September 2, 2018

Dear Hiring Manager,

As a leader in Enrollment Management with more than 15 years of experience in the Admissions and Registrar fields, with 9 years being at the Administrator/Director level, I feel I am a perfect match for the position of **University Registrar at the University of North Carolina Wilmington**.

With my well-rounded knowledge of the various aspects of Enrollment Management, I strive to promote collaboration between the campus community in order to build partnerships that will better serve our students and the university as a whole. As University Registrar, my team and I offer our support and work closely with faculty, whether it is with student concerns, curriculum changes, graduation needs, or procedural questions, so they may continue to foster student success.

With twelve years of experience in the Registrar’s Office, some of my major roles include registration, enrollment management, course inventory management, class schedule creation, grade verification, maintaining accurate academic records, along with serving as the Texas Higher Education Coordinating Board (THECB) certification officer, Division II NCAA certifying official, and NAIA certification officer. With each new role, I approach each distinctive task with professionalism and a commitment to excellence.

Having a strong working knowledge of the Banner Student Information System in the areas of student records, financial aid, and compliance reporting, only strengthen my ability to serve students, faculty and the university as a whole, and create a model of collaboration for the institution.

As a proactive leader and enrollment manager, I promote an atmosphere of excellence in customer service, and foster team work to support student success.

I would welcome the opportunity to further discuss my skills and experience as it relates to this position. If I can provide any additional information, or if you have any questions, please feel free to contact me at **254-592-5631** or by email at **janab.boatright@gmail.com**.

Sincerely,

Jana Boatright
Jana Boatright
5201 Summerhill Rd., Apt. 608 • Texarkana, TX 75503 • (254) 592-5631 • janab.boatright@gmail.com

Objective
As a leader in Enrollment Management, it is my personal duty and mission to champion quality initiatives and collaborate with campus partners to define a distinctive path for student success. Identify goals, nurture collaboration, and support the mission and vision of the university in order to deliver a competitive, seamless, and high quality education for students.

Education

MASTER OF BUSINESS ADMINISTRATION- BUSINESS ADMINISTRATION
Tarleton State University- Stephenville, TX 2000

BACHELOR OF BUSINESS ADMINISTRATION- MANAGEMENT
Tarleton State University- Stephenville, TX 1998

Experience

UNIVERSITY REGISTRAR | TEXAS A&M UNIVERSITY-TEXARKANA | TEXARKANA, TX JULY 2013- PRESENT
• Serves as state reporting official to the Texas Higher Education Coordinating Board (THECB)
• Responsible for submitting enrollment data to the THECB each semester with accuracy
• Responsible for analyzing, compiling and submitting faculty salary information each semester to the Texas A&M University System
• Assist with NAIA athlete certification
• Responsible for end of term processing, ensuring all grades, academic standings, and GPA’s are updated correctly
• Complies with legal requirements of confidentiality in accordance with the Family Educational Rights and Privacy Act (FERPA)
• Serves as custodian of records
• Maintains and updates information on the Registrar website
• Works with the academic colleges to update and submit core curriculum changes to the THECB each academic year
• Supervises the Catalog and Curriculum Coordinator to ensure the university catalog, course inventory, and class schedules are updated in a timely fashion
• Supervises the Graduation Coordinator to ensure all graduation requirements have been met, graduation ceremonies appropriately planned, and degrees awarded
• Oversees all registration functions
• Reports enrollment and degree verification data to the National Student Clearinghouse
• Works with Columbia Advisory Group to test all appropriate patches to the Banner student information system and ensures all processes are working correctly
• Assists and presents relevant information during Student Orientation, Advising and Registration sessions
- Responsible for developing the academic calendar and obtaining approvals from Faculty Senate and Provost Council
- Interpret and apply university policies and regulations related to Registrar services
- Monitors security access for the Banner student information system
- Provide excellent customer service to all students, faculty and staff and provide information regarding registration, drop processes, graduation requirements, transcripts and class schedules
- Communicates with faculty each semester regarding the submission of class rosters
- Communicates with students regarding administrative drops as reported by faculty on their class rosters
- Responsible for processing drop for non-payment
- Assist the Vice President of Student Enrollment, Engagement, & Success in developing and implementing departmental goals and ensure they align with university standards

DIRECTOR OF REGISTRATION AND RECORDS | TARLETON STATE UNIVERSITY | STEPHENVILLE, TX
OCTOBER 2010-JULY 2013
- Served as state reporting official to the Texas Higher Education Coordinating Board (THECB)
- Submitted enrollment report to the THECB each semester with accuracy
- Served as NCAA certiffing official
- Responsible for end of term processes to ensure all grades, academic standings, and GPA's are updated correctly
- Complies with legal requirements of confidentiality in accordance with the Family Educational Rights and Privacy Act (FERPA)
- Served as custodian of student academic records
- Maintained university course inventory ensuring all approved changes to courses are updated accordingly and are reported to the Coordinating Board
- Oversaw suspension/probation policy for the university
- Supervised transcript processing for current and previous students to ensure requests are fulfilled in a timely manner and with accuracy
- Supervised the Graduation Coordinator to ensure all graduation requirements have been met, graduation ceremonies appropriately planned, and degrees awarded
- Supervised the Compliance and Catalog Coordinator to ensure the university catalog is updated accordingly, and that course substitutions and degree plans are processed in a timely fashion
- Supervised the Faculty Services Coordinator to ensure all students affected by the Undergraduate Funding Limit are appropriately notified, and charges are applied; and that Rodeo Certifications are submitted by the deadline
- Supervised the Registration Coordinator to ensure registration for students remains functional and that students’ academic records are updated with accuracy
- Supervised the Schedule Coordinator to ensure the course schedule is properly updated and available to students, faculty and staff prior to registration
Supervised the Administrative Assistants and ensures all students and visitors to our office receive accurate information and are treated respectively
Facilitated alliance/coalition groups, Study Abroad, and Foreign Exchange programs
Communicated with academic departments regarding grading processes and class rosters
Monitored financial aid consortium processing between Tarleton and the community college partners
Assisted incoming students, as well as faculty and staff with registration at freshman orientation
Reported monthly enrollment data to the National Student Clearinghouse
Interpreted and apply university policies and regulations related to Registrar services
Served on Edit Review and University Curriculum committees
Served on University Calendar committee
Monitored security access for the student information system
Provided excellent customer service to all students, faculty and staff and provide information regarding registration, drop processes, graduation requirements, transcripts, class schedules
Assisted Associate Vice President for Enrollment Management as needed

ASSISTANT REGISTRAR | TARLETON STATE UNIVERSITY | STEPHENVILLE, TX
MARCH 2008- SEPTEMBER 2010
Assisted with End of Term processing
Maintained university course inventory
Oversaw the suspension/probation policy
Ensured the class schedule was properly updated and made available to the campus community prior to registration
Ensured registration was properly set up in Banner and that student academic records were updated accurately
Facilitated alliance/coalition groups, Study Abroad, and Foreign Exchange programs
Reported enrollment data monthly to the National Student Clearinghouse
Assisted with reporting to the Texas Higher Education Coordinating Board
Supervised three full time staff members
Communicated with academic departments regarding grading processes and class rosters
Monitored financial aid consortium processing between Tarleton State University and community college partners
Assisted incoming students, as well as faculty and staff with registration at freshman orientation
Provided assistance to academic departments where needed
COURSE INVENTORY AND SCHEDULE COORDINATOR | TARLETON STATE UNIVERSITY | STEPHENVILLE, TX
JANUARY 2005-MARCH 2008
- Coordinated, organized and developed each semester's course schedule
- Maintained room and building schedule
- Assisted Registrar with CBM 003 and 004 reporting
- Reserved rooms for departments and student organizations
- Attended university curriculum committee meetings
- Assisted with alliance/coalition groups, Study Abroad, and Foreign Exchange programs
- Worked closely with academic departments in developing the semesters class schedule
- Other duties as assigned by the Registrar

TRANSCRIPT ANALYST | TARLETON STATE UNIVERSITY | STEPHENVILLE, TX
FEBRUARY 2001- JANUARY 2005
- Evaluated transfer transcripts for incoming and current students
- Recruit prospective students by traveling to area feeder community colleges
- Visited with students regarding transferring to Tarleton State University and degree programs
- Assisted TSI Coordinator with monitoring and posting THEA scores and reporting
- Assisted Director of Admissions with various projects and reports

Service
Texas Associate of Collegiate Registrars and Admissions Officers (TACRAO)
- Member since 2010
American Association of Collegiate Registrars and Admissions Officers (AACRAO)
- Member since 2013
Texas Connection Consortium (TCC)
- Member since 2013
- TCC 4-year School Student Member representative for Texas A&M University-Texarkana (2013-present)
Texas A&M University-Texarkana committees
- Provost Council (2013-present)
- Curriculum Committee (2013-present)
- University Catalog committee (2014-present)
- Enterprise Risk and Compliance Committee (2013-present)
- Banner Security Review committee (2013-present)
- SOAR orientation- presenter (2015-present)
- Academic Records Appeals committee (2013-present)
- SACS-COC re-accreditation committee (2014-2015)
Tarleton State University committees
· University Calendar committee (2008-2013)
· Edit Review committee (2005-2013)
· University Curriculum committee (2005-2013)
· Academic Council (2008-2013)
· Bachelor of Applied Arts and Sciences Committee (2008-2013)
· Freshman Orientation- presenter (2008-2013)

**Awards**

2015 Outstanding Administrator Award, Texas A&M University-Texarkana

**Skills**

Banner student information systems ✦ DegreeWorks ✦ AdAstra room scheduling software ✦ Laserfiche document scanning system ✦ web based catalog and curriculum software (CourseLeaf) ✦ Cascade program for website updates ✦ proficient in Microsoft Word, Excel, and PowerPoint ✦ quality leadership ✦ detail and goal oriented ✦ strong communication skills ✦ quick learner ✦ time management ✦ hard worker ✦ dedicated employee

**References**

Denise Groves

CRM Engagement Manager and Strategic Consultant
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Brad Chilton (retired)

Former Vice President for Enrollment and Information Management, Tarleton State University
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Glenda H. Ballard, Ed.D.

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