

## Vice Provost for Academic Systems and Services

Dear Colleagues,

I am pleased to share that Jennifer O'Brien-Knotts has been promoted to Vice Provost for Academic Systems and Services (VPASS). This is a part of the reconfiguration of the Deputy Provost for Academic Affairs position that I described in the Fall when announcing Jennifer Jenson's stepping down from that role.

As the VPASS, Jen will work with the Provost, the Deputy Provost for Undergraduate Education, the Deputy Provost for Graduate Education, and the Deputy Provost for Faculty Affairs on all aspects of academic processes and systems, including processes related to registration and academic services, enrollment data, faculty data, student transfers, and student outcomes. The VPASS will report to the Provost and the offices of Registration and Academic Services (RAS) and Enrollment Management Services (EMS) will report to the VPASS.

In this role, Jen will provide counsel to the Provost on matters related to the systems that support data-informed decisions regarding academic matters. Through her oversight of RAS and EMS, Jen will provide advice to the Provost and the Deans on matters of academic planning and use of classroom infrastructure, and will support efforts to recruit and retain undergraduate and graduate students.

Jen has been a dedicated and innovative member of the Lehigh Community for over 11 years. For eight years, Jen served as the Director of Enrollment Management Services before she was promoted to the Assistant Vice Provost for Enrollment Management in 2020. As the Assistant Vice Provost, she has managed the systems that support Undergraduate Admissions, Financial Aid, and Graduate Admissions. Jen also strategically supported the core enrollment management offices and functions (undergraduate admissions, financial aid, registrar, Enrollment Services Center, and graduate admissions in college offices) with respect to business process solutions, data, and technology.

Jen began her career in the Registrar's Office at Villanova University, before working for SunGuard Higher Education (now Ellucian) in various product innovation, management, and ownership roles, including being on the team that created the ERP Banner 9. A graduate of Villanova University, Jen earned a BS in Education and an MA in Mathematics. She also earned her Doctor of Education from Northeastern University.

In this new role, Jen looks forward to continuing to work with campus partners with respect to academic processes and systems in order to best serve Lehigh students. Please join me in congratulating Jen on this promotion.

Sincerely,  
Nathan Urban  
Provost