

ROSEMARY J. COOPER

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PROFESSIONAL PROFILE

- Ph.D. in Human Resource Development, with a specialization in Organizational Development and Change
- Master's degree in Public Administration
- Possesses strong leadership skills. Utilizes servant leadership philosophy to enlist the support of all team members in alignment with project and organizational goals
- Proven track record of successful stewardship of the organization's resources and employees
- Functions as integral player of the Student Success team
- Possesses executive-level operations management skills with demonstrated ability to supervise employees, delegate responsibility, recommend enhancements to business practices, and implement new and effective ways of providing services to students, faculty, staff, and the community
- Strong interpersonal, written, and verbal communicator who can deliver effective presentations and facilitate collaborative relationships with faculty, staff, administration, and external publics
- Extensive experience in oversight of multi-million-dollar budgets, including budget preparation, oversight of expenditures, reconciliation of accounts, endowment compliance policies and procedures
- Extensive experience with higher education policy review and analysis
- Motivated problem solver and data-driven decision maker
- Consistently exhibits the ability to identify and evaluate all pertinent issues to select the most appropriate course of action to adhere to key goals of an organization
- Computer-literate performer with extensive knowledge of a wide range of software programs, including Microsoft Office, PeopleSoft (Campus Solutions and HR/Finance), Handshake, Raiser's Edge, Canvas

EDUCATION

- **Ph.D. Human Resource Development, with a specialization in Organizational Development and Change** December 2015
The University of Texas at Tyler, Tyler, TX
Dissertation Title: *The Shared Services Organizational Model in Higher Education Enrollment Management: The Application of the Transactional Components of the Burke-Litwin Model of Organizational Performance and Change and the Moderating Effect of Employee Engagement on Individual Motivation*
Advisor: Dr. Jerry Gilley
- **Master of Public Administration** August 2009
The University of Texas at Tyler, Tyler, TX
- **Bachelor of General Studies** August 2004
The University of Texas at Tyler, Tyler, TX
- **Associate of Science, Retail Merchandising** May 1993
Draughon's Junior College, Nashville, TN

PROFESSIONAL EXPERIENCE

Executive Director of Career Success, The University of Texas at Tyler

Division of Student Success

March 2021 – Present

- The merger of The University of Texas at Tyler and The University of Texas Health Science Center at Tyler created organizational realignment. The Office of Career Success has been moved from the Office of University Advancement to the Division of Student Success.
- Serves as a member of the leadership team for the Division of Student Success and budget authority for the office of Career Success
- Provides strategic leadership and administrative oversight for Career Success
- Created, directed and coordinated 2021-2025 strategic planning efforts for the division of Student Success
- Created, directed and coordinated professional development program for division of Student Success

- Works collaboratively with Presidential cabinet members, executive leadership, college deans, the offices of Marketing and Communications, Government and Community Affairs and other campus constituents to support the mission and priorities of the University
- Engages in grant writing pertinent to career development. In February of 2022 awarded the Work-based Learning Opportunity Grant for Internships in the amount of \$190,500
- Created, directed and coordinated the Graduation Fair at UT Tyler. Launched Fall Of 2021, serving over 500 students the first year of the program
- Created, directed and coordinated the Student Employee Luncheon and Award Program, Spring 2022
- Actively participates in strategically identifying, cultivating and nurturing relationships with donors, employers, alumni and other external constituents.
- Supervises seven full-time employees. Performs staff evaluations while making effective hiring and staffing decisions. Responsible for recruitment, selection, and succession planning.
- Responsible for strategic planning, development, and implementation of all career success programming and initiatives including student and alumni career development and employer relations.
- Develops marketing strategies in support of career success
- Responsible for increasing the career placement rate from 2018 to 2022 by 78%
- Monitors and interprets career success outcomes data
- Provides guidance and leadership to career success staff
- Strategically identifies, cultivates and nurtures relationships with employers and industry partners

Executive Director of Career Success and Alumni Engagement, *The University of Texas at Tyler*

Office of University Advancement

January 2018 – March 2021

- Served as the senior administrator and budget authority for the following areas reporting to the Vice President of University Advancement:
 - Career success
 - Alumni Engagement
 - Annual Giving
 - University Special Events
- Provided strategic leadership and administrative oversight for Career Success, Alumni Engagement, Annual Giving and University Special Events in support of the University's vision and strategic plan
- Ensured that career success, alumni engagement, annual giving and special events work in strategic alignment and close collaboration to support broadening the constituent base and enhancing the University's brand.
- Worked collaboratively with the University President, Vice President of University Advancement, college deans, the offices of Marketing and Communications, Government and Community Affairs and other campus constituents to support the mission and priorities of the University
- Actively participated in strategically identifying, cultivating and nurturing relationships with donors, employers, alumni and other external constituents.
- Supervised ten full-time employees. Performed staff evaluations while making effective hiring and staffing decisions. Responsible for recruitment, selection, and succession planning.

CAREER SUCCESS

- Responsible for strategic planning, development, and implementation of all career success programming and initiatives including student and alumni career development and employer relations
- Developed marketing strategies in support of career success
- Monitored and interpreted career success outcomes data
- Provided guidance and leadership to career success staff
- Strategically identified, cultivated and nurtured relationships with employers and industry partners
- Created and implemented Career Coaching model
- Hired five career success coaches for academic colleges
- Hired additional support staff to assist office operations
- Implemented Handshake as the University's recruiting platform
- Responsible for the planning and coordination of the Career Success Conference
- Planned, created and executed career fairs

- Responsible for planning and establishing the University's First Destination Survey
- Responsible for implementing Employer Panels for each of the academic colleges
- Responsible for growing the career placement rate from 0% to 80% in three years.

ALUMNI ENGAGEMENT

- Responsible for strategic planning, development, and implementation of a comprehensive alumni engagement program that included local and regional alumni events, virtual alumni engagement and alumni travel programs
- Established alumni engagement goals and objectives
- Provided alumni engagement metrics
- Monitored and interpreted alumni engagement outcomes data and trends
- Developed marketing strategies in support of alumni engagement that included digital and print media
- Developed alumni programs and initiatives that encouraged and supported alumni giving and increased alumni participation rates
 - Increased alumni giving from FY19 \$33,432 to FY20 \$35,234 (An increase of 5.39%)
- Created and implemented the Alumni Call Project (Call Campaign to update alumni contact information)
- Implemented the "Let's Stay Connected" email campaign (Email campaign to all alumni to encourage update of constituent information, milestones and accomplishments for each monthly college newsletter)
- Redesigned the UT Tyler Alumni website
- Planned and executed Monthly Alumni Nights in Tyler, Dallas and Houston
- Secured new contract with Jostens in January of 2021 as the UT Tyler official ring provider
- Planned and executed the University's official Ring Ceremonies each Fall and Spring semester
- Relaunched the Alumni Brick Campaign
- Worked with the Registrar's Office to update Graduation Application Alumni page (This effort allows graduates to update their alumni constituent record with the most up-to-date contact information)

ANNUAL GIVING

- Responsible for strategic planning, development, and implementation of the University's annual giving program and initiatives
- Launched the University's first-ever Office of Annual Giving in September of 2018. Prior to the launch in 2018, annual fundraising was not a strategic priority for University Advancement
- Oversaw annual fundraising efforts totaling an unprecedented \$1,559,622 in fiscal year 2019 and \$1,222,172 in fiscal year 2020
- Developed and monitored fundraising goals and metrics related to annual giving campaigns and solicitations in an effort to build a culture of philanthropy among students, faculty, staff, alumni and friends of the University
- Ensured stewardship efforts were strategically aligned with specific annual giving campaigns and crowdfunding initiatives with the goal of increasing giving participation and moving annual giving donors toward major and planned giving discussions
- Planned and directed the opening of the University's first-ever fundraising call center in Fall of 2018
- Responsible for implementing Ruffalo Noel-Levitz's CampusCall software
- Planned and directed hiring of call center staff and support services necessary to meet fundraising goals and objectives

UNIVERSITY SPECIAL EVENTS

- Oversaw the strategic planning and execution of University special events including Presidential events, the Patriot Golf Classic and the Patriot Million Dollar Hole-In-One, recognition and stewardship events for major donors, prospective donors and employers, student and alumni-centric events including the Career Success Conference, Graduation Reception and Homecoming

Director

Office of Enrollment Services, The University of Texas at Tyler, Tyler, TX

November 2010 – December 2017

Leadership/Strategic Planning

- Provided operating strategy, organizational plan and design input for the implementation of the University's first-ever Enrollment Services Center.
- Served as member of The University of Texas at Tyler Quality Enhancement Plan Steering Committee and the Research and Analysis Subcommittee. As a member of the Research and Analysis Subcommittee I had the opportunity to work closely with committee members to create and develop a Quality Enhancement Plan (QEP) topic selection survey for distribution to the UT Tyler campus and community stakeholders.
- The University of Texas System Direct Leader Forum – Selected to participate in executive leadership training offered by UT System's Associate Vice Chancellor for Leadership Development and Veterans Affairs, Tony Cucolo. Training included leadership

theory and foundations, leadership style, enterprise vision, organizational culture, professional ethics, negotiation, and ethical decision making.

- The University of Texas at Tyler Strategic Planning Career and Placement Services Workgroup - Served as chair and work group member to develop a career and placement services philosophy and strategy that supported the mission of the University. Responsible for presenting the plan to the campus community during campus-wide strategic planning meetings
- Responsible for the planning, development, and implementation of the Graduation Help Desk; The University of Texas System's Student Success Quantum Leap Initiative. The Graduation Help Desk will provide a concierge approach to assisting students with complex, multi-faceted issues and concerns, and will remove barriers to timely graduation.
- Responsible for Office of Enrollment Services' component of the University's Enrollment Management and Marketing Plan – Strategic departmental and customer service initiatives were created and developed in support of UT Tyler's Strategic Plan – *Inspiring Excellence - 2009-2015*
- Served on the University's Strategic Planning Core Values Subcommittee during strategic planning process, 2014-2015
- Responsible for coordination and implementation of the University's groundbreaking phone-queuing and line-queuing systems, utilizing state-of-the-art technology, 2013
- Planned and implemented addition of cashiering services to the Enrollment Services Center, October 2013
- Collaborated with the Office of Student Affairs in the planning, development, and implementation of the University's first-ever Veterans Resource Center, September 2012
- Project lead for the Workforce Investment Act Eligible Training Provider certification process, resulting in UT Tyler's Training Provider status as of 2010
- Served as functional lead for implementation of an Academic Partnerships online program delivery system
- Developed, created, and maintained the Office of Enrollment Services Assessment Plan in support of UT Tyler's Quality Enhancement Plan. Responsible for executing strategic initiatives and action plan items for the department
- Created and developed the Office of Enrollment Services Risk Assessment Plan
- Planned and developed a promotional video for UT Tyler's Office of Enrollment Services

Operations

- Supervised and managed daily operations of Office of Enrollment Services. Served as the first Director of the University's Enrollment Services Center
- Supervised nine full-time employees and six part-time employees, performed staff evaluations while making effective hiring and staffing decisions. Responsible for recruitment, selection, and succession planning
- Supervised and managed the University's in-bound Call Center housed within the Office of Enrollment Services
- Coordinated all staff training and professional development
- Planned and directed operations of the registration process, including on-campus and online registration activities
- Counseled with students, parents, faculty, staff, campus departments, other educational institutions, and communities, as well as local, state, and federal agencies and organizations
- Served as a liaison between the Office of Enrollment Services and other campus departments, providing counseling services to students and families navigating the enrollment process
- Assisted with commencement exercises each semester

Budgeting and Planning

- Served as budget authority for Office of Enrollment Services
- Managed annual operations and program budgets totaling over \$17 million
- Developed, prepared, and maintained fiscal scholarship budgets, utilizing endowment net income distributions
- Reviewed and approved all account reconciliations
- Responsible for endowment compliance, including stewardship of endowment funds, adherence to scholarship restrictions, and awareness of endowment reinvestment policy

Program Management

- Managed and coordinated the University's academic and external scholarship programs, including endowment compliance and budgetary management of \$7.9 million annually
- Managed and coordinated state tuition exemption and waiver programs and is responsible for state reporting of \$5.8 million annually
- Coordinated tuition exemption programs related to the University's dual credit program
- Managed and coordinated non-institutional agency sponsorships totaling \$1.2 million annually

- Responsible for oversight and maintenance of the University's Employee Scholarship Program of more than \$959,000 annually
- Responsible for development and implementation of online and automated scholarship applications and awarding processes through PeopleSoft Campus Solutions
- Provided presentations and facilitated instructional sessions to campus communities and external publics regarding enrollment services, institutional scholarship programs, and veterans benefits programs
- Proven track record of collaborating and working with state agencies to implement state initiatives and program modifications, as follows: the Texas Higher Education Coordinating Board, the Texas Department of Assistive and Rehabilitative Services, the Texas Veterans Commission, and the Texas Workforce Commission
- Managed and coordinated the University's veterans' benefits program, responsible for Department of Veterans Affairs compliance surveys, Texas Veterans Commission supervisory visits, and state and federal reporting of \$2.1 million annually. 2009-2016

Community Outreach

- Member of the Texas Women in Higher Education organization, representing The University of Texas at Tyler. 2016-Present
- Volunteered for the East Texas Food Bank as part of the Office of Enrollment Services' annual staff development. 2016-Present
- Active member of the University of Texas at Tyler Regional Alumni Council/Special Events Subcommittee, working closely with the University's alumni on a variety of alumni-centric projects, including fundraising, membership drives, and alumni recognition events. 2014-Present
- Active member of Catalyst 100 representing The University of Texas at Tyler. Joined Catalyst 100 as a community leader at the request of the Leadership Tyler Board of Directors. Catalyst 100 is a collaborative effort between Leadership Tyler, the City of Tyler, Smith County, the Tyler Area Chamber of Commerce, and the Tyler Economic Development Council. The program has provided a unique opportunity to network with community organizations, businesses, leadership, and area constituencies through discussion of current issues and the solving of critical needs within the community and region. 2014-Present
- Worked closely with Tyler Independent School District administrators in coordinating financial aid and scholarship nights for area district high schools. Works closely with the AVID Program Administrator to coordinate institutional scholarships.
- Worked closely with local businesses and community organizations in the coordination of student educational scholarships. Organizations have included: Trane, United Technologies (Carrier Corporation), Kelly-Springfield Tire Company, USWA Local 746L, Bruce McMillan Foundation, East Texas Communities Foundation, The Faulconer Scholarship Program, Texas Workforce Commission, East Texas Council of Governments, Workforce Solutions East Texas.
- Co-chaired the University of Texas at Tyler Alumni and Friends Gala. April 2016
- Served as a member of the Mentoring Alliance Champions of Youth Logistics Committee, representing The University of Texas at Tyler. Assisted with coordinating and planning of annual Champions of Youth event, including coordinating volunteers and organizing registrant check-in. 2016
- Served as a member of the South Tyler Rotary Club, representing The University of Texas at Tyler. Engaged with other community leaders from a variety of organizations and businesses throughout Tyler, Smith County, and the East Texas region. 2014-2016
- Served as a member of the City of Tyler Mayor's Veterans and Community Roundtable/Education Committee, representing The University of Texas at Tyler. Presented information regarding veteran educational benefits to committee and city government members. 2014-2016
- Represented The University of Texas at Tyler as part of the Leadership Tyler Class 28 program. The year-long leadership program required active engagement with community leaders, religious organizations and groups, governmental agencies, and educational and healthcare entities. The program afforded access to and a direct awareness of a diverse network of people, organizations, and ideas. The program provided a unique understanding of the critical issues and challenges facing Tyler, its communities, the region, and the state of Texas. 2014-2015
- Served as a member of the Loaned Executive Program for the United Way of Smith County, representing The University of Texas at Tyler. Worked closely with the President, CEO, and Campaign Chair to develop and implement workplace campaigns in order to meet annual campaign goals. 2014-2015

Higher Education Policy Analysis

- Responsible for the review of state and federal mandates.
- Interpreted Texas Education Code relating to admissions, student records, veterans' educational benefits, and financial aid.
- Reviewed legislative bills and provides fiscal analysis of proposed laws and amendments to current laws relating to state financial aid programs.
- Partnered with state and federal agencies to implement postsecondary higher education initiatives, including 15 to Finish and the Texas Higher Education Coordinating Board's 60x30TX Education Strategic Plan.
- Collaborated with local Workforce Development Centers and the East Texas Council of Governments to coordinate workforce training provider eligibility.

- Collaborated with the Texas Higher Education Coordinating Board, Texas Veterans Commission, Texas Workforce Commission, federal Department of Education, and the Department of Veterans Affairs to interpret law and understand policy concerns.
- Explored issues concerning access to education with enrollment management team and executive administrators.
- Collected and analyzed quantitative data to assist with evaluation of education policy guidelines.
- Familiar with Texas Education Code relating to state residency, admission to public universities, undocumented students, educational rights and privacy.
- Collaborated with University administrators and University of Texas System executives to implement *A Framework for Advancing Excellence* – UT System Chancellor Cigarroa’s action plan for addressing challenges and opportunities facing higher education in the twenty-first century.
 - Framework initiatives implemented:
 - A more comprehensive and data-driven enrollment management plan
 - Financial aid shopping sheet
 - UT Share Peoplesoft HR/Finance implementation
 - Participated in administrative organizational review by UT System
- Developed and created the Office of Enrollment Services Assessment Plan (in support of UT Tyler’s Quality Enhancement Plan). Responsible for executing strategic initiatives and action plan items for the department. 2010-2016

Veterans Benefits

- Spearheaded the full transition of the processing of veterans educational benefits from the Office of Enrollment Services to the Veterans Resource Center. 2016
- Served as Department of Veterans Affairs point of contact and Veterans Affairs Certifying Official. 2009-2016
- During my tenure as the Veterans Affairs point of contact for the University, the number of students utilizing veterans’ benefits increased by 212.9 percent from 225 students to 704 students. A total of eight percent of the University population was utilizing veteran’s benefits to assist with the payment of tuition, fees, housing, etc. 2009-2016
- Facilitated two Department of Veterans Affairs compliance surveys. Both surveys resulted in no findings and were commended. August 2011 and April 2015
- Led the University in becoming compliant with the Department of Defense’s Voluntary Education Partnership Memorandum of Understanding (MOU) based on the President’s Executive Order 13607 “Establishing Principles of Excellence for Educational Institutions Serving Service Members, Veterans, Spouses, and Other Family Members.” September 2014
- Facilitated a Texas Veterans Commission supervisory visit. Visit took place to determine compliance with the veterans’ approval criteria in Title 38 Code of Federal Regulations. The supervisory visit resulted in no findings. February 2011

Reporting

- Responsible for monthly customer service and performance metrics data dashboard.
- Responsible for annual compilation of the Office of Enrollment Services Unit Assessment Report.
- Responsible for verification of annual institutional endowment report.
- Compiled and disseminated data regarding internal/external scholarship programs, tuition exemption and waiver programs.
- Reported Veterans and Military Affairs outcome measures to Department of Veterans Affairs each semester. 2009-2016

Technology/Project Management

- Served as functional lead on enrollment management services project to further develop the University’s market position, strengthen the capability to predict and control institutional aid resources, positively impact both in-state and out-of-state yield, enhance academic profile, and maximize net tuition revenue. 2015-2016
- Served as evaluation team member for selection of vendor to provide enrollment management services related to strategic enrollment development and implementation services. 2015-2016
- Served as functional lead on implementation of QNomy customer line queuing software. 2013
- Served as functional lead and subject matter expert for PeopleSoft Campus Solutions scholarship modification. 2011-201

Consulting Experience

- Functioned as consultant and provides strategic guidance on operational best practices for Enrollment Management colleagues and one-stop shop/enrollment services departments at other institutions of higher education.
- Collaborated with the following institutions in the creation of enrollment services/one-stop shops on each campus:
 - The University of New Orleans, New Orleans, Louisiana
 - Tarleton State University, Stephenville, Texas
 - The University of Texas of the Permian Basin, Odessa, Texas
 - The University of Texas at Brownsville, Brownsville, Texas

Customer Service/Performance Metrics

- Implemented the University's first-ever, qualitative and quantitative customer service assessment methods that include electronic customer tracking system (QNomy), phone system with customer-queuing functionality (CISCO), live chat, customer satisfaction comment cards, and online customer satisfaction surveys (Qualtrics and QuickTap Survey). 2010-2011

Assistant Director

Office of Financial Aid, Scholarships and Veterans Affairs, *The University of Texas at Tyler*, Tyler, Texas

May 2005 – October 2010

- Served as point of contact for students, parents, faculty, staff, campus departments, other educational institutions, community, state and federal agencies and organizations regarding financial aid, scholarships, and Veterans Affairs programs.
- Supervised six staff members and three student assistants.
- Served as manager of institutional and external scholarship programs as well as all state tuition exemption and waiver programs, third-party contracts and non-institutional agency sponsorships
- Integrated Office of Veterans Affairs into Office of Financial Aid and Scholarships. November 2008
- Functional lead and subject matter expert on financial aid and scholarships for PeopleSoft Campus Solutions implementation. 2008-2009

Financial Aid Officer and Scholarship Coordinator

Office of Financial Aid and Scholarships, *The University of Texas at Tyler*, Tyler, Texas

August 2000 – April 2005

- Managed institutional annual scholarship program budget of \$1.7 million.
- Served as a liaison between Office of Financial Aid and Scholarships and students, parents, campus departments, other educational institutions, community organizations, and state and federal agencies.
- Managed and coordinated outside scholarship programs and non-institutional agency sponsorships

Administrative Assistant

Office of Financial Aid and Scholarships, *The University of Texas at Tyler*, Tyler, Texas

October 1999 – July 2000

- Performed a variety of administrative and staff support duties, including assisting students, parents, faculty, staff, and other external customers with financial aid and scholarship inquiries, answering phones, routing mail and internal correspondence, preparing administrative documents and reports, scheduling appointments and maintaining calendars for office staff, coordinating travel arrangements, purchasing, inventory control, and operations account reconciliation.

PROFESSIONAL ORGANIZATIONS

- Member, National Association of Colleges and Employers, 2018 - Present
- Member, Southern Association of Colleges and Employers, 2017 – Present
- Member, Texas Women in Higher Education, 2016 - Present
- National Career Development Association Governmental (NCDA) Relations Committee, 2018
- Member, American Association of Collegiate Registrars and Admissions Officers (AACRAO), 2010 - 2018
- Member, Texas Association of Collegiate Registrars and Admissions Officers (TACRAO), 2010 - 2018
- Member, National Association of Student Financial Aid Administrators (NASFAA), 2000 - 2018
- Member, Texas Association of Student Financial Aid Administrators (TASFAA), 2001 - 2018
- Member, The University of Texas System Women's Senior Leaders Network, 2016 - 2018
- Member, Academy of Human Resource Development (AHRD), 2014 - 2017
- Member, Academy of Human Resource Development (AHRD) Leadership Special Interest Group, 2014 - 2017
- Member, Western Association of Veterans Education Specialists (WAVES), 2009 - 2016
- Member, Texas Association of Collegiate Veteran's Program Officials (TACVPO), 2009 - 2016

UNIVERSITY COMMITTEES

- Co-chair of the Career Success Conference Advisory Board, 2022 - Present
- Quality Enhancement Plan (QEP) Committee, 2021 - Present
- University Council, 2010 - Present
- Institutional Effectiveness Advisory Committee, 2018 - Present

- Academic Success Committee, 2018 - Present
- Blackstone Launchpad Stewardship Council, 2021 - Present
- Undergraduate Student Success Committee, 2021-2022
- Student Engagement Advisory Committee, 2021-2022
- Quality Enhancement Plan Co-chair, 2018
- Undergraduate Scholarship Committee, 2015-2018
- Orientation Advisory Committee, 2009-2018
- Endowment Compliance Subcommittee, 2006-2018
- Quality Enhancement Plan Steering Committee, 2017-2018
- University of Texas System Women's Senior Leadership Network, 2017-2018
- Student Success Task Force, 2016-2018
- Student Success Task Force Finance Sub-Committee, 2016-2018
- Numerous hiring committees including director/manager level positions: Coordinator of Veterans Resources (2013), Director of Admissions (2014, 2015), Executive Director of Academic Success (2014), Director of Financial Aid (2016)
- The University of Texas System-Wide Insurance Advisory Committee, 2010-2012
- Intercultural Affairs Committee - Ex-Officio, 2004-2006, 2011-2013, 2014-2015
- Strategic Planning Core Values Subcommittee, 2014-2015
- College of Pharmacy Admissions Committee, 2014-2015
- Partners in Academic Concurrent Enrollment (Dual-Credit) Steering Committee, 2015-2016
- PeopleSoft Campus Solutions Success Team, 2010-2012
- Vice Chair of The University of Texas at Tyler Customer Service Team, 2009-2011
- University Staff Advisory Council, 2000-2001
- Scholarship Committee, 2001-2003

PUBLICATIONS

In Development: Gilley, A., Cooper, J., & Cooper, R. Leadership, coaching, and change: Implications for effectiveness. Being prepared for *Advances in Developing Human Resources*.

PEER REVIEWED CONFERENCE PRESENTATIONS

Cooper, R. (2016). Integrated Student Services: An Academic Perspective with Practical Application. *National Association of College and University Business Officers Institute for Student Services Professionals Conference*, University of Tennessee, Knoxville, TN., October 23-25, 2016.

Cooper, R., Groves, S., & Stearnes, B. (2015). Exploring the Relationship Between Employee Burnout and Employee Engagement. *Academy of Human Resource Development International Research Conference in the Americas*, St. Louis, MO., February 19-21, 2015.

Cooper, R., French, K. (2015). Transforming Student Enrollment Services. *American Association of Collegiate Registrars and Admissions Officers Strategic Enrollment Management Conference*, Hollywood, FL., November 1-4, 2015.

AWARDS/RECOGNITIONS

President's Excellence Award

The University of Texas at Tyler
Tyler, Texas
Spring 2018

- Recognized for outstanding achievement and service to The University of Texas at Tyler

Certificate of Achievement for Outstanding Accomplishments

Faculty and Staff Publications and Presentations
The University of Texas at Tyler
Tyler, Texas
February 2018

- Recognized for the following conference presentation and academic contribution: **Cooper, R.** (2016). Integrated Student Services: An Academic Perspective with Practical Application. *National Association of College and University Business Officers Institute for Student Services Professionals Conference*, University of Tennessee, Knoxville, TN., October 23-25, 2016.

Certificate of Achievement for Outstanding Accomplishments

A Celebration of Scholarship and Creativity

The University of Texas at Tyler

Tyler, Texas

February 2017

- Recognized for the following conference presentations and academic contributions:
 - **Cooper, R.** (2016). Integrated Student Services: An Academic Perspective with Practical Application. *National Association of College and University Business Officers Institute for Student Services Professionals Conference*, University of Tennessee, Knoxville, TN., October 23-25, 2016.
 - **Cooper, R.** (2015). *The Shared Services Organizational Model in Higher Education Enrollment Management: the Application of the Transactional Components of the Burke-Litwin Model of Organizational Performance and Change and the Moderating Effect of Employee Engagement on Individual Motivation*. (Doctoral dissertation). Retrieved from Human Resource Development Theses and Dissertations. (Paper 9)
 - **Cooper, R., French, K.** (2015). Transforming Student Enrollment Services. *American Association of Collegiate Registrars and Admissions Officers Strategic Enrollment Management Conference*, Hollywood, FL., November 1-4, 2015.
 - **Cooper, R., Groves, S., & Stearnes, B.** (2015). Exploring the Relationship Between Employee Burnout and Employee Engagement. *Academy of Human Resource Development International Research Conference in the Americas*, St. Louis, MO., February 19-21, 2015.

Certificate of Achievement for Outstanding Accomplishments

Faculty and Staff Publications and Presentations

The University of Texas at Tyler

Tyler, Texas

February 2016

- Recognized for conference presentation: **Cooper, R., French, K.** (2015). Transforming Student Enrollment Services. *American Association of Collegiate Registrars and Admissions Officers Strategic Enrollment Management Conference*, Hollywood, FL., November 1-4, 2015.

2015 Outstanding Ph.D. Graduate in Human Resource Development

College of Business and Technology

The University of Texas at Tyler

Tyler, Texas

April 2016

Certificate of Achievement for Outstanding Accomplishments

Faculty and Staff Publications and Presentations

The University of Texas at Tyler

Tyler, Texas

February 2015

- Recognized for conference presentation: **Cooper, R., Groves, S., & Stearnes, B.** (2015). Exploring the Relationship Between Employee Burnout and Employee Engagement. *Academy of Human Resource Development International Research Conference in the Americas*, St. Louis, MO., February 19-21, 2015.

TEACHING EXPERIENCE

Adjunct Faculty

The University of Texas at Tyler, Tyler, Texas

Soules College of Business

Department of Human Resource Development

- ***Introduction to Human Resource Development and Performance Management/HRD 3301***
Fall 2017
- ***Supervision/TECH 4301/HRD 4301***
Fall 2016, Spring 2017, Fall 2019, Fall 2020
- ***Workforce and Organizational Development/HRD 4331***
Fall 2018

- **Team Building/HRD 3306**
Spring 2019 7 Week 1, Summer 2019, Spring 2020 7 Week 1, Spring 2021 7 Week 1
- **Performance Consulting/HRD 5347.560**
Long Summer 2022
- **Human Resources Management/PADM 5350.060**
Fall 2022

MENTOR/MENTEE EXPERIENCE

Alumni Mentor

The University of Texas at Tyler
Human Resources Management Mentor Program
College of Business and Technology
Human Resources Management/MANA 3320
Spring 2016, Fall 2016, Spring 2017

- Mentored *Human Resources Management* MANA 3320 students throughout semester/Provided guidance regarding career paths, interviewing skills, internships, navigating the workplace, and discussed and analyzed current and relevant human resource management and human resource development topics

New Faculty Mentee

The University of Texas at Tyler
College of Business and Technology
Fall 2016, Spring 2017

- Mentored by Dr. Barbara Wooldridge, Professor of Marketing and Provost Fellow, College of Business and Technology

Protégé

The University of Texas System Women's Leadership Program
Spring 2018

- Served as staff protégé to Dr. Colleen Swain, Associate Dean of the College of Education and Psychology

DISSERTATION COMMITTEE MEMBERSHIP

James Clardy. College of Business and Technology, The University of Texas at Tyler. *Examining the Relationship Between Registered Nurses' Turnover and the Benefits of an Affirming Climate of Diversity as Mediated by Workplace Outcomes*. October 2017.

Joy Cooper. Soules College of Business, The University of Texas at Tyler. *Leadership Effectiveness and Emotional Intelligence*. DATE????

REVIEW EXPERIENCE

Conference Reviewer: (2) conference papers for The *Academy of Human Resource Development International Conference* (2015) held in St. Louis, Missouri. 2015.

Conference Reviewer: (2) conference papers for The *Academy of Human Resource Development International Conference* (2014) held in Houston, Texas. 2014.

COMMUNITY/VOLUNTEER SERVICE

Tyler Area Chamber of Commerce Energy Committee, 2021-Present
Tyler Independent School District Executive Advisory Board, 2018 - Present
The University of Texas at Tyler Alumni Association - Member, 2014-Present
Women's Symphony League Tyler - Member, 2013-Present
Catalyst 100 - Member, 2014-2018
The University of Texas at Tyler Regional Alumni Council - Member/Special Events Subcommittee, 2014-2017
East Texas Food Bank Volunteer, 2016-2017
Salvation Army Bell Ringer/Red Kettle Volunteer, 2010-Present
South Tyler Rotary Club - Member, 2014-2016
City of Tyler Mayor's Veterans and Community Roundtable - Member/Education Committee, 2014-2016
Loaned Executive, United Way of Smith County, 2014 - 2015
Co-chair - The University of Texas at Tyler Alumni and Friends Gala, April 2016

The Mentoring Alliance Champions of Youth Logistics Committee, 2016
Leadership Tyler Class 28, 2014-2015
United Way of Smith County - Loaned Executive, 2014-2015