

Matt Moore

SUMMARY

- Reporting to the Provost and a member of the President's Council, provides overall leadership for the supervision, operation, budget, personnel, policy, data processing, and data integrity as well as computing activities for the Division of Enrollment Services which contains the Offices of Admissions, Recruitment, Processing, Financial Aid, Scholarships, First Year Experience, First Year Advising, Registrar, and the Privateer Enrollment Center (One Stop Shop). Responsible for guiding the Division with a clear vision and measureable outcomes as it strives to meet the strategic goals for recruitment, enrollment, retention, and graduation;
- Responsible for the daily supervision, administration, and operation of the Office of Institutional Research and all work involving data collection, management, evaluation, and reporting. Also responsible for compiling, verifying, analyzing, and editing internal and external projects and reporting. Responsible for guiding the Office of Institutional Research, serving on various University Committees;
- Utilizes extensive experience in consulting best practices in enrollment management for Records and Registration, Admissions, Recruitment, and Financial Aid information systems providing leadership and subject matter expertise to maximize efficiencies and improve processes. Lead and support cross-functional objectives utilizing best practices and methodologies resulting in higher productivity and improved system integrity;
- Strong background in administration of educational programs, services, project management, enterprise resource planning, change management and information systems creating a strong background in management of information systems, admissions processes, records management, implementation of information systems, coordination of enrollment management services, coordination of residency and NCAA regulations, document imaging (for processing), and management of complex information technology systems;

EDUCATION

- 1996 Doctor of Education, Auburn University
Major: Educational Leadership, Higher Education Administration
- 1990 Master of Arts, Auburn University
Major: Political Science, College Teaching
- 1988 Bachelor of Science, Auburn University
Major: Criminal Justice

WORK EXPERIENCE

**2012 - present Assistant Provost and University Registrar
 Director of Institutional Research
 The University of New Orleans
 The Office of Academic Affairs
 The Administration Building
 New Orleans, LA 70148**

(October 2012 – February 2014; February 2015 – present)

Serve as the Assistant Provost in the Office of Academic Affairs directing the day-to-day management of the following including but not limited to:

- Provides long-term vision for strategic enrollment growth of appropriately qualified students (regionally, nationally and internationally) through highly effective data analysis to drive decisions supporting marketing, recruitment, and admissions strategies;
- Integrates all aspects of the University's enrollment and retention processes including the planning, implementation, and evaluation of effective student-centered, strategic recruitment and selection, and ongoing strategies involving aggressive advising, curriculum mapping, and systems integration/support;
- Develops productive partnerships with internal college-wide departments and external influencers (parents, counselors, teachers, etc.) by providing leadership and oversight for the development, implementation, management of activities, and systems related to the Offices of Admissions, Registrar, Financial Aid, Recruitment Processing, First Year Experience, First Year Advising, and the Privateer Enrollment Center (one stop shop).
- Researches and executes process improvement, working to enhance service delivery through the continued expansion of functionality of existing and/or new technology, and aid in designing policies and establishing procedures in keeping with best practices;
- Works closely with reporting Directors, Deans, Vice Presidents, and other defined constituents.
- Superintends the accuracy, integrity, and delivery of institutional data;
- Responds to internal and external constituent inquiries;
- Provides committee leadership and support.

(May 2012 – present)

Serve as the primary leader for the University Registrar's Office directing the day-to-day management of the office including but not limited to:

- Provides leadership and oversight for the development, implementation, management of activities, and systems related to academic records, student registration, academic scheduling;
- Manages the student record database, distributes all formal academic and student records, and ensures the security and integrity of academic records by serving as the official custodian of student academic records;
- Researches and executes process improvement, working to enhance service delivery through the continued expansion of functionality of existing and/or new technology, and aid in designing policies and establishing procedures in keeping with best practices;

- Superintends the accuracy, integrity, and delivery of institutional data;
- Administers University academic policies and ensure compliance with governmental or regulatory agencies;
- Maintains and update academic curriculum and course information;
- Coordinates commencement activities and degree verification;
- Trains faculty, staff, and academic leaders on updated student records policies, laws, regulations, and use of related technology;
- Ensures campus is complaint with Family Educational Rights and Privacy Act (FERPA);
- Responds to internal and external constituent inquiries;
- Provides committee leadership and support;
- Serves as the institutional representative for the NCAA certification of student athletes.

(January 2014 – present)

Serve as the primary leader for the Office of Institutional Research directing the day-to-day management of the office including but not limited to:

- Provides leadership and oversight for the development, implementation, management of activities, and systems related to data collection, evaluation, and reporting for the University;
- Responsible for verifying, compiling, analyzing, and editing internal and external institutional research project and reports;
- Conduct qualitative and quantitative research involving design, data collection, analysis and reporting;
- Researches and executes process improvement, working to enhance service delivery through the continued expansion of functionality of existing and/or new technology, and aid in designing policies and establishing procedures in keeping with best practices;
- Superintends the accuracy, integrity, and delivery of institutional data;
- Supervises institutional reporting activities and confers with or advises representatives from academic and non-academic units regarding university reporting requirements.
- Responds to internal and external constituent inquiries;
- Provides committee leadership and support;

2001—2007
2010 - 2012

Consultant: Higher Education Information Systems

EBM Consulting (an Arch Street Consulting Consortium Partner)
6751 Stoneridge Court
Mobile, Alabama 36695

Strata Information Group
3935 Harney Street, Suite 203
San Diego, California 92110

- Provided leadership in the planning, operation, and implementation of higher education information systems (primarily Banner with some PeopleSoft experience, to include peripherals), particularly in the areas of best practices associated with Records and Registration, Admissions, Financial Aid, and Bursar operations to ensure client success in maximizing efficiencies and results within their institution's policies and procedures;
- Served as functional lead and/or project manager for the implementation or re-implementation of student information systems at more than 35 institutions of higher education ranging from small private to very large public institutions; areas of emphasis include change management, initiating best practices in student recruitment, retention, and progression, incorporating data-driven, goal-directed strategies, and aligning best practices with current initiatives;
- Defined project objectives, scope, deliverables and work plan in support of institution's Enterprise Resource Plan;
- Provided technical support in the areas including but not limited to registrar operations, admissions, financial aid, bursar operations, scholarships, student affairs operations, personnel, space allocations, faculty information, and other central administrative units;
- Assessed current state of processes, design, and plan execution to manage change as the implementation develops;
- Exceptional client management and consulting skills include organization, presentations, oral and written communications, and project planning.

2007—2010

Campus Director

Alabama Southern Community College
P.O. Box 2000
Thomasville, Alabama 36784

- Provided for the daily supervision and administration of all programs and services on and off campus working closely with other College personnel to achieve the educational mission, goals, and objectives of the institution;
- Principal Investigator - The National Center for Pulp and Paper Technology (National Science Foundation supported);
- Served as the official College representative in the absence of the President for all local functions in accordance with the mission, goals, and objectives of the College;
- Worked closely with College officials to ensure adequate safety and security measures are taken to help ensure the wellbeing of faculty, students, and visitors;
- Worked closely with College officials on the development and administration of annual budgets;

- Chaired, served on, and provided information to College committees, as needed. Assignments included but were not limited to Director of Workforce Development, Director of Scholarships, and Representative to Region 6 and Region 9 Workforce Development Councils;
- Assisted in Student Affairs functions such as the advising and retention of current students, high school recruitment and recruitment events, serving on financial aid and scholarships committees, and acting as a general resource, where needed.

2001 - 2005

**The University of South Alabama
The University of South Alabama Hospital System
University Drive
Mobile, Alabama 36695**

Main Campus and College of Medicine – Project Manager, Information Systems

- Reported to the Provost and Dean of the College of Medicine, respectively;
- Provided leadership in the planning, operation, and implementation of a new Student Information System (SunGard Banner) in support of internal Academic Affairs functions (registrar operations, admissions, financial aid, bursar operations, athletics, housing, scholarships, student affairs operations, alumni and other central administrative units);
- Coordinated programs with faculty, staff, and administrators of the institution's academic programs;
- Educated faculty, staff, and students about new system and re-engineered work procedures;
- Insured the effective and efficient operation of related systems;
- Employed collaborative communication methods in resolving competing requests for resources;
- Clarified and enforced policy decisions related to system changes and associated deadlines;
- Acted as a central communication source for academic and policy information related to academic programs;
- Provided leadership, supervision, and direction for selected staff responsible for day-to-day operation;
- Developed policy changes and communication strategies to properly inform and include senior officers and the university community;
- Maintained a high level of knowledge of the computer system and relevant systems and procedures.

Hospital Systems

- Reported to the Chief Executive Officer of the University of South Alabama Hospital System;
- Provided leadership in the planning, operation, and implementation of new information system technologies in support of USAHS initiatives;
- Implemented projects, including but are not limited to:
 - universal, encrypted wireless access in all hospital facilities,
 - a new radiology system (Siemens Radiology),
 - a new laboratory system (MISYS Laboratory Systems),
 - a data warehouse for infection control (MedMined), and
 - HIPAA compliance.

- Managed database migration and data conversions from existing legacy and third party systems;
- Provided leadership, supervision, and direction for selected staff responsible for day-to-day operation;
- Developed policy changes and communication strategies to properly inform and include senior officers and the hospital community;
- Maintained a high level of knowledge of the computer systems and relevant systems and procedures.

2001—2006 **Partner and Executive Vice President**
Dominion Digital Sciences
Tuscaloosa, Alabama

- As a founding partner, assisted in the operation of a technology based, research, design, and consulting company specializing in data and database services;
- Provided vision and leadership for strategic and fiscal operations;
- Planned overall product and service direction in partnership with clients in business, industry, government, and educational institutions;
- Ensured services are integrated, efficient, sustainable, and responsive for constituencies;
- Communicated effectively with both internal and external resources;
- Planned and implemented strategic initiatives ensuring the highest level of information technology and infrastructure support services are maintained.
- Service contracts (public) included:
 - The Alabama State Department of Education
 - The Maryland State Department of Education
 - The Louisiana State Department of Education
 - The Idaho State Department of Education
 - The Texas State Department of Education
- Service contracts (private) included:
 - Baggett Transportation, Birmingham, AL
 - Yellow Transportation, Dallas, TX
 - Fleetwood Transportation, Houston, TX
 - Gazelle Transportation, Norman, OK

1999—2001 **Director of Testing and Data Management Services**
The University of Alabama
Tuscaloosa, Alabama

- Directed the Office of Testing and Data Management Services, supervising approximately 15 employees and student workers;
- Provided testing and evaluation support services for faculty, students, staff, and the State of Alabama;
- Coordinated ad hoc data support services, LAN administration (140 machines), scanning and statistical report generation, computer based testing, optical imaging in support of the Offices of Admissions, Records, and Financial Aid, data warehousing, and testing and database management and support for various academic and administrative units within the university;
- Developed and implemented student information systems and applications, including relational database creation, implementation, and administration for various university services and applications.

1995—1999

**Associate Registrar
Associate Director for Computing Services
Assistant Director for Computing Services
Office of Undergraduate Admissions
Office of University Records and Registration
Louisiana State University
Baton Rouge, Louisiana**

- Served as Undergraduate Admissions Officer supporting recruitment (including publications and events), processing, and planning.
- Supervised, planned, researched, implemented, and evaluated operations for the general services and registration divisions in the Office of Student Records and Registration;
- Supervised 14 full-time employees and multiple student assistants;
- Created and maintained the *Schedule of Courses*, room scheduling, cross-registration, registration, and general services including all constituency requests;
- Implemented ad hoc queries on IMS Hierarchical Database Management System and DB/2 Relational Database Management Systems;
- Developed technical improvements to existing systems;
- Served as LAN administrator;
- Coordinated computer software and hardware acquisitions;
- Acted as office liaison with all University Computing divisions;
- Served as University Residency Officer for enrolled students.

1993—1995

**Assistant Registrar
Auburn University
Auburn, Alabama**

- Implemented centralized university room Scheduler (Schedule 25/ Resource 25);
- Designed and implemented mainframe/personal computer system for the publication of the *Schedule of Courses*;
- Served as primary contact for the publication of the *Schedule Book* and all university classroom space;
- Provided technical expertise in computing applications;
- Organized and streamlined much of the process involved in the academic certification of student athletes in accordance with NCAA and SEC guidelines;
- Served as the Registrar's Office liaison with Division of University Computing.

1990—1993

**Research Associate - Office of Academic Affairs
Auburn University
Auburn, Alabama**

- Established computer program inventory of Academic Programs for University;
- Provided technical expertise in computing applications;
- Performed cost analysis and research on salaries, student enrollments, and faculty data;
- Administered interstate tuition program and maintained computer base on President's Graduate Opportunity Program and the Academic Common Market;

- Worked with faculty, administration, and committees compiling information used in the University Self-Study leading to the reaccreditation by SACS;
- Specialized in computer analysis, information organization, report editing for revision, and report preparation for printing.

PROFESSIONAL MEMBERSHIPS

AACRAO	American Association of Collegiate Registrars and Admissions Officers
SACRAO	Southern Association of Collegiate Registrars and Admissions Officers
LACRAO	Louisiana Association of Collegiate Registrars and Admissions Officers

LEADERSHIP IN PROFESSIONAL ASSOCIATIONS:

SACRAO

- Registration Techniques and Records Management Committee
- Professional Development Committee
- Professional presentations on new technologies in records and registration, NCAA regulations, staff training, and data management.

ALACRAO

- ALACRAO Steering Committee
- Local Arrangements Chair
- Professional presentations on new technologies in records and registration including optical imaging and information systems.

UNIVERSITY COMMITTEES:

The University of New Orleans Committees:

The President's Council
 The Dean's Council
 SACSCOC Steering Committee
 The Advisors Steering
 The Advisors Council (Committee of the Whole)
 Enrollment Management Committee
 Information Technology/Administrative Computing
 Student Technology Fee Committee
 Space Allocations Committee
 Building Liaison
 Instructional Calendar
 Student Appeals Committee

Alabama Southern Community College Committees:

Academic Affairs Council
 Administrative/Planning Council
 Facilities Improvement/Security - Chair
 Institutional Effectiveness

Instructional Program Review
 Career/Job Placement Committee - Chair
 Special Projects/Graduation
 Instructional Calendar
 Industry Alliance – Chair
 Advising

The University of South Alabama Committees:

Banner Executive - Chair
 Banner Steering – Chair
 Advising Team
 Registrar Team
 Admissions Team
 Financial Aid Team
 Bursar’s Team
 Alumni Team
 Conversion Team
 HIPPA Team - Chair
 Siemens Radiology Implementation Team

The University of Alabama Committees:

Assistant and Associate Deans Council
 University of Alabama System Committee on Student Information
 Systems
 Undergraduate Programs and Services

Louisiana State University Committees:

University Residency
 Academic Calendar and Planning for Student Information Systems
 University WWW Presence

Auburn University Committees:

SACS Steering
 Space Allocations
 President’s Graduate Opportunity Programs

TEACHING EXPERIENCE:

2007—2010 **Academic Transfer Division**
Technical Division
Alabama Southern Community College
Thomasville, Alabama

- Introductory classes in American National Government, State and Local Government, and Political Science;
- Introductory classes in Machine Tools Technology, Welding, and Distributive Controls.
- Advise students;
- Maintain office hours;
- Serve as active teaching and advising faculty.

2000—2001 **Department of Management and Information Sciences**
The University of Alabama
Tuscaloosa, Alabama

- Taught an intermediate course in Business and Experimental statistics;
- Advised students;
- Maintained office hours;
- Served as active adjunct professor.

1996—1999 **Department of Information Systems and Design Sciences**
Department of Political Science
Louisiana State University
Baton Rouge, Louisiana

- Taught an introductory class in Distributive Computing;
- Taught an introductory class in American Politics and American National Government;
- Advised students;
- Maintained office hours;
- Served as active adjunct professor.

1989—1993 **Department of Political Science**
Auburn University
Auburn, Alabama

- Taught introductory classes in American National Government and State and Local Government;
- Advised students;
- Maintained office hours;
- Served as active teaching assistant.