

Dean of Student Success

Innovative professional administrator seasoned in delivering positive and lasting change for student success

PROFESSIONAL SUMMARY

- Over 25 years of experience across various departments of higher education, including supervisory and budgetary responsibilities
- Successful at creating and implementing innovative practices beneficial to student college access
- Extensive background working with students from diverse populations
- Skilled at problem-solving and serving in an advisory/mediatory capacity to students

CAREER EXPERIENCE

San Antonio College, San Antonio, Texas

Interim Dean of Student Success, April 2022-Present

Manage connection and entry for the Division of Student Affairs through direct oversight of Enrollment, Records & Residency, Assessment, Student Life, TRIO HSP, and Student Enrichment Center.

- Reorganization of First Year Experience program to include intentional touchpoints and align program with EDUC course to reinforce student outcomes for success
- Organization and implementation of multiple measures for English and Math placement for first year students
- Collaborative college-wide work to bring onboarding and enrollment services to Dominguez State Jail
- Designing and developing a Men of Education Program focusing on support services to enroll and retain men at higher rates
- Led the re-organization of SAC's "Apple Store" concept to have Enrollment Services, Financial Aid and Business Office work collaboratively and reduce the number of times a student is referred out for assistance
- Created first annual college-wide Family Night through collaboration with department leads
- Serve on district-wide committees to advocate for removal of enrollment and registration barriers. Clear the path for division leaders to think innovatively and implement best practices in their respective areas

Director, Outreach & Recruitment/Enrollment Services, October 2015-April 2022

Oversight of recruitment and on-boarding of new student enrollment with direct responsibility of Outreach & Recruitment, Testing & Assessment, Tier 2 call center, and New Student Orientation. Empower a team of over 27 full-time staff, 5 part-time staff and a multitude of student staff. Design, implement, and evaluate procedures to increase efficiency of onboarding.

- Increased new student enrollment types consistently with a 14.5% increase in FTIC enrollment and 5.5% increase in Transfer students in Fall 2021.
- Partnered with department chairs on section management of core course loads
- Planned and executed one-day admission and registration events. Assisted over 2,700 students with enrollment and 1,400 with course registration throughout eight separate events in 2021

- Designed and developed inaugural college-wide enrollment events: Preview Day, Rock Enroll, Signing Day, and Dinner & Discussions to foster community and pride in students choosing SAC as their first-choice institution.
- Implemented a one-stop enrollment center with Enrollment, Records, and Financial Aid working collaboratively in one location
- Conceptualized and implemented organization of the SAC Enrollment Coach model. Enrollment coaches case load by student type and top feeder high schools. Support Specialists provide supplemental support of transactional processes to complete enrollment steps

Senior Coordinator, Partnerships & Extended Services, February 2013-October 2015

Led Partnerships & Extended Services on a journey to increase college awareness in K-12 campuses. Provided intentional outreach to neighboring schools to promote the alignment of endorsements with San Antonio College institutes. Managed department budget and supervised full-time and part-time employees.

- Collaborated with community partners on literacy and mentoring initiatives for K-8 grades within the San Antonio Independent School District. Created a career path coloring book, distributing thousands to elementary schools around the city. Published a book of SAC student-written short stories for middle school students to promote literacy.
- Managed the SAC Parental Network, providing resources and guiding family members through the students' educational journey.
- Supervised Program Coordinator at CTTC-New Braunfels and Fort Sam Houston, two SAC off-site satellite campuses.
- Oversight of college Distinguish Graduate Program, Honor's Ceremony, and Dean's List

Student Conduct Officer, Office of the Vice President for Student Success January 2012-February 2013

Served as the Administrator for Maxient Student Conduct Software. Developed software layout, letter templates, managed users, and conducted trainings. Streamlined the complaint management process.

- Developed a college-wide process for Academic Grievances, Academic Integrity Violations, and non-Academic Student complaints
- Crafted a web-based training for faculty and staff on the complaint process at San Antonio College
- Served as a member of the Student Petition Committee and served as the liaison between the student and college offices for processing of petition items

University of the Incarnate Word, San Antonio, TX

Assistant Director, Student Center and Leadership Activities, June 2009-May 2011

Co-led the Student Center and Leadership Activities Department, which included student organizations, Greek Life, Campus Activities Board, Student Government Association, and Student Center. Managed department budget and supervised Graduate Student Assistants.

- Directed Cardinal Camp for first-year freshmen. Planned and executed innovative activities for new student engagement and introduction to the university
- Developed and implemented university-wide student events year-round
- Served as the primary advisor for student organizations including Campus Activities Board and Society of Leadership and Success, the largest student organization on-campus with 300+ members
- Provided student guidance as a faculty mentor for the Emerging Leaders freshman class each fall semester

EDUCATION

Master of Business Administration, August 2005
Texas A&M University-Corpus Christi, Corpus Christi, TX

Bachelor of Business Administration Management, May 2003
Texas A&M University-Kingsville, Kingsville, TX

PROFESSIONAL AWARDS & PRESENTATIONS

National Association of Student Personnel Administrators (NASPA): New Professionals Institute, 2005

National Orientation Directors Association (NODA): Orientation Professionals Institute, 2006
Alamo Leadership Academy for Success, 2014

National Institute for Staff and Organizational Development (NISOD) Excellence Award, 2017

National Community College Hispanic Council (NCCHC) Fellow, 2017

San Antonio College Emerging Leaders Class of 2020: 2019-2020 Trusted Leader Award

The Granger Network: Participant, Advanced Leader Development 2021

National Community College Hispanic Council (NCCHC) Board Member, 2022-2024

College Board Prepare Conference, Presenter: **Ranger Ready: Engaging an FTIC Community**, 2018

Texas Association of College Recruiters and Admission Officers (TACRAO) Conference, Presenter: **Ranger Ready, Engaging an FTIC Community**, 2019

American Association of Community Colleges, Presenter: **Turn No Student Away: A case management approach to onboarding**, 2022