

# *Kathleen F. Sena*

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Employment Objective: Secure a responsible career opportunity to fully utilize my training, skills and knowledge while making a significant contribution to the success of the organization. Bring my well-developed organizational, time management, project management and strong customer service skills as well as my commitment to helping individuals succeed.

## **SUMMARY OF QUALIFICATIONS:**

- 8 years direct working at a community college.
- 17 years of utilizing Ellucian Banner Information Systems (student, finance, and resources). Student Information System Business Process Owner for UNM implemented enterprise-wide system from 2004 through 2006.
- 35+ years of developing and implementing strategic and operating plans and policy development and implementation of applicable policies and procedures.
- 35+ years firsthand work with course/class scheduling, registration, record management, student recruitment and retention, admissions, advisement, FERPA training, graduation certification and academic policy development, implementation and applying to appropriate student services.
- 35+ years working effectively with all levels (local, state, and federal) of higher education administration, faculty, and students in a diverse college setting.
- 35+ years participating in higher education curriculum development, implementation and maintenance for timely graduation of students in various academic programs.
- 35+ years supervisory experience (1 to 33 employees at any one time plus student employees).
- 35+ years working in Higher Education in New Mexico.
- 25+ years project and change management experience (development, design, implementation and maintenance).
- 25+ years developing and implementing communication plans for students, faculty, staff and the public.
- 30+ years as a team member for enrollment management structures.  
(recruitment/admissions; course scheduling and classroom maintenance; student records and registration; retention; academic advisement; financial aid; Dean of Students; and student activities).
- 30+ years of leadership opportunities applicable to organizational management, professional organizations and community-based projects.
- 30+ years participating in professional development and professional organizations related to Admissions and Records and Enrollment Management. (AACRAO, RMACRAO, and NMACRAO).

## **EMPLOYMENT:**

New Mexico Higher Education Department, Sant Fe, New Mexico 11/21 to present. Position – Operations Research Analyst

### **Position Expectations:**

Review processes and analyze data related to responsibilities of the Academic Planning division of the agency. Current work involves continued implementation and maintenance of the New Mexico General Education Core Curriculum and the Common Course Numbering processes established by New Mexico Legislative statute. Participate in review of applications and proposals submitted by New Mexico Higher Education Institutions for legislative funding the agency is responsible for disbursing. Assist with student inquiries regarding issues that may not have been resolved at the institution level, to the student's expectations. Work with all NM Higher Education Institutions on enrollment initiatives, curriculum proposals, statute follow-up to ensure compliance with legislative expectations.

Santa Fe Community College, Santa Fe, New Mexico 7/17 – 6/21. Position – Registrar

**Position Expectations:** Organized and delegated the daily operations of the Registrar functions for the college. Collaborated with units in Student Services to develop recruitment and retention strategies for enrollment of students pursuing various levels of degrees offered at SFCC. Provided excellent student services for future, current and former students at the college. Managed budgetary expectations of the unit as determined by the college;

participated in various administrative and academic committees as well as collaborated with community resources to enhance the learning experiences of the students. Scheduling courses and assigning classrooms, registering students, and reviewing all transfer students' transcripts for transferability of courses towards SFCC degree programs; processing enrollment and degree audits/certifications; participated in Faculty Senate standing committees (Curriculum); planned commencement ceremonies and certifying awarded degrees. Provided annual in-person FERPA training to staff and faculty (especially new members to the college who had a need to access student information. Utilized Ellucian Banner Student Information System daily to maintain and process all student related activity and transactions and the finance module for budget management. Provided academic advisement to students as necessary to help them complete degree requirements in a timely manner. Participated in the development and refinement of operating policies and procedures; recommended and implemented appropriate revisions and innovations.

Northern New Mexico College, Espanola, New Mexico 7/13 to 7/17. Position – Associate Provost for Enrollment Management/Registrar/Dean of Students

**Position Expectations:** Organized and delegated the daily operations of the Division of Enrollment Management - (Offices of Admissions; Recruitment; Registrar, Financial Aid, Career Services and Dean of Students). Worked with Enrollment Management committee and other units (such as advisement, diversity, and inclusion) of the college to develop and initiate recruitment and retention strategies for enrollment and retention of students pursuing various levels of degrees offered at NNMCC. Oversaw fifteen full-time staff that provided the necessary student services for future, current and former students at the college. Managed budgetary expectations for the division as established by the college; participated in various administrative and academic committees and collaborated with community resources to enhance the learning experiences of the students. Scheduling courses and assigning classrooms, registering students, and reviewing all transfer students' transcripts for transferability of courses towards NNMCC degree programs was part of the responsibilities for this position. Provided annual in-person FERPA training to staff and faculty (especially new members to the college who had a need to access student information. Provided annual in-person FERPA training to staff and faculty (especially new members to the college who had a need to access student information. Utilized Banner Student Information System daily to maintain and process all student related activity and transactions. Participated in the development and refinement of operating policies and procedures; recommended and implemented appropriate revisions and innovations. Worked closely with students who were struggling with family/life in general and school issues affecting their performance and behavior on the campus.

University of New Mexico, Office of Career Services, Albuquerque, NM 11/15 to 1/16. Position – Employer Relations Specialist (On-Campus Recruiting Coordinator).

**Position Expectations:** Under general supervision, coordinated a centralized university post-graduation recruitment/placement program. Scheduled and facilitated external employer recruitment visits and served as liaison between employer representatives and university faculty and students on all issues and problems associated with employer recruitment visits. Pursued, developed, established, and maintained relationships and communication with national/international employer representatives, and promoted on-campus visits for the purpose of interviewing and hiring university graduates. Oversaw promotional and public relations activities associated with on-campus visits, to include publicity and advertising, informational meetings with students, faculty luncheons and meetings, and other appropriate special events. Facilitated and served as primary liaison with employer representatives in the preparation for and implementation of recruitment visits; developed a variety of individual activities to meet the needs of recruiters, and identify and resolves problems, issues, and concerns as needed. Oversaw the maintenance of associated databases and coordinated database searches as requested; collected and analyzed data and prepared various routine and ad-hoc reports, as appropriate; maintained program records and statistical information. Participated in the development and refinement of operating policies and procedures; recommended and implemented appropriate revisions and innovations. Supervised and trained staff and/or students engaged in support activities, as appropriate.

Santa Fe University of Art and Design, (formerly College of Santa Fe), Santa Fe, New Mexico 7/10 – 07/13 Position - Associate Registrar

**Position Expectations:** Managed the daily operations of the Registrar's Office including student registration; processing transcript and enrollment verification requests; verified student records for accuracy of academic course work and degrees; answered telephones, greeted general public and student/faculty population and worked with them to obtain the resources they needed or were in search of; prepared federal education related reports such as IPEDS; certified students eligible for Veterans Administration educational benefits; evaluated and certified students for graduation and assisted with commencement ceremony; and assisted with Banner Student Information System implementation, testing and utilization.

The University of New Mexico, Office of the Registrar, Albuquerque, New Mexico 8/1988 – 5/10.  
(Retired from UNM May 2010). Position – Registrar

### **Summary:**

Under limited supervision, directed all facets of the operations of the Registrar's Office including student registration and records, class schedules, instructional space assignments, graduation clearance, and other related matters. Provided data for student enrollment and graduation attainment and completed numerous required reporting data to the New Mexico Higher Education Department and to the Department of Education in Washington, D.C. Planned and developed strategies for maintenance and upgrading of academic information infrastructure.

### **Position Expectations:**

- Directed the daily operations of the Registrar's Office; supervised senior managers; served as an internal consultant and implemented faculty academic policies; and reviewed policy exception requests.
- Recommended and participated in the development and implementation of university policies and procedures regarding student registration, records, class schedules, instructional space scheduling, residency requirements, identification cards, and graduation requirements.
- Maintained and upgraded the University's academic information infrastructures including academic records archives, on-line student database, voice response system, web interfaces and other electronic databases and information systems.
- Actively participated in all discussions regarding the Banner Student information system discussions and implementation regarding use of the enterprise-wide system as well as functionality needed for the student information system module.
- Served as functional BPO (Business Process Owner) for the SCT Banner Student Information System module implementation and continuous upgrades. Worked with university community and committees to implement IVR registration; LoboWeb registration; LoboTracs (DARS degree audit system) and LoboCard (ID card), in most cases as functional lead.
- Established and implemented short- and long-range department goals, objectives, policies, and operating procedures; monitor and evaluate program effectiveness; effect changes required for improvement.
- Designed, established, and maintained an organizational structure and staffing to effectively accomplish the organization's goals and objectives; recruit, employ, train, supervise, and evaluate unit staff. Supervised thirty-three regular full-time university employees and an average of eight work-studies.
- Developed and published major University information documents including, but not limited to, University Catalog and Schedule of Classes.
- Served on Space Allocation Committee and worked closely with Facilities Planning for the maintenance, upgrade and develop of new teaching spaces necessary to offer the courses students needed to obtain their degrees in a time manner. Assisted in the design and remodel of Mitchell Hall and the planning and opening of Sara Reynolds Hall.
- Oversaw NCAA certification of incoming student-athletes entering the University's various Division 1 interscholastic sports programs; ensure the on-going management of NCAA eligibility for existing student-athlete participants in these programs.
- Developed and managed annual budgets for the organization and performed periodic cost and productivity analyses.
- Represented University to various institutional divisions as well as externally to media, government agencies, funding agencies, students, and/or the public/local community.
- Recommended and participated in the development of university policies and procedures; served on university planning and policy-making committees. Served as ex-officio administrator for Faculty Senate Curriculum, Graduate and Admissions and Records committees.
- Collaborated with representatives of the New Mexico Higher Education Department, and other national, state, and local organizations on the development and implementation of new policies, requirements, and practices.
- Oversaw responsibilities for applying university, state, and federal regulations.
- Participated in professional organizations to expand professional knowledge, evaluate innovative technologies, and recommend implementation as appropriate.

Previous Registrar Office responsibilities: Management of personnel and functions related to student records and registration for the university. Prior to mid-1994 included direct responsibilities for scheduling all classes and assigning appropriate classroom space and the preparation and publication of Schedule of Classes with all schools/colleges, academic departments/units, and administrative offices of the university. Initiated implementation of automated degree audit reporting system (Project PROGRESS). Editor of University Catalog. Administrative liaison for Faculty Senate Curricula Committee for issues related to university curriculum matters. Coordinate activities with UNM branch campuses, graduate, and educational centers as they relate to the student services functions of the Office of the Registrar. Participated in the coordination of all registration functions for the main campus and branch campuses, which included maintaining database files for all approved course offerings,

developing written materials and documentation for processes/procedures and policies. Served on the university team to develop and implement I-TEL-UNM interactive voice response (IVR) applications, and coordinate distribution of student identification cards. Assisted with the management of all instructional space on main campus; participated in the design of facilities management systems and other issues relating to instructional spaces. Monitored instructional space for remodeling and renovation needs to be addressed and dealt with. Served as resource person for the Faculty Senate Curricula Committee. Edited publications utilizing a desktop publishing system, for distribution to various audiences. Served as a liaison between the Offices of the Registrar, the Provost's office, academic departments, the Curricula Committee, the Faculty Senate, Continuing Education, Evening and Weekend Programs, Publications Office, all Branch Campuses, and other resources regarding the above responsibilities. Assist the Office of Admissions and Outreach Services with recruitment and retention programs. (In June of 1994 some of my responsibilities were changed to assist the Office of the Registrar with various project implementations and assignments).

## **EDUCATION**

B. S. - Home Economics Education, The University of New Mexico, December 1980. Minor - Political Science.  
Official transcripts available upon request.

## **PROFESSIONAL ACTIVITIES:**

Member, RMACRAO (Rocky Mountain Association of Collegiate Registrars and Admissions Officers) 1988 to present. Held leadership positions during time as a member including President Elect, President and Past President, Treasurer, Newsletter Editor and Local Arrangements Chairperson.

Member, AACRAO (American Association of Collegiate Registrars and Admissions Officers) 1988 to present.

Member, NMACRAO (New Mexico Association of Collegiate Registrars and Admission Officers) 1988 to present.

## **REFERENCES:**

Available upon request