

Sara Murphy has been involved in process improvement for many years at a variety of educational and corporate institutions. Sara worked for the MBA program at the University of Illinois where she advised students in addition to tracking organizational metrics and analyzing student survey data. She also was involved in process improvement at a mergers and acquisitions company designing processes to meet internal and external reporting requirements. Additionally, she has served as a scoring manager for Strategic Measurement and Evaluation, a K-12 testing company, and worked for Lockheed Martin Aeronautics developing metrics and reporting to track organizational transitions. Additionally, Sara completed the Advanced Lean Training at the Virginia Mason Institute in 2014, completed additional lean training at the University of Washington in 2014, and completed a Baldrige training event in 2013.

Most recently, Sara was the Director of Student Advising and Support for Empowered UCLA Extension, a start-up dedicated to offering students professional online certificates along with career counseling. Building a new organization from the ground up, Sara designed and fine-tuned organization wide policies and processes in addition to all institutional surveys.

Sara received a Bachelor of Business Administration from The University of Texas at Austin and a Master of Arts in Industrial/Organizational Psychology from the University of Illinois. She also completed a Ph.D. in Industrial/Organizational Psychology from the University of Minnesota with an emphasis in process improvement in education to improve the student experience. Her research focused on assessments as well as ways to increase student satisfaction and retention in school.