

JOHN T. HILL

Education

Master of Business Administration

Florida Institute of Technology, Melbourne, FL

Master of Science Management: Contracts and Acquisitions

Florida Institute of Technology, Melbourne, FL

Bachelors of Science Organizational Management

Oakwood University, Huntsville, AL

Professional Experience

March 2013– Present

Oakwood University Huntsville, AL

Registrar/ Veterans Affairs Coordinator

Accomplishments: Developed and implemented the automated Degree Audit System Online for Students, Faculty, and Advisors, which allows for smoother graduation processing and increase graduation rates. Implemented electronic records management system where over 70,000 files were scanned for easier access.

- Provided vision and leadership to enhance the academic records management
- Acting Executive Director of Student Enrollment Services-as needed
- Established and maintains record-keeping policies and associated procedures, in keeping with established best practices, including the issuance of transcripts and diplomas and the release of official student data
- Developed policies and establishes procedures related to degree certification
- Established and oversees policies and procedures related to access, privacy and security of student information
- Oversaw the course registration and grade submission processes each semester
- Oversaw updates of the University catalog as they relate to students records
- Provided guidance to the strategic direction of the office
- Ensured accurate and secure records management and delivery
- Ensured compliance with academic, regulatory and accreditation policies and requirements
- Established and maintains collaborative and effective working relationships with a diverse group of leaders across campus and with peers at other universities
- Safeguarded the confidentiality of records according to the Family Educational Rights and Privacy Act (FERPA) and institutional guidelines

- Chaired the Registration Committee and coordinates the registration process for fall, spring and summer semesters
- Chaired Honors Convocation committee and coordinates annual program
- Administered the Veterans Administration program and ensures that all policies and procedures related to certification of veterans and/ heir dependents is kept current

July 2008 – March 2013

Oakwood University Huntsville, AL

Assistant Registrar/Veterans Affairs Coordinator

Accomplishments: Developed with IT team an automated transcript evaluation system for faculty to evaluate transfer courses from other Universities.

- Assisted in providing direction for the management of academic records of the Adult & Continuing Education and Masters of Pastoral Studies programs
- Submitted current academic bulletins and calendars for the traditional, as well as the Adult and Continuing Education/Leadership Education for Adult Professional (LEAP) students to the Alabama Education Department
- Provided administrative and supervisory skills in the management of the academic records of new and transfer, COOP/Special (visiting students) Program (Alabama A & M University / and. University of Alabama/Huntsville(UAH), Calhoun Community College, Athens State University, Adventist Colleges Abroad Program, Oakwood Academy, Dietetic Internship, Engineering/UAH, Student Missionary, Early Selection Program/Loma Linda University) to ensure the accurate and timely dissemination and accessibility to various end users
- Administered the Veterans Administration program and ensures that all policies and procedures related to certification of veterans and/ their dependents is kept current
- Assisted the Computer Statistical Analyst I in the establishment and maintenance of academic information in an accurate and timely manner for dissemination, and accessibility to various end users
- Provided technical support to ensure that student information is valid, retrievable, and accessible to end users
- Assisted with EX System training of faculty and staff and serves in the absence of Computer Statistical Analyst I
- Assisted with processing Drop/Adds, incompletes (I), deferred grades (DG), change of grade forms, etc.
- Maintained and update students' files, demographic, etc. (registration forms, grade reports, and transcripts)
- Verified new freshman and transfer students' folders for official information and computerization of high school and transfer college/university transcripts
- Academic Advising: Advise new student during New Student Orientation
- Assisted in the preparation of the Academic Calendar for bulletin/schedule of classes booklet

October 2004-July 2008

Oakwood University Huntsville, AL

Customer Service Specialist/Transcript Analyst

Accomplishments: Automated the transcript ordering process by implementing ordering through the National Student Clearinghouse. Created a student self-service portal online where student can order transcripts and request their own enrollment certificate. Created a tracking system in Jenzabar EX where office staff could track transcript orders, verifications, loans deferment, and graduation status.

- Processed Official and unofficial transcript requests within 2 (two) to 3 (three) business days
- Kept the automated/online National Clearinghouse process current
- Kept current with issues and practices affecting office procedures related to processing transcripts.
- Worked closely with the Debt Resolution and Student Accounts Offices to ensure students are clear of debt to institution and/or federal lending agencies
- Had a working knowledge of the Family Educational Rights Privacy Act (FERPA) guidelines, retention and disposal of records

- Assisted with registration, commencement, honors convocation, and other functions coordinated by the Registrar's Office
- Kept current records of all budgetary spending within the Registrar's Office
- Maintained budget activities for the office
- Reported and keep track of employees' and student assistants' time sheets
- Assisted with other duties as assigned to ensure the smooth operation of the Registrar's Office
- Directed and supervise student assistants

April 1999-September 2004

Oakwood University, Huntsville, AL

Campus Commination Supervisor

Accomplishments: Assistance with the implementation of The University first Music on Hold software. Created electronic online phone directory.

- Supervised all incoming calls to the University through the PBX switchboard
- Assisted in the maintenance of Meridian Voice Mail System
- Troubleshooter for all phone repair across University Campus
- Prepared work orders and distributes them to the technicians. Ensures deadlines are met.
- Assisted in planning and coordinates installations and modifications of the telephone system during major office moves.

August 1997-December 1998

Emmanuel Christian Academy

Assistant Teacher

- Reinforced lessons presented by teachers by reviewing material with students one-on-one or in small groups
- Enforced school and class rules to help teach students proper behavior
- Helped teachers with recordkeeping, such as tracking attendance and calculating grades
- Helped teachers prepare for lessons by getting materials ready or setting up equipment, such as computers
- Helped supervise students in class, between classes, during lunch and recess, and on field trips

Certifications & Trainings

- Oakwood University Leadership Academy Certification of Completion
- Jenzabar EX Certification Module Manager
- Advanced Microsoft certificate

Committee Work

Oakwood University

- Chair – Registration Committee (Oakwood University – Present)
- Chair – Academic Policies Committee (Oakwood University – Present)
- Co- Chair – University Bulletin Committee (Oakwood University – Present)
- Commencement Committee (Oakwood University - Present)
- Admissions Committee (Oakwood University-Present)
- University Online Committee (Oakwood University –Present)
- Student Conduct Committee (Oakwood University-Present)
- University Management Committee (Oakwood University – Present)
- Title IX Investigation Committee (Oakwood University-Present)
- Oakwood University Board of Trustees (Staff Rep 2014-2016)

Professional Memberships

- American Association of College Registrars and Admissions Officers-Current Member
- Southern Associations of Collegiate Registrars and Admissions Officers-Current Member
- Alabama Association of Collegiate Registrars and Admissions Officers -Current Member
- Association of College and University Housing Officers International – Current Member
- Alabama Veterans Affairs Association – Current Member
- National Association of Veterans Program Administrators– Current Member