PHIL R. OLLENBERG
Academic Curriculum Vitae (CV)
philollenberg.ca ▪ linkedin.com/in/philollenberg
phil@philollenberg.ca

EDUCATION

2024	Doctor of Education (Leadership & Management), William Howard Taft University
2019	Certificate in Intercultural Leadership, Bow Valley College
2014	Master of Arts (Business Administration & Fine Arts), University of Regina
2008	Bachelor of Fine Arts (Theatre – Stage Management), University of Regina

PROFESSIONAL DEVELOPMENT

2024	SEMM forum online (conference), Brainstorm Group
2023	Ethical conduct for research involving humans (TCPS 2 CORE 2022) (certificate), Government of Canada Panel on Research Ethics
2023	Strategic enrolment management (conference), AACRAO
2023	Biennial conference, WARUCC
2023	LGBTQ+ inclusion (certificate), myGwork
2022	Strategic planning foundations (course), LinkedIn Learning
2022	National conference, ARUCC + PCCAT
2021	Four seasons of Indigenous awareness (course), Bow Valley College
2021	Disney's approach to leadership excellence (certificate), Disney Institute
2021	Change management foundations (course), LinkedIn Learning
2021	SEMM forum online (conference), Brainstorm Group
2021	Supporting workers with disabilities (course), LinkedIn Learning
2020	Inspired leadership II (course), Right Management

WORK EXPERIENCE

2025-	Associate Registrar of Recruitment and Admissions, Emily Carr University
2024-	Instructor (Contract) in Education & Technology, Royal Roads University
2022-2025	Associate Registrar of Admissions and Enrolment, Bow Valley College
2019-2022	Assistant Registrar of Student Centres, Finance, and Recruitment, Bow Valley College
2018-2019	Supervisor of Student Recruitment, Bow Valley College
2015-2018	Recruiter, Bow Valley College
2010-2015	Recruiter, University of Regina
2009-2010	Interim Coordinator of Student Recruitment, University of Regina
2008-2009	Recruitment and Marketing Assistant, University of Regina

SCHOLARSHIPS AND FELLOWSHIPS

2021-2024	Taft University System student grant, William Howard Taft University
2011	Graduate student travel award, University of Regina
2011	Graduate student travel award, Graduate Students' Association of the University of Regina
2007	Gabe Prendergast scholarship in technical theatre, University of Regina

PUBLICATIONS

1. Forthcoming: Ollenberg, P. R. & Buchanan, K. (2025). De-siloing enrolment workflows to improve student conversion and employee engagement (juried conferenced presentation). SEMM Forum. Online.

2. Forthcoming: Ollenberg, P. R. (2025). Job engagement in post-secondary education student services: A qualitative exploration of Western Canadian employee experiences. Journal of Education Human Resources. Volume, issue, and DOI forthcoming.

3. Ollenberg, P. R. (2024). Can Canadian institutions drive better enrolment through a more engaged workforce? [Webinar]. Brainstorm SG.

4. Ollenberg, P. R., & Skelton, J. (2024). Supporting enrolment outcomes through better employee engagement (juried conference presentation). ARUCC & PCCAT National Conference. Calgary.

5. Wells, V., & Ollenberg, P. R. (2024). SEM administration: A practitioners' guide (invited conference presentation). SEMM Forum. Toronto.

6. Gill Blacket, L., Phillips, T., McNinch Pazzano, J., Ollenberg, P. R., & Powell, P. (2024). Diversity, equity, and inclusion (DEI) in the context of SEM (panel). SEMM Forum Academy.

7. Wells, V., & Ollenberg, P. R. (2023). Collaborative strategies for maximizing last-mile enrolment (juried conference presentation). SEMM Forum. Toronto.

8. Ollenberg, P. R., & Wells, V. (2023). Ten common-sense solutions to improve applicant conversion and summer melt (juried conference presentation). WARUCC Biennial Conference. Vancouver.

9. Ollenberg, P. R. (2022). Building positive recruitment relationships with ability , gender , and neuro diverse learners (invited keynote speaker). Educational Liaison Association of Alberta Annual Meeting.

10. Ollenberg, P. R. (2022). Five keys to transform student payment communication and behaviour (juried conference presentation). ARUCC & PCCAT National Conference. Niagara Falls.

11. Ollenberg, P. R., Nott, M., & Cairns, J. (2022). Improving student privacy and reducing risk using banking sector practices (juried conference presentation). ARUCC & PCCAT National Conference. Niagara Falls.

12. Ollenberg, P. R. (2021). We cut delinquent payments by half… and you can too (juried conference presentation). SEMM Forum. Toronto.

DISSERTATIONS AND THESES

1. Ollenberg, P. R. (2024). *Job engagement in Western Canadian higher education: voices of front-line student service professionals* (doctoral dissertation). William Howard Taft University. Committee: J. Skelton (chair), M. Payton, R. Rizzo.

2. Ollenberg, P. R. (2014). *Prairie audiences: an investigation and theoretical contextualization of attitudes and experiences of theatre in Regina* (master's thesis). University of Regina. Co-supervisors: L. Watson, K. Irwin.

COLLEGE/UNIVERSITY SERVICE

2023-2025	Hybrid workplace and work arrangements committee (appointed member), Bow Valley College
2022-2025	Program development and review committee (ex-officio member), Bow Valley College
2022-2025	Student information system steering committee (ex-officio member) , Bow Valley College
2022-2025	Student information system governance committee (ex-officio member) , Bow Valley College
2023-2024	Strategic enrolment management recruitment and admissions committee (appointed chair), Bow Valley College
2019-2023	Strategic enrolment management council (ex-officio member), Bow Valley College
2021-2023	Academic council (alternate board appointee), Bow Valley College
2020-2022	Union negotiations management committee (board appointee), Bow Valley College
2016-2023	2SLGBTQ pride committee (member, chair 2021-2022), Bow Valley College
2015-2018	Recruitment-marketing committee (ex-officio member), Bow Valley College
2012-2013	Professional employees equity committee (elected member), University of Regina
2009-2010	Fine Arts graduate studies committee (elected member), University of Regina

VOLUNTEER SERVICE

2023-	Submission reviewer, Canadian Association of College & University Student Services national conference
2024-2025	Member, City of Calgary Social Wellbeing Advisory Committee
2023-2025	Chair, Alberta Registrarial Leaders' Association
2020-2023	Discussion facilitator, #EMchat enrolment managers professional group
2018-2021	Member, Post-secondary Alberta Recruitment Managers Group
2016-2018	Tour coordinator, Educational Liaison Association of Alberta
2013-2016	Sponsorship director (2014-2016) and treasurer (2013-2014), Regina Pride
2010-2015	Treasurer and membership officer, Saskatchewan Universities and Technical Institutes Liaison

AWARDS

2024	Individual contributor award, Associate deans and associate registrars group, Bow Valley College
2023	Named one of thirty "uplifting 2SLGBTQIA+ leaders in higher education" in North America
2023	Team award, 2SLGBTQ pride committee, Bow Valley College
2023	Individual contributor award, associate deans and associate registrars group, Bow Valley College
2022	Nominee, Top 40 Under 40, Avenue Magazine Calgary

MEDIA APPEARANCES

2024	CBC News: Key internal informant to institutional response on international incident. A. Russell, S. Bell, J. Semple, 8/5/2024.
2024	HigherEd Military: Contributor on job searching after college graduation. L. Jackson, 19/2/2024.
2022	TheBestSchools: Interviewed on impact of COVID-19 to online education. E. Thompson, 31/8/2022.
2022	Yahoo! Finance: Interviewed on higher ed pathways. A. Lisa, 15/8/2022.
2022	Yahoo! Finance: Contributor on higher ed mobility/completion. A. Lisa, 16/5/2022.
2022	Best Colleges: Interviewed on higher education. E. Thompson, 13/4/2022.
2022	EduMed: Interviewed on college admissions. J. Mielke, 12/3/2022.
2022	Help in Homework: Interviewed on college admissions policies. J. Thomas, 3/3/2022.
2021	TeenLife Guide to Performing & Visual Arts Colleges: Subject matter expert on college admissions. R. Sokol, 21/9/2021.
2021	EnrollmentMarketer.org: Contributor on higher ed. hiring practices. M. Boyes, 13/9/2021.
2021	Class.com: Interviewed on evolution of online teaching. 9/9/2021.
2021	AOL News: Interviewed on higher ed pathways. G. Olya, 10/8/2021.
2021	Newsbreak: Interviewed on history of tuition in US higher ed. A. Lisa, 9/8/2021.
2021	Military Families Magazine: Contributor on post-secondary approach to COVID safety. K. De Deyn Kirk, 1/7/2021.
2021	TheBestSchools: Interviewed on impact of COVID-19 to 2021's graduating class. E. Thompson, 3/5/2021.
2021	HigherEdJobs: Interviewed on contribution of colleges to their regions. E. Hoenigman Meyer, 28/4/2021.
2021	HelpCrunch: Contributor on creating quality service in higher education. L. Melnichenko, 20/4/2021.
2021	MarketScaleTV: Interviewed on employer financing of higher education. D. Litwin, 19/4/2021.
2020	CTV Calgary: Spokesperson for Bow Valley College on tuition practices. I. Sidhu, 16/11/2020.
2019	DX Journal: Spokesperson for Bow Valley College on industry demand. 3/4/2019.

PROFESSIONAL MEMBERSHIPS

2023-	Western Association of Registrars of Universities and Colleges of Canada (WARUCC)
2022-	National Association of College Admissions Councillors (NACAC)
2022-	American Association of Collegiate Registrars and Admissions Officers (AACRAO)
2019-	Association of Registrars of Universities and Colleges of Canada (ARUCC)
2018-2021	Post-Secondary Alberta Recruitment Managers (PS-ARM)
2016-2018	Educational Liaison Association of Alberta (ELAA)