

Brittani Riley

bkeith211@gmail.com
409-651-9832

EDUCATION

The University of Texas at Tyler

Master of Science in Human Resource Development
Master of Arts in History
Bachelor of Science in History

May 2019
May 2017
December 2013

WORK EXPERIENCE

Tyler Junior College – Office of the Registrar

Associate Registrar March 2022 – Present

- Manage the daily workflow of the Registrar Office, Apache Enrollment Center, and Processing Analyst teams in an organized and consistent manner as outlined by the Registrar
- Participate in the development, implementation, and maintenance of policies, objectives, and projects to drive established goals
 - Achievements in this area include revised communication workflow for new admits, Canvas modules for students on probation and suspension (both academic and financial aid), revised Apache Enrollment Center processes, revised student forms, new application for admission, and more.
- Maintain a broad understanding of financial aid, scholarship, business services, admissions, and housing processes, and how those processes interact, to ensure student success
- Serve as FERPA training lead for the College and primary point of contact for FERPA questions
- Serve as Chief Residency Officer for the College; overhaul policies, processes, and forms for residency determinations and reclassifications
- Ensure compliance for registration related processes, including but not limited to Census, end-of-term, graduation, transfer credit, and degree audits.
- Manage comprehensive registration and graduation related processes, ensuring timeliness and accurate processing as related to scheduling and course cancellations, transcript request generation, transfer credit processes, grading follow up processes, incomplete grade processes, graduation follow up processes, and schedule development.
- Keep abreast of ever changing federal, state and institutional regulations; ensure institutional policies and procedures are updated on a regular and consistent basis; ensure supporting staff are trained as regulations are updated.

Tyler Junior College – Office of Admissions

Interim Director July 2023 – April 2024

- Train and supervise four full-time staff
- Devise and implement student recruitment activities and events
- Manage comprehensive recruitment and admission related processes, ensuring timeliness and accurate processing as related to applications, transcripts, shot records, and more
- Ensure continuation of departmental goals in expectation of a new Director joining the College

The University of Texas at Tyler - Office of Graduate Admissions

Executive Director May 2021 – February 2022
Director January 2020 – April 2021

- Lead the Office of Graduate Admissions both in its strategic direction and its complex daily operations including policy development and implementation, management of financial resources, professional development, and staff supervision
- Organize special projects addressing recruitment, enrollment, engagement, and the student experience including calling campaigns, the Graduate Student Development Center, Grad School 180, New Graduate Student Orientation, and more
- Collaborate with 40+ master's, doctoral, and certificate programs to guide them toward setting and achieving their enrollment targets
- Supervise, hire, train, and develop six full-time and multiple part-time staff
- Serve as ex-officio member of Graduate Council
- Maintain previous duties as Assistant Director, et al

Assistant Director January 2019 – December 2019

- Oversee the Graduate School's annual scholarship budget of over \$240,000, manage the application and review process for students, and coordinate with the Office of Financial Aid for disbursement
- Train and supervise up to five part-time undergraduate and graduate assistants that process documents, develop workshops, plan and host events, and serve as liaisons to the Graduate Student Association
- Serve as de-facto advisor for non-degree seeking students
- Maintain previous duties as Representatives

Senior International Graduate Admissions Representative April 2015 – December 2018
Graduate Admissions Representative August 2014 – April 2015

- Ensure customer satisfaction through effective communication and a comprehensive understanding of policies and procedures, especially those related to international students
- Manage student inquiries through phone, email, live chat, and social media
- Head application and retention efforts through phone and email campaigns
- Update online workshop series through close collaboration with faculty and staff
- Keep day-to-day processes running smoothly through cross-training in several major job functions

AWARDS

Unsung Hero Award: Staff, Tyler Junior College (nominated) 2024

President's Passion Award, The University of Texas at Tyler 2021
Recognizes outstanding staff contributions focused on student success and an exceptional passion for UT Tyler

STAR Employee of the Month Award, The University of Texas at Tyler April 2019
Recognizes staff that go above and beyond in their role

OTHER

Leadership Tyler, Class 37 2024