

Donald E. Hunt

EDUCATION

Educational Doctorate Candidate in Educational Leadership (May 2021)
Master of Science in Technology Management,
Bachelor of Science in Business Administration,
University of Maryland, University College,
College Park, MD

PROFESSIONAL EXPERIENCE

Skills

- Project Management
- Personnel Management
- Public Speaking
- Budget Management
- Strategic Management
- Policy review
- Change Management
- Compliance Management
- Enrollment Management

Industries

- Higher Education
- Sales
- Training & Consulting
- Finance & Accounting
- Software Development
- Military

Technologies

- PeopleSoft (ERP)
- Elluican (ERP)
- SCT Banner (ERP)
- CRM
- Ad Astra
- Resource 25
- EAB

POST SECONDARY DEPARTMENTS MANAGED

- Registrar's Office
- Student Information System
- Convocation
- Counseling Services
- Disability Services
- Student Life
- Career Services
- Recruitment & Admissions
- Information Center
- Student Affairs Technology
- Enrolment management
- Equity Programs (First Nations)
- Veterans Services
- Financial Aid & Scholarships
- Client Service Center
- Document Imaging and Technology
- Enrollment Reporting Services
- Student Athletic Resource Center

Employment

University of California, Davis

2019 – Present

Associate Vice Chancellor for Enrollment, Sacramento, CA

At a University of over 39,000 students, I lead a team of 180+ professionals responsible for Admissions, Registrar, Financial Aid, Enrollment Analytics, and Business Operations within Academic Affairs to ensure that the University achieves its enrollment goals.

I work to build and establish strong partnerships internally and externally that support access to education, recruitment, retention, persistence, and graduation. This includes collaboratively and

effectively working with Student Affairs, Advancement and Alumni Relations, Information Technology, Office of Institutional Research, K-12, Community College, and the community at large.

Major Accomplishments:

- Successfully led efforts to maintained enrollment levels in the wake of the pandemic and increased applications by 11% overall across in-state, out-of-state, and international populations. In addition to the overall increase, increases in our underrepresented populations increased 5.8% African American and 27.9% Latinx students.
- Established key strategic frameworks for improving diversification of underrepresented and international populations.
- Identified the need and obtained approval for additional institutional funding of 2 million to support improving enrollment outcomes for the university.
- Strengthened our partnership with Los Rios Community College District to support improved transfer rates between our institutions. Successfully collaborated with Sacramento City College to secure a grant for improving transfer student access to UC. Davis.
- Managed budgets of more than 15 million while working to find cost savings to allow investment in high priority areas.
- Establish and lead the Globalization Strategic Taskforce to improve international diversification at the undergraduate and graduate levels. This includes representatives from key stakeholders across the campus who are committed to the internationalization of the campus.
- Developed framework for enrollment data dashboards to be accessible to appropriate stakeholders across campus. Working to extend information to external stakeholders as well.

California State University Sacramento

2015 – 2019

Associate Vice President, Enrollment & Student Services, Sacramento, CA

At a University of over 31,000 students, I led a team of 200+ responsible for Admissions, Registrar, Financial Aid, Student Information Technology, Customer Service, Enrollment Analytics, and Athletic Compliance within Student Affairs to ensure that the University achieves its enrollment and student services goals.

I worked to build and establish strong partnerships internally and externally that support access to education, recruitment, retention, persistence, and graduation. This includes collaboratively and effectively working with Academic Affairs, Advancement and Alumni Relations, Information Technology, Office of Institutional Research, K-12, Community College, and the community.

Major Accomplishments:

- Led efforts to consistently come in within 1% of the campus headcount target. An intentional strategy to maintain enrollment and increase average unit loads for students that lead to improved retention and graduation rates.
- Led efforts to implement a student success ecosystem. “Keys to Degree”. This ecosystem is designed to reduce institutional barriers that impede a students’ ability to be successful.
- Strengthened our partnership with Los Rios Community College District to support improved transfer rates between our institutions. Consistently increased the number of transfer students in the past three years. Sacramento State received an award in 2017 for having one of the highest Associate Degree for Transfer rates in the state.

- Managed budgets of more than 7 million while working to find cost savings to allow investment in high priority areas.
- Utilized state, regional and national data to create predictive models of enrollment trends and results.

York University

2013 – 2015

Assistant Vice President, University Registrar, Toronto, ON Canada

At a University with over 55,000 students, I led a team of 300+ personnel within Academic Affairs responsible for Registrar, Admissions & Outreach that included both domestic and international students, Client Services, Financial Aid, and Student Financial Services offices in core operations while undergoing a complete organizational restructuring that included key leadership roles.

Major Accomplishments:

- Restructured the enrollment management system to be data-driven and results-based. Reversed declining enrollment within two years and created a foundation for enrollment growth that the university is experiencing today.
- Improved transfer process between Seneca College and York University and increased the transfer rate by 4% by my second year.
- Assessed Student Information System and developed a proposal for replacement.
- Managed budgets of more than 17 million while working to find cost savings to allow added investment in high priority areas and initiatives.

University of Lethbridge

2012 - 2013

Registrar and Executive Director, Lethbridge, AB Canada

I led a team of 120+ within Academic Affairs that include the Registrar's Office, Admissions, Enrollment Management Systems, Retention, and Student Services offices in core operations while guiding the units through a divisional assessment exercise to identify and establish a level of baseline operations.

Leveraged data from the assessment, established goals and objectives for operational improvements that would support student service excellence as well as administrative excellence.

Built strong partnerships both internally and externally to connect the educational pipeline between K-12, Community College, the community, and the university.

My primary focus in this position was working collaboratively with university stakeholders within Academic Affairs, Information Technology, Institutional Research, and Advancement to support improved educational access, recruitment and retention, persistence, and graduation rates. Additionally, assessing and improving the operational effectiveness of the student affairs operational units that reported to me.

Major Accomplishments:

- Reversed enrollment decline within my first year and established the foundation for continued enrollment growth that the university is currently experiencing. Restructured the enrollment management system to be data-driven and results-based.

- Provided executive-level leadership, strategic planning, oversight, and coordination of all units in the Division of Student Affairs in the areas of programming, policy development, human resources, facilities, and fiscal resource management.
- Provided leadership for the division that covered a variety of groups including, Residential Life, Health and Student Counseling, Student Life, Financial Aid, Registrar, Admissions & Outreach, Enrollment Management, Equity Programs, Career Services, and other programs within the division.
- Led staff through the visioning and strategic planning exercises in preparation for moving forward after 18 years of little change.
- Restructured the enrollment management system to be data-driven and results-based.
- Improved operational efficiencies for Disability Services, Registrar's Office, Admissions, Documents, Recruitment, and Student Information Systems through the use of process and technology improvements.
- Managed budgets of more than 10 million dollars working to find cost savings to support high priority initiatives of the university.

University of Lethbridge

2011 - 2012

Interim Associate Vice President of Student Affairs, Lethbridge, AB Canada

My primary focus was working collaboratively with university stakeholders within Academic Affairs, Information Technology, Institutional Research, and Advancement to support improved educational access, recruitment and retention, persistence, and graduation rates. Additionally, assessed and improved the operational effectiveness of the student affairs operational units that reported to me.

Led efforts for advancing the University's strategic priorities of diversity, sustainability, information technology utilization, and student retention and graduation. This included leading a team of 250+ within the Division of Academic Affairs that provided comprehensive programs and services designed to support the academic, career, and life aspirations of students. Worked in a three-campus model to effectively ensure that student services met the needs of all our students across all campuses.

Major Accomplishments:

- Re-engineered the enrollment management system to establish a foundation by which declining enrollments were reversed within two years. This foundation has allowed continued enrollment growth since my departure. This was accomplished through operational assessment, data analysis, leveraging best practices, and emerging technologies.
- Led division and provided, vision, strategic planning, oversight, and coordination of all units within the Division of Student Affairs in the areas of programming, policy development, human resources, facilities, health and counseling, enrollment management, auxiliary services, and fiscal management.
- Led the division that included a variety of groups, including Residential Life, Health and Student Counseling, Student Life, Financial Aid, Registrar, Admissions & Outreach, Enrollment Management, Equity Programs for First Nation Students, Career Services, and other programs within the division.
- Built strong partnerships both internally and externally to connect the educational pipeline between K-12, Community College, the community, and the university.

Led the Registrar staff and the daily operations of the Registrar's office, including but not limited to the coordination of the academic calendar, registration processing, course and classroom scheduling, academic records processing, and collaboration with other university officials as necessary to support the successful achievement of the university's goals and objectives for student success.

Built strong partnerships within the university to support campus-based student success partnerships. Additionally, worked collaboratively with the Academic Affairs, Information Technology, and Institutional Research Divisions to drive data-informed decision making to support student success.

Major Accomplishments:

- Led staff through the change management process while implementing a new administrative software package (PeopleSoft) with no downtime or reduction in service to students.
- Led and implemented a transcript ordering system that provides students 24/7 access to their official transcripts, thus reducing wait time from up to 3 business days to immediate access. Also created operational efficiency by reducing staffing requirements to support transcripts. I reduced the need for two full-time positions to a half-time position and was able to redirect the resources to other areas to support better student services.
- Defined and optimized policies and procedures to support a streamlined operational environment.
- Ensured compliance with Federal, State, and University regulations and policies.

A temporary appointment to direct a team of four managers and 16 staff members of an operations team that processes student information from prospect through graduation while decreasing processing time, increasing customer service, and managing expenses within required budget constraints.

Established strong partnerships across the university to support university goals and objectives for student success. This included working with all levels within the university in support of improved recruitment, retention, persistence, and graduation rates.

Major Accomplishments:

- Successfully managed day-to-day operations of admissions applications, transfer evaluations, and postings, student records information, graduation applications, and degree certification and posting, as well as course and classroom scheduling. Reduced processing time from several weeks to an average of 5 business days.
- Effectively managed a 2.2 million dollar revenue and expense budget. Developed projections for revenue and expenses for short and long term forecast reports for senior-level management.

- Optimize the efficiency of admissions operations in the Registrar’s office by analyzing, developing, and redesigning processes and services to allow for a quicker application processing time from 2 – 3 months to an average of 5 days.
- Develop and implement strategic goals and objectives that focus on process improvement, continuous quality improvement, and staff development for the business units within the Registrar’s Office.

Datatel (Ellucian)

1997 - 2005

Custom Solution Manager, Business Advisor & Consultant, Fairfax, VA

Effectively worked with colleges and universities to plan, train and convert from their legacy system to Datatel’s Colleague ERP software solution. Once implemented, provided services to help Colleges and Universities define action plans to help them maximize their use of the software system.

Worked with senior executives to outline a strategy and approach for phase two and beyond of their implementation. Set priorities, timeline, and cost estimates and worked with customers to maximize their investment.

Led a seventeen-person revenue-generating software development team that analyzed, designed, developed, and implemented customizations for colleges and universities while meeting the project budget and deadlines and maintaining a high level of customer satisfaction.

Major Accomplishments:

- Continually met and exceeded revenue goals for software and services.
- Successfully trained over 200 clients on how to implement and use Datatel’s ERP software package while evaluating and updating their business policies and procedures.
- Led a customer service transformation process to create a world-class customer service experience for our customers.
- Provided account management, project management, progress reporting, financial reporting, and problem resolution to facilitate effective solutions for customers.

United States Army - Veteran

I served my country both in peacetime and in times of conflict. I gained a wealth of skills while in the military that includes problem-solving, negotiation, leadership, and an overall can-do attitude towards even the most difficult of challenges.

NATIONAL CONFERENCE PRESENTATIONS

Hunt, Don (2011). World Class Customer Service – How to move your office to the next level. AACRAO, 2011 Conference, Seattle, WA.

Hunt, Don (2010). World Class Customer Service – How to move your office to the next level. AACRAO, 2010 Conference, New Orleans, LA.

PROFESSIONAL MEMBERSHIP

Ontario University Registrar Association (2013 – 2015)
Alberta Registrar Association - Vice President 2012/13
Canadian Association of College and University Student Services (2011 - 2015)
Association of Registrars of the Universities and Colleges of Canada (2011 - 2015)
American Association of Collegiate Registrars and Admissions Officers (2007 - present)
National Association of Student Personnel Administrators (2016 – present)
Ohio Association of Collegiate Registrars and Admissions Officers (2007 - 2011)

PROFESSIONAL AND UNIVERSITY COMMITTEES

President's Administrative Council
California State University System Enrollment Advisory Board
Several university-level strategic initiatives committees at Sacramento State
Academic Senate – the University of Lethbridge, York University (voting member)
Faculty Senate – Sacramento State – observer and contributor on information related to Student Affairs
University Executive Counsel
Student Retention and Graduation Committee
Strategic Enrollment Management Committee
Behavioral Incident committee
General Faculties Council
Dean's Council
Executive Directors Council
AACRAO program committee (2008/2009 & 2009/2010)
Veterans Certifying Official (2007 – 2011)
Academic Policy Committee
Admissions Review Committee
Curriculum Committee
Enrollment Services Advisory Team
Information Technology Services Planning and Advisory Committee
Information Technology Services Security & Policy Sub Committee
Undergraduate Faculty Curriculum Committee
Chief Technology Officer's Committee
Information Technology Advisory Board