

Organized and detail-oriented higher education administrator with more than 15 years of progressive experience in student retention, assessment, and engagement.

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## Experience

### *Director of the Academic Success Center*

University of Arkansas - Fort Smith

Oct 2022-Present

- Responsible for the design, administration, budgeting, and evaluation of academic support services to improve academic success and retention.
- Provide leadership to staff and develop processes to support retention efforts across the institution.
- Manage the routine operation of the ASC, including mentoring and supervising staff, overseeing tutoring and academic coaching programs, supporting institutional quality initiatives, and recommending modifications as needed.
- Motivate and lead a team who coordinates test administration (for admission, placement exams, and exams for credit), in addition to managing ASC web pages, leading professional development for faculty & staff, and assisting with services for students with accommodations.
- Leverage technology to streamline student engagement and outreach and increase programming participation

### *Director of Career and Professional Development Services and Senior Testing Officer*

McNeese State University

Oct 2021-October 2022

- Design and promote career events and resources to campus and community members through traditional media, social media, campus publications, classroom visits and new student orientation presentations
- Leverage technology to streamline student engagement and outreach and increase programming participation
- Establish relationships and re-engage with local businesses, non-profit, and civic organizations to build mutually beneficial experiences
- Collect and evaluate data on student engagement and outcomes including internship participation and post-graduation employment
- Continue to coordinate and supervise national standardized and internal testing programs including maintaining compliance with Educational Test Services and Prometric testing contracts

### *Testing Officer*

McNeese State University

Feb 2014-Sept 2021

- Coordinated and supervised national standardized and internal testing programs including establishing an academic exam proctoring service
- Implemented online exam appointment scheduling process allowing for an increase in testing volume by 120%
- Established a Certified Test Administration Site with Educational Testing Services and a Prometric Testing Center including contract negotiation, construction coordination, purchasing all furniture, liaising with vendors
- Maintained best practices and test security measures as required by vendors, the National College Testing Association, and the Conference on Test Security

***Instructor of Excel for Business***

McNeese State University

Aug 2017-May 2020

- Effectively manage a technology-rich course designed to prepare future professionals to leverage technology to enhance business practices
- Develop and maintain an active Moodle course site that enriches instruction
- Review available textbooks and course software to ensure quality instruction

***Instructor of Educational Technology Foundations***

McNeese State University

Jan 2014-Dec 2019

- Effectively manage a technology-rich course designed to prepare pre-service teachers for integrating technology into the K-12 classroom
- Redesign course content every semester to reflect emerging technologies and improve instruction
- Develop and maintain an active Moodle course site that enriches instruction and showcases the embedded technologies
- Assist with Burton College of Education faculty training on ActivInspire software and Promethean hardware

***Admissions Counselor and Community Liaison***

McNeese State University

Mar 2011-Jan 2014

- Created an effective recruiting plan for the local area, including establishing relationships with high school administration, faculty and counseling staff
- Worked closely with the Associate Vice President for Enrollment Management to establish a new satellite campus location at Fort Polk, LA
- Served as VA Certifying Official and Academic Advisor for Fort Polk Campus
- Participated in a variety of recruiting activities including attending college fairs, presenting classroom information sessions, communicating with prospective students in a variety of formats

**Education*****Master of Science in Instructional Technology***

May 2013

McNeese State University

Lake Charles, LA

***Bachelor of Arts in Social Studies Education***

December 2010

McNeese State University

Lake Charles, LA

**Presentations**

- “Teaching Students How to Learn” March 2025, University of Arkansas Student Success Mini-Conference
- “Organizing Your Hat Rack: Balancing Professional Roles” August 2024, National College Testing Association Annual Conference
- “Blending Humor and Pop Culture into Active Learning Strategies” March 2024 University of Arkansas Student Success Mini-Conference
- “Do You Have a Plan? The value of a comprehensive emergency preparedness plan in academic testing centers.” May 2023, National College Testing Association webinar
- “Using Graduate Assistants as Test Proctors” August 2017, National College Testing Association Annual Conference
- “Ignite Change with CLEP” June 2017, ACCUPLACER and CLEP National Conference

- “Create Opportunities for International Admissions with ACCUPLACER” June 2017, ACCUPLACER and CLEP National Conference
- “Creating CLEP Opportunities for High School Students” June 2016, ACCUPLACER and CLEP National Conference
- “Grab a Shovel and Change Your Own Testing Landscape” August 2016, National College Testing Association Annual Conference
- “A Recruiter’s Guide to CLEP and ACCUPLACER” November 2016, Louisiana Association of Collegiate Registrars and Admissions Officers

## **Professional Affiliations and Selected Conferences**

- Association for the Coaching and Tutoring Profession (2025-Present)
- Coaching in Higher Education Consortium (2024-Present)
- The National Tutoring Association (2023-2025)
- Arkansas Academic Advising Network (2022-Present)
- National College Testing Association (2014-Present)
- Texas Association of Collegiate Testing Personnel (2015-2022)
- Higher Learning Commission Annual Conference, 2026
- CLEP and ACCUPLACER Conference, 2016, 2017, 2024, 2025
- National College Testing Association Conference, 2014, 2016, 2017, 2019, 2022, 2024, 2025
- Shaping the Future of eLearning Conference, 2017

## **Committee Service**

- Academic Appeals Committee, Co-Chair (2025-Present)
- Navigate Leadership Committee, Member (2022-Present)
- Committee for the Assessment of Learning - Cocurricular, Member (2022-2024)  
Co-chair (2024-present)
- Student Success and Retention Leadership Team, Member (2022-Present)
- Admissions Appeal Committee, Member (2022-2025)
- Enrollment Management Leadership Team, Member (2018-2022)