

Robert Palko, M.S., M.Ed., MPA

Experience:

Senior Consultant

D & D Construction | July 2022-Current

Lake Worth, Florida

- Provide assessment and analysis of organizational practices, recommend improvements, and develop a strategic plan for continued growth and diversified revenue streams. Analyze company data and projections; streamline business processes to be more efficient and effective.

Senior Consultant, Academic Affairs

Stevens Institute of Technology | March 2022-July 2022

Hoboken, New Jersey

- Responsible for helping redefine business processes and operations to be efficient and effective within the Office of the Registrar, along with helping make recommendations for a future state organizational structure that allows for efficient redundancy, full support for the team, and effectively serves the students and the faculty and staff.

Registrar

Northern New Mexico College and Branch Community College | July 2020-March 2022

Espanola, NM

- Provide vision, leadership, and operational and management oversight for all major activities and operations in academic and student services. Hire, supervise and evaluate staff.
- Serve as chair of the Strategic Enrollment Management (SEM) Committee. Collaborate with Financial Aid, Admissions and Recruitment, Academic Advising and Student Success, and Communications and Marketing to develop a comprehensive enrollment plan.
- Manage registration, course scheduling, degree certification, transfer credit evaluation, curriculum, commencement, and production of the college catalog.
- Prepare departmental goals, key performance indicators and departmental assessments. Create operational schedules and oversee workflow and assignments including back up for critical procedures.
- Oversee continuous improvement and operational effectiveness for the Office of the Registrar and academic and student services; regularly review, develop, and improve departmental policies, procedures, and systems.
- Participate in college assessment and accreditation efforts, distance education and online learning advisory group, and academic chairs and directors' council.

Director of Operations

D & D Construction | September 2019-July 2020

Lake Worth, Florida

- Managed all projects from beginning to completion. Communicated with contractors and vendors throughout the life cycle of projects to coordinate work, materials, and costs.
- Responsible for planning and setting project schedules to ensure that deadlines are met.
- Met with high-end prospective customers concerning new projects to provide estimates and explain project scope. Kept current customers informed regarding project status and new and on-going developments. Provided exemplary customer service and processed business documents.

Senior Associate Registrar

The University of Tampa | October 2016-September 2019

Tampa, Florida

- Directed day-to-day operations in the Office of the Registrar and the Office of Veterans Services.
- Provided oversight and assistance in the critical areas of degree conferral, registration, curriculum development, reporting/analytics, athletic academic eligibility, transcripts services, enrollment verifications/certifications, academic records, graduation, VA benefits/services and customer service.
- Led a dynamic team of professional and administrative support staff. Supervised hiring, training, and evaluation of staff. Provided coaching and counseling to direct reports. Maintained a positive environment that fosters teamwork and collaboration.
- Served on multiple university committees and advisory groups. Coordinated as necessary with other university offices, department chairs, deans, Provost, and senior staff.
- Safeguarded the academic integrity of all academic records and ensured accuracy through proper guidelines and procedures. Created manuals and other training materials.
- Collaborated with IT integration architects/consultants to integrate legacy student information system with new student information system, Workday.
- Conducted audits to assess effectiveness of controls, accuracy of departmental records, and efficiency of operations. Implemented new processes and improved existing procedures.

Adjunct Professor, First-Year Experience

The University of Tampa | August 2015-September 2019

Tampa, Florida

- Taught BAC 101 and BAC 102 courses for first year college students focusing on college transition, time management, critical thinking skills, career research, and general preparation for life after college.
- Served as faculty advisor to first year students providing guidance on registration, major/minor selections, and academic degree plans.

Associate Registrar

The University of Tampa | July 2013-October 2016

Tampa, Florida

- Managed customer service operations, degree conferral, veteran services, and academic records.
- Coordinated all aspects of degree auditing for all university students and 200+ academic programs.
- Evaluated curriculum proposals and their impact on new and current students. Assisted in the design of degree audits and the application of substitutions/waivers to student academic records.
- Conducted graduation audits on over 2,500 graduation candidates annually and conferred degrees if appropriate. Counseled students and faculty on curriculum related matters and graduation denials.
- Monitored the academic eligibility process for over 600 student athletes. Ensuring that all university NCAA athletes were properly certified and academically eligible for competition.
- Partnered with USF Air Force and NAVY ROTC programs for commissioning UT officers upon graduation.
- Led a rigorous effort to improve institutional VA benefits processing and oversaw dramatic growth of students using VA benefits. Created the Office of Veterans Services.
- Coordinated commencement and other events throughout the academic year.

Veterans Benefits/Services Coordinator

The University of Tampa | August 2012-July 2013

Tampa, Florida

- Certified enrollment, tuition, and fees to the U.S. Department of Veteran Affairs.
- Calculated applicable tuition and fee amounts for each student using VA benefits and accurately certified to the VA for each term enrolled. Calculated and processed yellow ribbon funds.
- Met with current and prospective students regarding the Post 9/11 GI BILL, other benefit programs, payment issues and semester planning. Led VA benefits orientation and other outreach programs.
- Reviewed reports for each term of enrollment and reported any increases/decreases, tuition and fee adjustments, withdrawals, and academic probation/dismissal to the VA. Kept up to date with federal and state regulations pertaining to the administration of VA benefits.

Enrollment Counselor

The University of Tampa | August 2009-July 2012

Tampa, Florida

- Answered calls, corresponded to emails, met with prospective students, and processed information of incoming and continuing students. Served as the frontline for enrollment communications.
- Utilized databases, tracked applications, and conducted scholarship verifications.

Education:**Master of Public Administration**

Liberty University

Master of Education in Higher Education Administration, with Distinction

Liberty University

Master of Science in Instructional Design and Technology, Highest Honors

The University of Tampa

Bachelor of Arts, Government and World Affairs, History Minor

The University of Tampa

Related Skills/ Strengths/ Activities:

- Proficient in Microsoft Office Suite, Banner, Degree Works, Jenzabar/CX Systems, Noliweb, Cognos reporting software, Workday, Slate, Blackboard LMS, Canvas LMS, NCAA Compliance Assistant, NCAA Eligibility Center Portal, VA-ONCE, SharePoint, Google Suite, and Adobe Acrobat.
- Extensive experience troubleshooting, testing, and configuring systems.
- Demonstrated supervisory experience and excellent interpersonal skills
- Excellent organizational and time management skills
- Extensive experience with FERPA compliance
- Instructional design approach in evaluating processes
- Phi Kappa Phi Honor Society Member
- Bilingual: English and Slovak