a meaningful impact on their communities.

Specifically, the CSXO will have the opportunity to:

- **Distinguish CUNY SPS as a model of student-centric online learning.**  
Develop and implement a strategic, innovative, and scalable student services model that further distinguishes CUNY SPS for providing best-in-class online programs as well as comprehensive and personalized end-to-end support throughout the student life-cycle.
- **Lead, develop, and grow a best-in-class online student services organization.**  
Provide strategic and operational leadership to the school's student-facing units and functions, including student life, advising, retention, co-curricular programming, counseling, disability support, career services, conduct, and military and veteran services.
- **Champion a holistic approach to online student support and success.**  
Collaborate with the enrollment team and other units to develop and implement strategies for effectively engaging adult online learners, enhancing learning outcomes, supporting students' mental health and well-being, and improving student persistence, retention, and overall achievement.
- **Enhance SPS's capability to provide dynamic online student support and rapid response.**  
Implement early warning systems and processes to anticipate and identify obstacles to learners' academic progress and to enable timely and appropriate interventions and support.
- **Improve communications and strengthen a culture of data-driven quality assurance.**  
Develop and operationalize a strategy for effective SPS-student communications, leveraging multiple channels to fully inform learners of available services and resources. Leverage assessment and feedback mechanisms, data-driven insights, and predictive analytics to optimize existing programs and services and to develop new, innovative approaches to enhancing the online student experience and ensuring student success.

### CUNY SPS AT A GLANCE



96%

Students taking courses online



73%

CUNY undergrads graduate debt free



37%

Students that work full-time



96%

Gen Ed courses are zero textbook cost or low-cost



7,000+

Certificates and degrees awarded



1 to 1

Academic advisement for undergrads

## PROFESSIONAL QUALIFICATIONS AND PERSONAL QUALITIES

Candidates should have the experience and subject matter expertise to earn the respect of fellow CUNY SPS academic and administrative leaders. The School of Professional Studies has a proud history of racial and ethnic diversity and inclusion among its faculty, staff, and students, and the successful candidate will model a commitment to diversity and inclusion across the SPS community.

### Required Qualifications

- Bachelor's degree from an accredited university.
- Minimum of eight (8) years of experience in higher education student services administration.
- Minimum of four (4) years of experience serving online and/or adult learners and programs.

### Preferred Qualifications

An advanced degree from an accredited university in a related field is preferred. In addition, the ideal candidate will demonstrate the following characteristics and competencies:

#### Demonstrable leadership and deep expertise in serving adult online learners

- Deep appreciation and understanding of the unique needs of adult learners, underrepresented and international students, and students pursuing professional studies.
- Significant experience leading, designing, and delivering high quality online student services utilizing advanced student-facing technologies.
- Thorough understanding of trends and best practices in online education and online student success.

#### Sophisticated operational and managerial acumen

- Commitment to continuous improvement, innovation, and excellence in all online student support endeavors.
- Ability to utilize analytics to analyze and design highly effective operational systems to support a scalable, high-volume support function that is uniquely focused on customer-service.
- Proven expertise implementing cutting-edge customer service principles and processes, and the capacity to build or support the growth of a complex, customer-focused organization.
- Ability to analyze and redesign processes, procedures, and structures.
- Experience building and motivating high-performing teams and ability to manage and mentor staff.

#### Collaborative leadership, exceptional relationship management, and shared values

- Inclusive decision-making, transparent communications, and ability to build trust with others.
- Outstanding interpersonal and communication skills and high emotional intelligence.
- Commitment to CUNY's values of equity, diversity, and inclusion.



## ABOUT THE CUNY SCHOOL OF PROFESSIONAL STUDIES

The CUNY School of Professional Studies provides top-ranked online programs that meet the needs of adults who are looking to finish a bachelor's degree, advance from an associate degree, earn a master's degree or complete a certificate in a specialized field and progress in the workplace or change careers.

Led by CUNY's nationally and internationally renowned faculty and practitioners, as well as by industry and education partners, the school's undergraduate and graduate, certificate and non-degree workforce development programs provide opportunities for personal growth, job mobility, greater civic participation and new ways to advance knowledge.

To support their academic, professional and personal growth, SPS connects students with extra- and co-curricular activities at the school, throughout CUNY and across New York City, including leadership training opportunities and a wealth of social, cultural and intellectual activities.

The school's growth has been remarkable, having launched more than two dozen new degrees since its establishment in 2006. Today, more than 3,600 students are enrolled in credit-bearing SPS programs. Thousands more are enrolled in non-degree and grant-funded workforce development programs. The school has a growing and active alumni network, and the dedicated members of the CUNY SPS Foundation serve to champion the school's mission and support SPS and its students.

## Mission and Vision

CUNY SPS provides online programs of study that are responsive to the needs of its students and New York City, focusing on fields as well as forms of teaching, learning, and scholarship that highlight innovation, personal and social progress, and opportunities for careers and service.

Grounded in CUNY's tradition of access and academic excellence, SPS is dedicated to being the CUNY's premier school for adult learners. Adapting to the needs of its students across a growing range of fields and sectors, SPS expands CUNY's ability to address the demands of evolving workplaces and disciplines. With core values of responsiveness and quality, and as CUNY's leader in online learning, SPS will continue to introduce new opportunities that expand the possibility and promise of public education, and position its students to grow personally, excel in the workplace, and enrich their communities.



## ACADEMICS

The School of Professional Studies has been leading online education at CUNY and across the nation for nearly two decades. The only fully online academic unit within the CUNY System, the school offers undergraduate and graduate degrees as well as numerous certificate, advanced certificate, and professional non-degree programs. CUNY SPS provides flexible and convenient learning opportunities geared to adults who are looking to advance their education or progress in their careers.

### Undergraduate Programs

- BA in Communication & Media
- BA in Disability Studies
- BA in Human Relations
- BA in Liberal Studies
- BA in Psychology
- BA in Sociology
- BA in Youth Studies
- BPS in Applied Management & Entrepreneurship
- BS in Business
- BS in Health Information Management
- BS in Health Services Administration
- BS in Information Science
- BS in Nursing\*
- Accelerated RN to BS/MS in Nursing Education
- Accelerated RN to BS/MS in Nursing Informatics
- Accelerated RN to BS/MS in Nursing Organizational Leadership

### Graduate Programs

- MA in Applied Theater
- MA in Disability Studies
- MA in Museum Studies
- MA in Psychology
- MA in Youth Studies
- MS in Business Management & Leadership
- MS in Data Science

- MS in Disability Services in Higher Education
- MS in Generative AI (launching Spring 2026)
- MS in Health Information Management
- MS in Nursing Education
- MS in Nursing Informatics
- MS in Nursing Organizational Leadership
- MS in Research Administration & Compliance

### Certificate Programs

- Child Development Associate Certificate
- Disability Studies
- Disability Services in Higher Education
- Health Psychology
- Immigration Law Studies
- Management
- Medical Coding
- Nursing Education
- Nursing Informatics
- Nursing Organizational Leadership
- Project Management
- Research Administration
- Research Compliance
- Youth Studies

### Non-Degree Programs

- Children's Program Administrator Credential
- Seminars on Science

\* Dual/joint programs available with Borough of Manhattan Community College, Bronx Community College, LaGuardia Community College and Queensborough Community College

### Innovative Learning Solutions

The Office of Innovative Learning Solutions (ILS), formerly Professional Education and Workplace Learning (PEWL), serves to enhance organizational effectiveness and elevate individual careers through transformative learning programs. The office comprises experts in research-based learning practices and curriculum development and implementation. In a landscape of ever-changing employer needs, Innovative Learning Solutions partners with employers to help identify needs and gaps across their workforce and to create and deliver highly engaging and customized learning programs that best support the employee and employer through change.

## STUDENT SERVICES

Under the leadership of the Chief Student Experience Officer, CUNY SPS offers a comprehensive array of services and programs designed to meet the diverse and unique needs and interests of the school's online learners, supporting their growth, well-being, and academic and professional success. Student Services comprises several offices and units, including the following:

### Academic Advisement

The Office of Academic Advisement helps students to grow and succeed by providing support and guidance in such areas as course selection and the adjustment to online learning. Through strong, respectful, and professional advisor-advisee relationships, Academic Advisement inspires students' self-responsibility in achieving and understanding their educational goals.

### Career Services

The Office of Career Services assists CUNY SPS students and alumni who are seeking full-time employment, considering a career change, or exploring internship opportunities. Career Services also offers programs to address on-the-job issues, professional development, and career assessment needs.

### Student Conduct and Community Standards

The Office of Student Conduct and Community Standards helps to ensure a campus climate conducive to teaching and learning by upholding the school's student conduct code, including policies regarding academic dishonesty and sexual misconduct.

### Student Counseling

Student Counseling Services provides free, confidential mental health support to all CUNY SPS students. The office hosts events where students can learn about mental health topics and available CUNY SPS resources such as self-assessments, psychoeducational materials, videos, and book recommendations.



### Military and Veteran Students

CUNY SPS is committed to supporting its military and veteran students, including through funding assistance. The school's [military bachelor's degree completion scholarship](#) ensures that students can cover the full cost of tuition without accruing debt. These and other efforts have earned CUNY SPS a No.2 ranking among *U.S. News & World Report's* 2025 Best Online Bachelor's Programs for Veterans.

### Student Disability Services

Through the Office of Student Disability Services, CUNY SPS maintains an inclusive learning environment that supports the diverse needs of all enrolled students.

### Student Life

The Office of Student Life provides the school's rich, diverse student population with accessible co-curricular and academic enrichment opportunities to develop their educational goals, leadership skills, and community engagement beyond the classroom. Activities and programs include student government, mentoring, volunteer programs, and a range of clubs focused on advocacy, affinity, arts, and recreation.



## LEADERSHIP



### Dean Lisa Braverman

Dr. Lisa R. Braverman is a national leader and innovator in the field of adult and online higher education with a longstanding career working at public, private, and online colleges and universities. She has served at senior leadership levels, providing pioneering leadership and successful growth strategies in distance, continuing, and international education, as well as in strategic community and corporate partnerships.

Prior to her appointment as Dean of the CUNY School of Professional Studies in 2023, Dr. Braverman served as Assistant Vice President at Mercy College, where she helped establish a new Division of Workforce Credentialing and Community Impact, and as Vice Provost at Excelsior College, where she advanced key strategic initiatives in academic affairs, curriculum and faculty development, college partnerships, and program innovation.

She previously served as Dean of the Petrocelli College of Continuing Studies at Fairleigh Dickinson University, where she led a team of 100 faculty and staff and 25 degree and certificate programs on campus, online, and internationally. She has served as Chief Academic Officer at the online Jones International University, Associate Provost for Adult Programs at Long Island University, Dean of Continuing and Professional Studies at SUNY Fashion Institute of Technology, and Dean of Extended Education at NY Institute of Technology.

Dr. Braverman has served in leadership positions in the major continuing and professional education associations, including on the Board of Directors of both the University Professional and Continuing Education Association and the Association for Continuing Higher Education (ACHE). She is certified by the Institute for Engaged Leadership in Online Learning of the Online Learning Consortium, where she served as Lead Moderator. In 2021, Dr. Braverman was honored to receive the annual Leadership award from ACHE, reserved for outstanding leaders and pioneers in the field of continuing higher education.

She is a consultant and published author, with a recent submission on PLA in the recently published (2023) *New Models of Higher Education: Unbundled, Customized, DIY*, a chapter published on blended completion programs in the *Handbook of Research on Growing, Building, Sustaining Quality E-Learning Programs* (2016). She has published several articles and interviews in the online periodical *Evo llution* (2018–2020), a chapter on the future of continuing higher education in *New Horizons* published by Jossey Bass (2014), and two articles in the *Journal of Continuing Higher Education* (2006–2007).

Dr. Braverman has studied executive education at Harvard University's Graduate School of Education, holds a Ph.D. from New York University in Spanish and Latin American Studies, and is regularly invited to give individual and panel presentations on transformative leadership, innovation, online learning, adult and continuing education, and entrepreneurship in higher education. She lived and studied in Peru as an undergraduate student, is bilingual, and currently resides on Long Island, New York.

## PROCEDURE FOR CANDIDACY

WittKieffer is assisting The City University of New York in this search. Application materials should include a current CV or resume and letter of interest addressing how the candidate's experiences align with the position requirements. Review of candidate materials will begin immediately and continue until an appointment is made.

Application materials can be submitted using WittKieffer's [candidate portal](#). Confidential nominations and inquiries can be directed to:

Christy Pratt, Philip Tang, and Jess Cummings  
[CUNY-SPS-CSXO@wittkieffer.com](mailto:CUNY-SPS-CSXO@wittkieffer.com)

*CUNY encourages people with disabilities, minorities, veterans and women to apply. At CUNY, Italian Americans are also included among its protected groups. Applicants and employees will not be discriminated against on the basis of any legally protected category including sexual orientation or gender identity. EEO/AA/Vet/Disability Employer.*

