

Renita Hicks

Skilled professional with extensive knowledge and experience with Online and traditional ground educational settings.

EDUCATION

BA in Corporate and Organizational Communication

May 2006

University of Texas at El Paso

MA in Higher Education Student Affairs

Completion in December 2023

Grand Canyon University

WORK EXPERIENCE

Institutional Researcher Senior –

New Mexico State University-Las Cruces – June 2021 to present

- Collect, extract, analyze and communicate institutional data to constituents throughout the university to support and enhance decision making and strategic planning
- Develop and maintain longitudinal data sets, verifying accuracy and consistency over time
- Understand, identify, gather, and analyze university data through SAS and SQL programming tools
- Prepare graphical and numerical data displays for optimum data understanding by constituents
- Assist with a wide variety of survey research efforts including survey construction, development of survey instruments, deployment of surveys, and analysis of results.
- Deliver research and analysis results on topics such as enrollment statistics, employee statistics, retention and graduation statistics, and financial aid related statistics

Executive Registrar –

HotChalk -Phoenix, AZ - October 2014 to March 2020

- Determines student term schedules: updates schedules to reflect cancellations, additions, and or modifications of classes for a course load of over 1,500 students and with multiple Partners
- Interact with Student Services, Accounting, and other departments to ensure students are properly enrolled. Conduct student registration audits and report findings.
- Generate student reports for in-house, support staff, and external agency use. Develop a liaison relationship with Partners to include Registration, Academic Affairs, and other departments as needed
- Determines courses needed for each session and processes the creation of courses. Develops calendar creation of course offerings
- Audit official academic records to ensure the Transactional Registration team is maintaining accurate records. This includes, but is not limited to ensuring that records reflect institutional policies, such as academic standings, course repeats, credit adjustments, dismissal, and readmission.
- Creates working manual for all processes and continues to update and document on an ongoing basis
- Provide leadership support to the Manager of Admissions Support in the form of leading the Transactional Registration Team when needed and attending department related meetings

Registrar –

Primavera Online High and Middle School- Chandler AZ- October 2013 to October 2014

- Conduct Transfer Credit evaluations and enter transfer credit and AIMS/Stanford Test scores in compliance with State of Arizona Regulations
- Process Withdrawals and Re-entry student in Flip switch and Schoolmaster-State of Arizona student database system
- Process Department of Economic Security and Social Security Paperwork for incoming and current students
- Correct SAIS information between the school and Department of Education for the State of Arizona

Registrar –

LA College International – Chandler AZ - March 2010 to January 2013

- Conduct Transfer Credit evaluations and enter transfer credit into the student management system
- Process Graduation Petition and clear students through the Graduation Process
- Enter class schedules for students and enroll students to courses as needed
- Maintain, Secure, and audit student files to ensure compliance with accrediting body and Department of Education regulations
- Process student change in status including Official and unofficial withdrawals, Suspensions, and Satisfactory Academic Progress
- Certify student in Veteran Affairs systems for military tuition benefits
- Contributed to the College's re-accreditation Self Study
- Participate in re-accreditation, Department of Education, and Veteran Affairs audit to ensure compliance of student records

Program Coordinator

Continuing Education - University of Texas at El Paso -September 2006 to August 2007

- Successfully and effectively managed over 100 faculty contracts and agreements per term
- Processed Purchase and Book Supply Orders for Continuing Education, Advanced Placement Summer Institute, Youth Programs, and Physical Education Programs
- Collaborated with Interim Director of the Professional and Continuing Education to forecast projected faculty, classroom, supplies, and equipment needed for upcoming terms
- Issued student refunds and transfers of Advanced Placement Summer Institute, Continuing Education, and Youth Programs

Database Manager/Coordinator

Texas Pre-Engineering Program-University of Texas at El Paso- March 2001 to September 2006

- Prepared and analyzed applications, memos, final reports, and student grades that assist in preserving governmental grant funds.
- Organized and coordinated events for guest speakers and on-site middle and high school presentation.
- Managed the student, parent, and school contacts database using Microsoft Access in order to document retention and recruitment.
- Advised students on policies, regulations, expectations, and requirements established by the University
- Administered daily office tasks including customer service, student and staff write-ups, and staff timesheet