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PROFESSIONAL EXPERIENCE AND ACCOMPLISHMENTS

Southwest Tennessee Community College – Memphis, TN

One of the largest community colleges in the state of Tennessee and comprised of two main campuses, five centers with an annual enrollment over 19,000 credit students and an annual budget of \$74 million

Executive Director of Enrollment Operations

2008 – September 2016

Responsibilities:

- Provided leadership for the admissions, records, registration, financial aid (until Spring 2012) and the daytime and evening call centers (evening call center closed in 2014).
- Supervised four directors, two assistant directors, two coordinators, eight financial aid specialists, thirty-one clerks and eighteen temporary employees.
- Accountable for combined budgets of over \$2.8 million in addition to over \$62 million in institutional, federal and state financial aid for 2011-2012.
- Coordinated with the Offices of Advising, Student Disabilities, Career Services, and Testing to ensure that students receive services in a timely manner as part of the one-stop-shop concept.
- Collaborated with leadership in all areas of the College to ensure that goals are well-defined and support Southwest's overall mission.
- Engaged in outreach with community leaders, local agencies and businesses for purposes of economic development, fundraising, and community engagement.
- Ensured staff received top notch and effective customer service training.
- Participated in the Southern Association of College and Schools (SACS) conferences to remain knowledgeable on all accreditation changes.
- Developed annual goals for admissions, records and financial aid for Institutional Effectiveness.
- Served as the data steward for the Student module of Banner; all requests from faculty and staff for security access to the student database have to be reviewed and approved.
- Coordinated fall and spring staff development retreats where cross training occurred between the admissions, records and financial aid offices in preparation for registrations.
- Serve as an Adjunct Faculty teaching Academic Student Success Seminar.

Accomplishments:

- Increased fall, spring and summer enrollments from 6.3% - 21.5% respectively (2008-2011).
- Created a paperless environment in the Admissions, Records and Financial Aid offices by utilizing a SunGard product (BDMS), adobe fillable forms accessible through each

students' online account and Workflow which notifies staff of items that need processing and allows managers to hold staff accountable for processes. During the 2010-2011 academic year, we processed over 33,000 admission applications and 69,000 ISIRs.

- Coordinated the efforts of the Admissions and Financial Aid offices for the Department of Education Program Review in January 2012.
- Developed the admissions and financial aid portions of the current phone system (UCB – UC for Business) which includes an Interactive Voice Response (IVR) component compatible with Banner to allow students to check their admissions and financial aid statuses, registration holds, balances, advisor's name and contact information. This phone system accommodates the high call volume (over 170,000 calls for 2011) and allows students to request a call back without losing their place in line.
- Automated 90% of processes in the Admissions, Records and Financial Aid Offices by utilizing Ellucian's products (i.e., Banner 8, BDMS and Workflow).
- Created a student dashboard within the Southwest portal to emphasize the one-stop-shop concept and allow students to view their complete/incomplete admissions and financial aid requirements, financial aid award status and amounts, registration holds, and their current major.
- Created user friendly web pages for the areas of admissions, registration and financial aid.
- Developed campus wide training for enrollment services processes to include: admissions, records, financial aid, career services, student disability services, advising.
- Implemented a comprehensive evening call center to provide services for working adults.
- Instrumental in setting-up numerous validation tables, created test scenarios for the implementation of student database (Banner 7 and Banner 8).
- Completed a risk assessment of the admissions, records and financial aid departments addressing strategies to decrease or eliminate risk.
- Coordinated the efforts for Southwest in partnering with the local university (University of Memphis) for easy transfer and guaranteed admission through the Partnership Enrollment Process (PEP).
- Implemented the Tennessee Board of Regents/University of Tennessee System Reverse Transfer Program.
- Collaborated with the academic and business division to reduce receivables by increasing student communication regarding balances and payment options.

Director of Enrollment Operations

2006 - 2008

Responsibilities:

- Responsible for leading a team of professional and clerical staff in providing assistance and services to all currently enrolled students as they progress to degree completion and graduation.
- Developed a strategic plan that addressed the needs of currently enrolled students with benchmarks, strategies and evaluations.

- Directed the maintenance of web communications to students on the Southwest public website and employees via the internal website to provide students and employees with a clear message regarding services that were available.
- Supervised the process for special admission programs such as Nursing, Physical Therapist Assistance, Radiology Technology, Emergency Medical Technology, Paramedic, Medical Laboratory Assistance, etc.
- Directed the phone operations center for incoming calls to the College as well as a student outreach call center where students phoned students to inquire about their experiences at Southwest and make them aware of the various services offered at the college.
- Developed mechanisms to ensure easy delivery of services (i.e., transcript requests, enrollment verifications, change of major processing, transcript evaluations, graduation applications, and change of grades).
- Coordinated commencement for Southwest Tennessee Community College.

Accomplishments:

- Facilitated the implementation of a new student information system (Banner) and successfully converted over 500,000 records.
- Re-evaluated work processes and cross-trained staff resulting in improved customer service.
- Planned and refined registration processes for students which included collaborating with financial aid, new student advising, student activities, faculty, department chairs and deans.
- Expanded the scope of professional and frontline staff's authority to enhance students' experiences at Southwest.

Assistant Director of Records

2001 – 2006

Responsibilities:

- Lead a team of twenty (20) Admissions and Records employees in maintaining student records, enrollment verifications, transfer course evaluations, processing academic transcripts and coordinated the completion of the Academic Inventory of Graduates Report.
- Directed all registrations, managed certification of graduation candidates, assisted with planning commencement exercises, student enrollment for lending agencies and the NJCAA.
- Developed, implemented and evaluated processes and procedures for grade and attendance reporting, evaluated staff performances and provided corrective and meritorious support, implemented academic status notices.
- Supervised admissions and records staff that included: Allied Health Clerk, Admissions & Records Clerks, Transcript Analysts, Graduation Analysts, Academic Transcript Processors, Secretary II, Telephone Operators, Veterans Affairs Coordinator, Recruiters, temporary employees and work-study.

Accomplishment:

- Organized the imaging and storage of the closed institutions academic records.
- Reorganized the Records staff located on both main campuses to create an efficient and more productive unit.

Admissions Counselor/Recruiter

1994 – 2001

Responsibilities:

- Responsible for recruiting prospective traditional and non-traditional students to the college by traveling throughout the Mid-South to schools, participating in college day and night career fairs, established and cultivated relationships with churches and organizations.
- Maintained data on prospective students to continue correspondence with them about the college, interpreted the college's programs and policies, recommended new students for scholarships, conducted new student orientation, assisted in registration and graduation, arranged and coordinated individual and group campus tours.

COMMITTEES

Cross Functional Leadership Team	2008 – 2016
Institutional Effectiveness	2008 – 2016
Academic Calendar	2008 – 2016
SACSCOC	2008 - 2016
Student Retention	2006 – 2016
Enrollment Management	2006 – 2016
Student Affairs Subcommittee for SACS	2002 - 2015
Developmental Studies Redesign	2010 – 2015
College Wide Budget Reduction	2011
Reducing Accounts Receivables	2011
Access and Diversity	2008 – 2011
Executive Leadership Council	2008 – 2011
Telephone Task Force	2006 – 2008
TBR Grading Processes	2006
Enterprise Resource Planning	2003 – 2006
Student Affairs Transition Team for Consolidation	1999

ORGANIZATIONS

Tennessee Association of Collegiate Registrars and Admissions Officers
Southern Association of Collegiate Registrars and Admissions Officers
American Association of Collegiate Registrars and Admissions Officers
National Association of Financial Aid Administrators
Tennessee Association of Financial Aid Administrators

SPECIAL RECOGNITION

2012 Vice President's Excellence Award
2005 State of Tennessee *Aide-De-Camp* Appointment on the staff of Senator Curtis Person, Jr.
2004 Professional and Administrative Staff Organization *Distinguished Service* Award

EDUCATION

Northcentral University

EdD – Leadership in Higher Education (ABD)
Expected Year of Completion - 2017

Tennessee State University

2010 MPS (Master of Professional Studies) in Strategic Leadership
1992 BS in Political Science