

FACULTY OPERATIONS MANAGER

Summary

A solid background in Higher Education Learning and Management. A strong emphasis in student and customer communications, management, and team leadership. Consistently striving to exceed all levels of service expectations. Experienced in developing and implementing standardized policies and procedures. Skilled in people to people communication, Microsoft office, Salesforce, Five9, and team work.

Experience

Faculty Operations Manager 09/2014 to 12/2017 Kaplan University City , STATE

- Work closely with all Department Chairs, Deans, and Faculty members involved with portfolio evaluation process.
- Recruit and select appropriately credentialed faculty to review student portfolios and determine whether college-level learning has been demonstrated.
- Conduct interviews with potential Faculty members.
- Complete the full onboarding process for Faculty members to become portfolio evaluators.
- Execute Faculty Agreement Forms for each new evaluator.
- Set up Faculty Evaluator accounts in Kaplan's administration site.
- Assist with setting up faculty members for evaluator training.
- Develop, implement, and communicate policy and procedures to Faculty Evaluators.
- Assess Faculty Evaluator availability and strategically assign them to credit requests per the SLA established.
- Confirm and distribute student credit recommendation letters which provides the final portfolio evaluation results.
- Work closely with all Department Chairs & Deans on student appeals.
- Interact with Faculty Evaluators throughout the evaluation process to ensure appropriate service level agreements (SLAs) are fulfilled.
- Monitor the Faculty Evaluator performance and provide coaching where appropriate.
- Manage a master database that contains current information on all of the Faculty Evaluators including but not limited to, contact information, status, credentials, area of expertise, institution and academic department name, and courses that each faculty member can evaluate.
- Manage the Faculty Evaluator compensation process by collaborating with various departments within Kaplan University and Kaplan Higher Education to ensure proper compensation of Faculty Evaluators. Processed all Faculty Evaluator payroll.
- Identify, implement, and evaluate processes and policies for operational efficiency based on the analysis of key metrics.

KUO Orientation Adjunct Instructor 01/2016 to 12/2017 Kaplan University City , STATE

- Post instructor info and announcements in course room bulletin board.
- Conduct semester seminars using online platform
- Grade all student assignments.
- Assist in facilitating course examinations.
- Review and provide feedback to all student discussion post.

Portfolio Assessment Specialist 02/2011 to 09/2014 Kaplan University City , STATE

- Served as daily liaison for all internal and external partners/stakeholders.
- Played a lead role in managing projects meant to expand both opportunity and service for students to maximize their potential for prior learning credit.
- Served as a support for Kaplan University Admissions, Academic, and Financial Aid Advisors by addressing questions and needs relating to portfolio assessment.
- Supported current Kaplan University students who are interested in portfolio assessment or those actively participating in the portfolio assessment process.
- Provided information to potential Kaplan University students (as well as other external clients) regarding the portfolio assessment process.
- Created and delivered job-aids/SOPs/manuals and training events on new processes and arrangements and monitored processes and metrics associated with these.
- Maintained accurate data and other records as necessary for all students in the portfolio assessment process.
- Maintained security and confidentiality of portfolio content and credit recommendations.
- Provided support and assistance in day-to-day operations in addition to executing on all other job related duties as assigned.

Senior Academic Advisor / Resolution Specialist 02/2008 to 02/2011 Kaplan University City , STATE

- Ensured assigned students successfully begin the academic term and progress toward graduation.
- Comprehensively monitored student academic success including, but not limited to: GPA, Standard Academic Progress, Graduation Progress, Midterm Warnings, Student honors.
- Uniformly and proactively communicated with students about their academic progress and empowered students to meet academic goals.
- Provided comprehensive and thorough student advocacy to resolve issues that affected student satisfaction.
- Worked effectively with multiple departments and serve as a liaison for students as well as the employees.
- Worked directly with upper management to resolve escalated student and team issues.
- Handled and reviewed all escalated student issues.
- Handled all team escalations while working closely with Resolution Ombudsmen's, Managers, Deans, Registrar, Financial Aid, and PLAC (Prior Learning Assessment Center).
- Provided timely and accurate execution of assigned administrative duties.

Education and Training

Master of Science : Health Education 2014 Kaplan University City , State
Bachelor of Science : Professional Studies 2012 Kaplan University City , State
Associate of Arts : Health Education 2007 Broward College City , State
Additional Information
All References will be furnished upon request.