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SUMMARY RESUME

EDUCATION

UNIVERSITY OF SOUTH FLORIDA, Tampa, Florida:
  Pursuing (ABD):   PhD, Curriculum and Instruction: Measurement and Research
   Areas of Emphasis: Research design, multivariate analyses, structural equation modeling, and factor analysis

ALASKA PACIFIC UNIVERSITY, Anchorage, Alaska:
  Master of Arts in Teaching, Adult and Community Education, May 1997.

OHIO UNIVERSITY, Athens, Ohio:
  Bachelor of Arts, History and Psychology, June 1990.

ADMINISTRATIVE COMPETENCIES

  Technical: Capacity to integrate planning software into all aspects of planning and assessment
  Admissions: Demonstrated ability to build and lead teams of admissions professionals
  Academic Records: Experience integrating effective records management into enrollment plan
  Financial Aid: Skills in developing and managing multi-faceted financial aid strategies

SOFTWARE COMPETENCIES

  Report Writing: SQL Developer, Crystal Reports, Toad, and Cognos (Impromptu)
  Statistics Software: SAS 9.2, Testfact, Bilog MG, and HLM 6.0
  SCT: Banner (including Oracle Forms and various report writing platforms)
  Microsoft Office: Access, Excel, PowerPoint, Visio, and Word

EMPLOYMENT SUMMARY

January 2009 -   Dean of Institutional Research, Planning & Effectiveness (October 2010 –Present),
  Present   Dean of Student Services (January 2009 – October 2010)
               Edison State College, Fort Myers, Florida

January 2004 -   Director of Admissions and Records/Enrollment
  December 2008   University of South Florida St. Petersburg, St. Petersburg, Florida

January 2000 -   Vice President for Enrollment Management,
  January 2004   Dean of admissions and Financial Aid
               Lake Erie College, Painesville, Ohio

October 1996 -   Director of Enrollment Management and Registrar,
  January 2000   Director of Records,
               Title III: Student Retention Developer
               Redlands Community College, El Reno, Oklahoma

August 1994 -   Admissions Counselor/Transfer Coordinator
  August 1995   Peru State College, Peru, Nebraska

July 1992 -   Assistant Director of Admissions,
  August 1994   Admissions Advisor
               Alaska Pacific University, Anchorage, Alaska

AMPLIFIED RESUME

PROFESSIONAL EXPERIENCE

January 2009 -
    Present

Dean of Institutional Research, Planning & Effectiveness
Dean of Student Services
Edison State College, Fort Myers, Florida
DUTIES AND RESPONSIBILITIES
Dean of Institutional Research, Planning & Effectiveness (Oct. 2010-present)
Create operational dashboards for institutional executives
Develop management reports for unit managers and planners
Design and implement program and course level assessment projects
Dean of Student Services (Jan. 2009-Oct. 2010)
Provide leadership for a multi-campus, comprehensive suite of student services
Lead evolution in all enrollment management departments
Establish and maintain a comprehensive conduct administration procedure
Work with IT department to integrate Banner system into enrollment efforts
Engage all constituencies in develop departmental missions and outcomes
Develop student services goals and measurable outcomes
Work with department heads to develop cohesive policies and procedures
Collaborate with a variety of constituencies
PERSONAL AND TEAM ACCOMPLISHMENTS
Enhanced service capacity to accommodate 42% increase in student population
Developed a new Counseling Services department (remained budget neutral)
Enhanced the efficiency and capacity of academic advising
Achieved a 17.5 minute wait time for walk-in advising (for Fall 2010)
Lead internal and external catalog initiative in records/registration
Contributed to enhancement in transcript evaluation process
Lead the implementation of document imaging in financial aid
Decreased average time from ISIR reception to award by 50% (for Fall 2010)
Developed a comprehensive set of operating procedures

February 2004 -
    December 2008

Director of Admissions and Records/Enrollment
University of South Florida St. Petersburg, St. Petersburg, Florida
DUTIES AND RESPONSIBILITIES
Build an operationally autonomous office of records and admissions
Develop locally administered academic and student reporting procedures
Write and implement staff, communication, and budgeting plans
Support prospective student outreach and recruiting department
Implement registrar and admissions facets of the "Autonomy Plan"
Write and implement (within budgetary constraints) staff development model
Provide direct registration services for students, staff, faculty, and administration
Facilitate staff training and system authorization
Provide effective access to student, course, and registration information
PERSONAL AND TEAM ACCOMPLISHMENTS
53% increase in first time freshman for Fall 2008 (over Fall 2007)
4% increase in credit hour production for Fall 2008 (over Fall 2007)
5% increase in credit hour production for Spring 2008 (over Spring 2007)
35.5% increase in first time freshman for Fall 2006 (over Fall 2005)
5.0% increase in credit hour production for Fall 2006 (over Fall 2005)
First department (Spring 2006) to implement Banner imaging system
Contributed to successful pursuit of autonomous SACS accreditation
Obtained authority to autonomously admit undergraduate applicants (2006)
Developed first, regional campus "Academic Regulations Committee"
Lead department in successful pursuit of autonomy in several operational areas

January 2000 - January 2004	**Vice President for Enrollment Management, Dean of Admissions and Financial Aid**

Lake Erie College, Painesville, Ohio

DUTIES AND RESPONSIBILITIES

Provide leadership in all facets of institutional enrollment
Use existing organizational structures to build an enrollment team
Develop and implement aggressive "re-recruitment" initiatives
Work with various constituencies to develop a strategic enrollment plan
Establish an institutional Office of Enrollment Management
Enhance the institution's capacity to meet recruitment and retention goals
Oversee all aspects of admissions, financial aid, and recruitment
Develop an integrated plan for recruitment and financial aid
Manage a team of six professionals, three support staff, and eight telemarketers
Prepare data submissions for mailing contractors and auto-dialer
Develop new methods of applying technology to meeting team goals
Manage three departmental budgets
Serve on President's cabinet

PERSONAL AND TEAM ACCOMPLISHMENTS

3-year growth (99-02) in full-time undergraduate enrollment of 47.8%
6.2% increase in first time, full-time freshmen for Fall 2002
12.3% increase in full-time undergraduate enrollment for Fall 2002
14.5% increase in credit-hour production for Fall 2002
Promoted to Vice President for Enrollment Management (Fall 2002)
Developed enhancements for CARS system through Impromptu
Developing five-year, strategic plan
15% increase in full-time credit hour production for Fall 2001
16% increase in full-time enrollment for Fall 2001
48% increase in first-time, full-time freshmen for Fall 2001
8% increase in new, full-time undergraduate enrollment for Fall 2000
56% increase in full-time, transferring students for Fall 2000
10 % increase in full-time, credit-hour production for Fall 2000
5% decrease in institutional discount rate for new students for Fall 2000
Fall 2000 efforts contributing to an 11% increase in full-time students

October 1996 - January 2000	**Director of Enrollment Management and Registrar, Director of Records and Registrar, Title III: Student Retention Developer**

Redlands Community College, El Reno, Oklahoma

DUTIES AND RESPONSIBILITIES

Revise and implemented enrollment management plan
Direct new student recruitment and student retention efforts
Manage a team of four professional advisors and three support staff
Maintain all student, enrollment, course, grade, and Degree Audit records
Implement the Document Imaging Program
Provide institutional research and state reporting services
Manage state "Unitized Data System" files
Manage graduation process from initial degree checks to commencement
Serve as a voting member on Academic Affairs Committee
Facilitate institutional partnership with a distance education contractor
Develop and implemented Poise-based Degree Audit System
Provide academic advising and registration services
Develop Poise-based Early Academic Warning and Intervention System

PERSONAL AND TEAM ACCOMPLISHMENTS

Streamlined academic advising center to provide comprehensive service

Managing the implementation of the "RCC-Admit" institutional software system
"Fourth quarter" turn-around from 12% decrease in head-count enrollment to an
8% increase for Fall 1998 (following two consecutive decreases in Fall enrollment)
10% increase in credit-hour production and FTE for Fall 1998
9% increase in head-count for the 1998-99 academic year
11% increase in FTE and credit hour production for Fall 1999
Promoted to Director of Enrollment Management (Summer 1998)
Full implementation of computerized Degree Audit
Incorporation of three catalog cycles into Degree Audit program
Incorporated re-recruiting process into enrollment plan
Extending availability of computerized intervention system
Improved academic advising availability with existing personnel
Successfully pursued registrar position (August 1997)
3% increase in continuing student enrollment for Spring 1997
40% increase in faculty participation in Early Intervention and Warning System

August 1994-
    August 1995

Admissions Counselor/Transfer Coordinator
Peru State College, Peru, Nebraska
DUTIES AND RESPONSIBILITIES
Prepare, presented, and implemented new recruitment strategies;
Initiate and managed the "Telephonic Emissary" program
Prepare all Student Information System reports (via Focus)
Manage recruiting territory (Western Nebraska and Wyoming)
PERSONAL AND TEAM ACCOMPLISHMENTS
12.5% increase in Residence Hall occupancy for the Spring 95 Semester
4% increase in full-time enrollment for the Fall 95 Semester
100% conversion of mailing and phone efforts to "Focus" management
400% increase in Scholarship Applications for the Fall 95 Semester

July 1992 -
    August 1994

Assistant Director of Admission,
Admissions Advisor
Alaska Pacific University, Anchorage, Alaska
DUTIES AND RESPONSIBILITIES
Provide operational assistance to departmental directors
Coordinate mass mailing campaigns
Provide initial transcript evaluations for prospective transfer students
Manage recruitment territory (Alaskan high schools and community colleges)
Serve on institutional Retention and Student Service Committees
Build freshman class (initial recruiting responsibility)
Advise college-bound students and their families
PERSONAL AND TEAM ACCOMPLISHMENTS
Facilitation of two director changes in one recruiting season
Conversion of reporting and inquiry management to TEAMS SIS
Promoted to Assistant Director (August 1993)
28% increase in freshman enrollment for the Fall 93 Semester
10.5% increase in full-time enrollment for the 1992-93 academic year
Meeting 100% of Fall 93 enrollment goal (20% larger goal than Fall 92)
Developed queries to drive 100% of outbound communications

COMMITTEES AND ASSOCIATIONS

October 2004 -   *Florida Educational Research Association*
    Present   Student Member

October 2004 -   *National Council on Measurement in Education*
    May 2009   Student Member

July 2008 -   *Institutional Effectiveness Committee, University of South Florida St. Petersburg*
    January 2009   Member

January 2005 -   *Academic Regulations Committee, University of South Florida St. Petersburg*
    January 2009   Founding Chair

July 2004 -   *Florida Association of Collegiate Registrars and Admissions Officers*
    January 2009   Corporate Liaison, 2006-2007
                         Vice President for Professional Development, 2005-2006
                         Vice President for Communications and Technology, 2004-2005

June 2000 -   *Leadership Lake County*
    June 2001   Graduate, 2001

August 1997 -   *Oklahoma Association of Collegiate Registrars and Admissions Officers*
    December 1999   Vice President for Data Management and Institutional Research, 1998-1999

PRESENTED PAPERS AND PUBLICATIONS

Rendina-Gobioff, G., Kromrey, J., & Coughlin, K. (April, 2009). *Detection of publication bias in meta-analysis: Empirical investigation of fixed, random, and conditionally random models*. Paper presented at the American Educational Research Association annual meeting, Sandiago, CA.

Rendina-Gobioff, G., Kromrey, J., & Coughlin, K. (November, 2008). *Fixed or random effects, that is the question: The process and impact of model selection on meta-analysis results*. Paper presented at the Florida Educational Research Association annual meeting, Orlando, FL.

Kromrey, J., & Coughlin, K. (November, 2007). *ROBUST_ES: A SAS@ Macro for Computing Robust Estimates of Effect Size.* Poster presented at the annual Southeast SAS Users Group, Hilton Head, SC.

Kirkman, S., Coughlin, K., & Kromrey, J. (April, 2007). Correlates of satisfaction and success in self-directed learning: Relationships with school experience, course format, and Internet use. *International Journal of Self-directed Learning, 4*(1). 39-52

Earl, S., Romano, J., Hohlfeld, T., Andryc, B., Coughlin, K., Wao, H., Phan, H., Chavez, T., Helmick, I. & Kromrey, J. (2007, April). *Commitments and Practices in Research Ethics: An Empirical Investigation of Doctoral Student Preparation*. Paper presented at the annual meeting of the American Educational Research Association, Chicago, IL.

Earl, S., Romano, J., Hohlfeld, T., Andryc, B., Coughlin, K., Wao, H., Phan, H., Chavez, T., Helmick, I. & Kromrey, J. (2007, February). *Doctoral Student Knowledge and Perceptions of Ethical Research Practice: An Empirical Investigation*. Paper presented at the annual meeting of the Eastern Educational Research Association, Clearwater, FL.

Coughlin, K. (November, 2006). *Simplified Microsoft Access: Tactics for Data Management*. Presentation as a

part of a technology symposium at the annual meeting of the Florida Educational Research Association, Jacksonville, Florida.

Alach-Earl, S., Coughlin, K., Hohlfeld, T., Romano, J., Helmick, I., Phan, H., Wao, H., Andryc, B., & Kromrey, J. (November, 2006) *Preparation in research ethics among college of education doctoral students: An empirical investigation.* Paper presented at the Florida Educational Research Association annual meeting, Jacksonville, FL.

Kirkman, S., Kromrey, J., & Coughlin, K. (February, 2006). *Correlates of satisfaction and success in self directed learning: Relationships with school experience, course format and Internet use*. Paper presented at the 20th Annual International self-Directed Learning Symposium, Cocoa Beach, Fl.

Kirkman, S., Kromrey, J. Breedlove, C., Schneider, R., & Coughlin, K. (April, 2006). *A case study of collaborative learning in higher education*. Paper presented at the annual meeting of the American Educational Research Association, San Francisco, CA.