

Shayne Gervais



January 6, 2015

RE: University Registrar Position

Dear Hiring Committee,

I am submitting this resume to you today to confirm my interest in the Registrar position at Montana State University. Please accept my CV as included.

I have had an interesting professional career in higher education starting at the 3rd largest community college in Canada, the flagship institution of Alabama, the University of Montevallo, and currently at Virginia Tech. Working at these different types of institutions has given me extensive experience and insight on how to best navigate and work in each environment. I am applying for the Registrar position today at Montana State because I feel that my skill set is ideally suited for the position at your institution. The ability to affect change on a large scale and see positive outcomes is extremely attractive and is something that I find very rewarding. I also believe that this is the next logical step in my career and one that I am excited to embark on.

The last three positions that I have held in particular have provided an extensive opportunity to learn a variety of products, services, management techniques and perspectives. Under the direction of the University of Alabama Registrar, W. Michael George, I was allowed to flourish and grow as an Assistant Registrar. Management training, professional development and solid mentoring all mark my time there. While I was at UA, I was very focused on learning our SIS system, BANNER, to provide training to new employees. I also had the opportunity to work with a semi-centralized scheduling system based around Ad Astra, instate reclassification for residency, athletic compliance and was team lead for implementing Courseleaf, a catalog and curriculum management system. I also worked extensively with Hershey Singularity, NSC and Credentials transcripts.

While at the University of Montevallo, I learned to do more with less. With a small IT office I began learning Oracle SQL in an effort to better communicate with our CIO and programmers. We rebranded and renewed the Registrar's Office to better represent its historical importance to the students and staff. From there we launched into a very ambitious plan to improve student services, including training videos for the degree audit program (CAPP), registration, final grading and FERPA. I also became very familiar with Evisions report writing tool, ARGOS and worked in a decentralized scheduling environment. We also re-evaluated our transfer articulation and partnered with TES to help us achieve an improved turn-around time.

We re-established and updated CLEP, AP, IB and AICE pre-college credits and worked extensively with our State articulation board to better help 2 year transfers. We also partnered with Script-Safe to offer online transcript ordering and fee collection, making us the only non-business office on campus that generates revenue. Finally, UM is currently working with Digital Architecture to implement a new catalog and curriculum management program, which began while I was still there.

In June of this year, I started as the University Registrar at Virginia Tech and recently moved into special projects for the Associate Vice Provost. Since my arrival I have refreshed the way that the Office of the University Registrar has been viewed, engaged the academic offices in discourse to improve our service, and put into place a number of programs to improve BANNER knowledge campus wide. However, there are unexpected challenges that have impeded my ability to be effective in my position, and I have learned that institutional fit is very valuable and important to my, and my office's, personal and professional success. I am also excited at the opportunity to teach in a higher education program as a secondary responsibility to my main University Registrar role.

A demonstrated easy going management style has allowed me to be successful in a number of different environments; as a result, both current and former employees and colleagues have expressed that they enjoy working for and with me and they feel motivated, valued and at ease. With a combined 13 years-experience in higher education with Advising, Admissions, Orientation and Registrars, I believe that I have the drive, time management and leadership skills required to be an excellent member of your team. Through my education, combined with my employment experience, I have developed into a strong leader and believe that I would be a good fit for your organization.

I would welcome an opportunity to discuss this position further and I am sure that an interview will demonstrate that I am a good fit for Montana State. Please contact me at the number listed above or at [REDACTED]. If considered a finalist for the position, personal and professional references will be made available. Thank you.

Sincerely,

Shayne Gervais, Ph.D.

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Extensively experienced and goal-oriented Registrar with a demonstrated track record of assisting with the research, development, and evaluation of procedures for student services: registration, verification, eligibility certification, academic scheduling, transcripts, and technological changes. Excellent supervisory skills as demonstrated by loyal, dedicated and high functioning current and former staff. Proven expertise in interpersonal and communication skills that allow for effectively interaction with students and constituencies as well as strong organizational skills. Committed to being an advocate for the mission of the university and the Registrar's Office by means of assessment and through achievement of goals and objectives.

EDUCATION

Doctor of Philosophy – Higher Education Administration (2014)
UNIVERSITY OF ALABAMA, TUSCALOOSA, ALABAMA

Master of Arts - Higher Education Administration (2010)
UNIVERSITY OF ALABAMA, TUSCALOOSA, ALABAMA

Bachelor of Arts - Interdisciplinary Studies (2009)
UNIVERSITY OF ALABAMA – TUSCALOOSA, ALABAMA

Post Graduate Certificate - Human Resources Management (2001)
ALGONQUIN COLLEGE – OTTAWA, ONTARIO CANADA

Bachelor of Arts - Psychology (1999)
LAURENTIAN UNIVERSITY – SUDBURY, ONTARIO CANADA

PROFESSIONAL BACKGROUND

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY (VIRGINIA TECH), NOVEMBER 2014 - PRESENT
ASSISTANT TO THE ASSOCIATE VICE PROVOST

I currently work on special projects and reports for the Associate Vice Provost regarding research within degree and enrollment management. My current projects involve important research regarding enrollment management and degree completion. The first project seeks to address factors associated with the decline of enrollment by students into service and experiential learning courses at VT. The second project involves researching double counting of courses towards multiple majors, minors and/or concentrations within degree requirements.

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY (VIRGINIA TECH), JUNE 2014- NOVEMBER 2014
UNIVERSITY REGISTRAR

With a full time staff of twenty-seven I am responsible for overseeing and managing a large department with many objectives and challenges. Our office has responsibility for academic scheduling using 25live, exam scheduling and timetable, degree audit evaluation using DARS, BANNER INB training, determination of access to BANNER

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PROFESSIONAL BACKGROUND CONTINUED

student, Virginia's 125% tuition rule, reporting to the National Student Clearinghouse, course and program governance and transfer credit. We have continue to work to rebrand the office as a more approachable and involved office including more communication with our constituencies, setting up automatic replies to inquiries and increased volunteering in both the VT community and at large. In the coming years a number of new initiatives will be introduced including, electronic transcript ordering, Banner Document Management and a catalog and course maintenance program. Recently, my focus has shifted to special projects for the Associate Vice Provost regarding research within degree and enrollment management.

I also sit on a number of committees including Threat Assessment (TAT), Transfer Advisory Council (TAC), Undergraduate Curriculum Committee (UCC), Graduate Curriculum Committee (GCC), Dean's Advisory Roundtable and University Council on International Affairs (UCIA).

University of Montevallo, Aug, 2011 – June 2014

University Registrar

Continuing with my professional development I am responsible for guiding and leading a team of professional staff in all matters of the Registrar's Office including, FERPA, residency, athletic compliance, registration, term set up, end of term requirements, IT liaison, orientation, report creation for the Provost and management of documents through Singularity. Since arriving at the University of Montevallo, I have spearheaded a complete reconstruction and re-branding of the office, developed a new course number system for better course financial tracking, established an online transcript ordering program, implemented a new degree audit program and re-established our SIS systems (BANNER) capabilities through training and innovative practices. The Registrar's office now offers improved customer service and more timely responses to inquiries, continuous and effective training in BANNER and a more streamlined transfer credit and degree audit experience for students. We have embraced technology to meet the demands of our students including online transcript requests, training videos and improved degree evaluation products. Currently, we are implementing online transient requests, online grade change workflow, withdrawal workflow and curriculum and catalog updating through Digital Architecture. I have also contributed heavily to new policies involving, federal financial aid never attending and stopped out, add/drop, withdrawal, academic second opportunity, final grading and transfer credit evaluation through TES and for AP, IB, AICE and CLEP.

I currently sit on the University's Threat Assessment Team, Technology Council, Academic Advising Council, Graduation Committee, University Curriculum and Standards Committee and serve at the behest of the Provost on Dean's Council.

University of Alabama, Tuscaloosa, Alabama, 2007-2011

Assistant University Registrar

I provide leadership, supervision, and coordination of many aspects of the Registrar's Office. I work daily with BANNER Student Information System. Manages, implements, and maintains student record system and web-based technology. I handle various enrolment and statistical requests from internal constituents. I am the administrator of academic and event scheduling, academic space working with Ad Astra, and collaborate with other registration issues, personnel supervision and effective communication with the UA community at large as it pertains to the functions of the Registrar's Office. Developed a comprehensive training document for employees to use, maintain and update regarding all academic procedures involving the Registrar's office. I lead an implementation team and currently administrate Ad Astra scheduling software for the University of Alabama that will enable maximization of academic space on campus. Was the Team lead for implementation of Courseleaf, a catalog management software package. I also assisted in Residency Reclassification and Athletic compliance and have attended NCAA compliance conferences. In addition, I work closely with Associate Dean's from around the University to manage a Student Learning initiative called Freshman Learning Course.

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PROFESSIONAL BACKGROUND CONTINUED

University of Alabama, Tuscaloosa, Alabama

Adjunct Professor

I instructed freshman students in a course called “Academic Potential” where I shared with them knowledge and skills about how to become a master college student. This course revolves around learning techniques for study skills, note taking, memory and test taking among others. Once complete, students will leave with a greater understanding of how to be successful in a variety of college settings. Feedback is daily and continuous and typically enrolls at risk students or first generation students.

Algonquin College, Ottawa, Ontario, Canada 2005-2006

Student Affairs & Orientation Officer

I was solely responsible for the planning, organizing, budgeting, implementing and marketing of all Orientation, new student and returning student activities. I managed a budget of \$150,000 with two employees and 20 student leaders for every event. As a multicultural institution I was responsible for meeting expectations of a diverse student body. We planned and coordinated with Black Student’s Associate (BSA) five events during Black History Month. Worked with 70 embassies in Ottawa to host Celebration of Cultures, partnered with local Chinese leaders to host Chinese New Year and created a welcoming environment to 6000 new students each year. Also was responsible for planning, editing, marketing, layout and design for the Student Handbook (Instaguide) and generated a profit for the first time in its 12 year history.

Algonquin College, Ottawa, Ontario, Canada 2002-2005

Liaison/Recruitment Officer

Helped develop and plan extensive marketing and recruitment plans that involved detailed market saturation initiatives and events. Routinely spoke to thousands of potential students each year concerning possible future studies with Algonquin College. Planned and implemented travel budgets for as long as eight week recruitment trips with extensive travel and independent schedule organization. I was responsible for ensuring completely accurate and timely information to potential students, parents and alumni concerning programs and services offered through our college.

Algonquin College, Ottawa, Ontario, Canada 2001-2002

Student Success Specialist

Working for the School of Business I worked independently to advise current and future students on program and course choices. Although working with traditional students was typical, I worked extensively with non-traditional students in advising courses of action to achieve their educational goals and reintegration into the academic setting. I was also responsible for aiding in selection of textbooks for certain business and Human Resources courses.

Thompson/Nelson Publishing 2001-2006

Textbook Content Reviewer

I was approached to review textbooks by the publisher for Canadian content among other criteria. Provided constructive feedback to the publisher about content, layout, editing and appropriateness of content. I specifically worked with Organizational Behavior and Motivation texts.

I-Stat Technologies, Ottawa, Ontario, Canada 2000-2001

Assembly Team Leader

I lead an assembly environment that was susceptible to contamination of product while supervising the team created a challenge for me as a young person just out of college. I was responsible for selecting, tracking and setting up computer systems to deliver precise components of our product to the assembly facility. Was quickly promoted to Team Lead and was personally given a full scholarship to Algonquin College to complete a HR certification by the company CEO (the only one ever given at the time).

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PROFESSIONAL BACKGROUND CONTINUED

McDonalds Canada, Sudbury, Ontario, Canada 1996-2000

Crew Trainer

I was provided with extensive management and customer service training including opportunities to excel specifically in training of new employees on more difficult procedures. At the time, was the fastest promoted employee to ever have worked at that location due to dedication to procedures, excellence and the willingness to do what it took to get the job done in a timely and accurate manner. Assisted with performance reviews and provided constant feedback to employees about correct procedures and timely delivery of food products. I consider this role as some of the best operations management and management training I had ever received.

PROFESSIONAL AFFILIATIONS

American Association of Collegiate Registrars and Admissions Officers (AACRAO)
Southern Association of Collegiate Registrars and Admissions Officers (SACRAO)
Alabama Association of Collegiate Registrars and Admissions Officers (ALACRAO)
Alabama Banner Users Group (ALBUG) 2007-2014
ALACRAO VP for Registration and Records, 2012-2014
SACRAO Registration Techniques and Records Management Committee 2012-present

TRAINING/CERTIFICATIONS/AWARDS

AACRAO Registrar Supervisor Certification, 2007
Management Training for Supervisors – School of Continuing Studies, University of Alabama, 2008
Award for Outstanding Work in Social Sciences – University of Alabama, 2010
Emergency Management Institute (ICS) FEMA, 2010
ALACRAO Outstanding Service Award, 2013
Records Management Training Workshop, 2014
New Academic Leaders Series, Virginia Tech, 2014

PRESENTATIONS

Centralized versus Decentralized Scheduling: Best Practices – SACRAO 2014
Institutional Expectations, Type and Change Management – Ellucian Live 2014

