

# Keya Jennings

Academic Advisor  
VOSS  
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## Education

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<b>M.Ed., Adult Learning &amp; Development</b> Cleveland State University	<b>2012</b>
<b>B.S., Health Science</b> Cleveland State University	<b>2007</b>

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## Higher Education Work Experience

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**Associate Registrar** **11/2008 - 8/2012**  
Notre Dame College of Ohio

- **Instrumental in implementing Degree Audit Workshop: students are advised on the graduation requirements, including submitting graduation applications, how to evaluate their academic degree audit and follow-up academic advising.**
- **Troubleshoots problems and conflicting information and researches & follows through on solutions.**
- **Works with the Registrar, Associate Registrar, faculty, staff and students reviewing and maintaining files and updating student records as necessary.**
- **VA School Certified Official: process VA benefits support and act as the liaison and advisor for all VA students. Informs VA of enrollment status, monitors academic progress and ensures VA compliance.**
- *Assures communication and implementation of FERPA throughout the campus*
- *Maintains liaison relationship with the offices of Admissions, Student Accounts, Retention, for the resolution of systems issues, records issues and all other issues related to student records and other records-related matters*
- **Participates in registrar-related/registration functions, workshops and admissions events for prospective and admitted students. Assist with daily correspondence to students via telephone & email.**
- *Create and Edit transfer credits and assists with transcript evaluations, processes all transcript requests*
- *Prepares enrollment verification letters and completes forms pertaining to enrollment verification for students.*
- *Verify all degree (s) and dates of attendance for former students*
- **Supervise student workers and Student Services staff**
- *Develops and reviews all degree audits and confer academic degrees for potential graduates.*
- *Creates and maintains various reports and spreadsheets to assist faculty, staff and students.*
- **Works closely with Dean of Academic Affairs to ensure student success.**
- **Member of Staff Mentoring Program to support and engage students who are academically, financially or socially at-risk.**

**Health Careers Exploration Leader**  
Cuyahoga Community College

**6/2008 - 8/2008**

- Assisted with the implementation of the two Cuyahoga Community College Department of Labor grant funds.
- Duties included coordination, implementation and delivery of daily, weekly and field trip activities related to all aspects of the program including student evaluation, instrumental in career development workshop and assisted with maintenance of student performance records.
- Managed teams of 10-15 high school and middle school students throughout the course of the program. Performed other related duties as assigned.
- Fostered relationships with community partners, program partners, high school educators, administrators and parents.

### **Perkins Loan Specialist**

**8/2005 - 11/2008**

Cleveland State University

- Generated loan verification forms to various consolidation companies.
- Collected on all past due Perkins loan accounts and maintained less than 10% default rate.
- Assisted Attorney General's Office with defaulted loan disputes and inquiries.
- Managed and advised students/borrowers with concerns or issues regarding their Perkins Loan in conformance with federal government guidelines.
- Helped create and implement Perkins Loan Procedure Manual
- General office duties filing, typing, faxing, scanning documents, mailings and creating disbursement spreadsheets, answering incoming phone calls
- Trained employee's on PeopleSoft, Sal-net system and all Perkins procedures

### **Secretary/Proctor**

**8/2002 - 8/2004**

Cuyahoga Community College

- Supervised students with disabilities while taking exams
- Tutored students with English, Reading and Math Skills
- Implemented various social workshops and campus tours

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## **Other Professional Experience**

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### **Substitute Teacher**

**0/2008 - 0/2008**

Garfield Heights City Schools

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## **Service**

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### **Coordinator, Mentorship Program**

**2012 - 2012**

Type: *College*

### **Committee, ALS**

**2011 - present**

Type: *Community*