Melissa K. Hanbery, M.Ed.

EDUCATION

Doctor of Philosophy, Texts and Technology
University of Central Florida. Orlando, Florida. Starting Fall 2021

Graduate Certificate, Instructional Design
University of Central Florida. Orlando, Florida. Expected May 2022

Master of Education, Student Personnel in Higher Education
University of Florida, Gainesville, Florida. May 2007

Bachelor of Science, Journalism
University of Florida, Gainesville, Florida. May 2000
Concentrations: magazine publishing and political science

PROFESSIONAL EXPERIENCE

Business Analyst I, University of Central Florida
Registrar's Office
Position reclassified from Assistant Director, Academic Support Services,
February 2019
Orlando, Florida. September 2015-present

- Training Lead in PeopleSoft within the College of Undergraduate Studies. Development of degree audit training curriculum and resources, along with establishment of business process documents. Continual assessment of educational outcomes.
- Responsible for accuracy of academic content and policies in Undergraduate Catalog. Research and interpret state- and university-level policies, including general education, Gordon Rule, and accelerated test credit, in collaboration with the Associate Dean and Registrar. Communicate this information to university stakeholders.
- Responsible for overall accuracy, organization, and maintenance of PeopleSoft undergraduate degree audit builds. Development and management of business processes for audit building and maintenance. Coordinate between programs, colleges, and university offices to ensure academic program requirements correctly reflect catalog copy. Collaborate with degree audit team to ensure accuracy with the catalog and efficiency of audits.
  - Increased completion rate of degree audit builds from 47% in May 2018 to 73% in May 2019
- Participate in annual departmental assessment.
- Collaborate on special projects.
- Supervision of Coordinator II through June 2019.

Associate Learning Designer-Remote, Aula Education
London, England, UK

July 2020-January 2021 (Contract position)

- Collaborated with higher education academics on wire-framed learning designs and transformed course modules. Assisted faculty to refine course development.
- Imported Moodle course materials into the Aula platform.
- Worked with Aula staff closely through the process, taking their feedback, and improving opportunities for success. Collaborated with other learning designers to improve module output.
- Researched quality enhancements to the platform to assist the company in improving the experience for their clients.

Coordinator, Academic Advising Services II, University of Central Florida
Regional Campuses, Central Region
Orlando, Florida. July 2010-September 2015

- Provided academic advising, and registration for more than 2000 regional campus students. Assisted students with goal setting, career planning, time management and problem-solving techniques.
- Responsible for reorganization of the UCF Central Region Peer Advising Program.
- Developed Regional Campuses new transfer student program in Canvas Webcourses that was implemented throughout the university.
- Developed student retention efforts, including tracking systems for at-risk populations, and collected data for assessment.
- Provided training and support for new advisors.
- Coordinated transfer student orientation activities.. Developed new transfer student advising program, KnightsPrep, to ease new student transition to UCF.
- Worked closely with faculty members to ensure student success.
- Liaison between regional campus students and department representatives on the Orlando campus to ensure effective communication of degree requirements and successful degree completion. Communicated and interpreted university policies to students and regional campuses staff.
- Developed relationships within the UCF Regional Campus community, the university, and with local partnership institution, Valencia College. Attended community outreach events.
- Maintained student record confidentiality via knowledge of FERPA regulations. Daily use of CRM Notes Management System, Degree Audit Request System (DARS) and PeopleSoft Student Record and Registration System.
- Led weekly status meetings for the UCF Valencia West campus to discuss issues and upcoming events.
- Assisted with student recruitment efforts at UCF Central Region campuses. Executed marketing efforts.
- Attended regular trainings and professional development opportunities

Student Affairs Coordinator, University of Florida
College of Pharmacy, Jacksonville campus
Jacksonville, Florida. August 2008-June 2010

- Served as the Co-advisor to Student Council, National Community Pharmacists Association (NCPA) and other student organizations as required. Developed student leader council consisting of presidents from

each student organization.
- Collaborated with other Distance and Continuing Executive Education (DCEE) student affairs coordinators and staff on current issues, concerns, and projects.
- Counseled students on personal, academic, and career issues. Facilitated workshops, classes, and programs on student success topics such as leadership, distance learning, teamwork, and career development.
- Implemented prospective student recruitment through college and high school outreach programs, and coordinated on-campus interviews for prospective students.
- Assisted in the development of leadership and professionalism of students through the planning of social and service programs.
- Managed student record databases, including requirements of students entering clerkships and practicum experiences.
- Assisted in the administration of the academic policies of the college and university.
- Assisted in the development and monitoring of the Jacksonville campus annual operating budget.

Program Coordinator for Online Involvement, Center for Online Learning, Saint Leo University
San Antonio, Florida. November 2007-July 2008
- Created involvement activities and leadership opportunities for online students.
- Advisement of student-run leadership programs, student organizations and honor societies.
- Developed discussion board for student leaders to promote exchange of ideas. Monitored student cyber lounges and message boards.
- Reviewed orientation course content.
- Updated and disseminated Student Handbook information.
- Cultivated and promoted community service.
- Distributed career development information.
- Administered and evaluated student satisfaction surveys. Participated in additional assessment projects
- Provided technical support for more than 3,000 students and worked with students to resolve any student complaints and concerns.

PROJECTS AND ASSESSMENT
Review of Accelerated Educational Opportunities
- Ongoing review of Credit-by-Exam Equivalencies determined by the Florida Department of Education Articulation Coordinating Committee.
- Coordinate equivalencies with subject area faculty.
- Ensure that the catalog accurately reflects state and university policy.
- Communicate all changes with university academic community.

UCF PeopleSoft Academic Advising Undergraduate Degree Audit Project
September 2015-May 2016
- Participated in the implementation of new degree audit system, including development of business processes, troubleshooting, and implementation of university standards.
- Served on a university-wide committee that developed and supported the transition to the new system.

- Worked with Communication Director in the College of Undergraduate Studies to disseminate degree audit information to the university community.
- Led implementation and troubleshooting for Academic Services team on day of transition to the new system.

UCF Central Region Peer Advisor Program
2014-September 2015
- Responsible for the supervision and guidance of peer advisors at UCF Valencia West and Valencia Osceola campuses.
- Developed proposal to fund OPS peer advisor positions

UCF Regional Campuses E-Scheduling Advisory Committee
June 2015-September 2015
- Assisting with customization of "YouCanBookMe" e-scheduling product for UCF Regional Campuses.
- Working to design and troubleshoot workflow processes related to new appointment scheduling product.
- Serving as test group for pilot of new e-scheduling system.
- Recommending revisions to system set-up, intake information collected, and/or workflow processes.

KnightsPrep New Transfer Student Program, Regional Campuses, University of Central Florida
2011-September 2015
- Developed, implemented, and revised UCF Central Region online new transfer student program.
- Program was incorporated in Webcourses university-wide as part of the Transfer Student Orientation.

Student Tracking Alert Retention System (STARS), Regional Campuses, University of Central Florida
2011-September 2015
- Assisted in the creation of a retention system to monitor and advise at-risk transfer student population, which consists of 33 students.
- Ongoing implementation, revision, and evaluation of program.

COMMITTEES AND PROFESSIONAL DEVELOPMENT
State University System-Student Success Systems Advisory Group
May 2017-present
- Biannual conference as part of the SUS Undergraduate Studies Deans Meeting.
- Represent University of Central Florida at statewide meeting of Registrar Technology staff.

Association of American Colleges & Universities (AAC&U)
January 2019-present
- Member

Articulation Review Committee
October 2018-current

- Founding member
- Established official definition of articulation agreement.
- Revise articulation agreement template and business process.
- Assessment of articulation agreement impacts.

American Association of Collegiate Registrars and Admissions Officers (AACRAO)
- Member

PeopleSoft Academic Advisement (PSAA) & Pegasus Path Working Group
September 2015-November 2018
- Led monthly meeting with advising representatives from UCF Colleges to discuss university and state academic policy, plan for upcoming programs and initiatives, and any concerns related to Academic Services.

Academic Advising Council
August 2016-present
- Resource Office Representative (Non-voting Member)

Foundations of Excellence (FoE) Transfer Initiative
Transitions Dimension Committee
Fall 2014-September 2015
- Committee focused on aligning the transfer policies and practices, both curricular and co-curricular, with the mission of the University so that the transition process can be articulated and communicated across the institution.

National Academic Advising Association (NACADA)
- **"STARS: Student Tracking Alert Retention System."** National Academic Advising Association Annual Conference, Salt Lake City, October, 2013. Co-presenter.

TECHNOLOGY
- PeopleSoft Campus Solutions
- PeopleSoft Academic Advisement
- PeopleSoft Student Records and Registration
- PeopleSoft Human Capital Management
- Canvas Webcourses
- Aula Online Learning Environment
- Digital Architecture (DigArc) Curriculum Management System
- Microsoft Publisher
- FDOE Statewide Course Numbering System (SCNS)