

# John Freeman Whitney, III

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Dear Hiring Committee:

Thank you for your consideration of my application for the position of University Registrar at the University of North Carolina Wilmington. I am excited about the possibility of continuing and deepening my engagement with the UNC Wilmington community and look forward to discussing this opportunity with you soon.

As the Associate Registrar at UNCW since 2013 and now as Interim University Registrar, I have had the privilege to work during a time of development and change for this campus and the UNC System. This time has allowed me to contribute to meeting the records and registration needs of a growing student population, numerous systems challenges and opportunities, and redefined institutional and system goals. Working with cross-campus partners to assure the growth of online accelerated programs, assuring the successful launch of the Degree Works audit tool, implementing a new system for residency determinations, and retooling reserved seating use stand out as examples of successful initiatives from this time. Each of these has required approaching new terrain with openness to change and mindfulness to the maintenance of high standards for professional practice while attending to campus and office concerns.

My experience at UNCW and in higher education has prepared me well for this next step. As Associate and Interim Registrar, I have enjoyed numerous opportunities to guide the office and respond as acting director. I have developed strong working relationships across the university and have taken special effort to foster connections with the academic advising community at UNCW, maintaining a connection with my former area of specialty. In responding to student needs, I have navigated policies and initiatives from both the local level of faculty governance and directives from the state and have developed working relationships with counterparts at the UNC System Office, the North Carolina Community College System, and in other registrar offices across the state. Now, as the university works on the important goals of continued growth, improved retention, and educating underserved populations within North Carolina, I look forward to assuring the Office of the Registrar is an active and engaged participant in the development and delivery of resources and processes to help us meet our institutional goals.

In all settings, my work has been marked by a passion for improvement. As a supervisor, this extends to employees as I seek to promote professional ambition in a team-oriented work environment. I am enthusiastic about guiding teams and individuals to excel by providing opportunities for growth, promoting open and intentional communication, providing identified and consistent priorities, empowering staff to work well, and developing strong office morale.

Thank you again for your consideration, and I look forward to hearing back from you.

Thank you,



Freeman Whitney

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## PROFILE

- Demonstrated experience with student records, registration, degree audits, academic catalogs, transfer articulation, and customer service at large universities
- High-level involvement in the crafting and application of academic policies and processes
- Track record for providing vision and continual drive for improvement and innovation
- Familiarity with varied student experiences and attentiveness to unique situations
- Supervisory experience with full-time and student staff in a high-volume setting
- Experienced with system implementations and upgrades

## EXPERIENCE

### **University of North Carolina Wilmington**

*Interim University Registrar, August 2018-present*

*Associate Registrar, Office of the Registrar, 2013-August 2018*

- Assume responsibilities of University Registrar in the Registrar's absence
- Resolve escalated situations from all areas of office operations and across campus
- Oversee daily office operations to ensure student service goals and institutional priorities are delivered including daily security steps for records protection
- Supervise seven direct and twelve indirect reports including three Assistant Registrars as well as temporary employees and graduate assistants
- Monitor updates to student residency status received from NC Residency Determination Service and assist applicants seeking use of campus-based tuition benefits
- Administer NC tuition surcharge and coordinate application process for waiver appeal
- Serve as campus liaison for state reverse transfer program
- Assure effectiveness of records and registration services being provided to online accelerated programs
- Coordinate staff support, reporting, and registration services needed for new student orientation with partner offices
- Maintain office emergency planning for continuity of operations
- Facilitate office staff meetings
- Promote staff compliance with FERPA, system and campus policies, and best practices for the field
- Monitor cross-campus NCAA eligibility review group
- Represent office at commencement exercises, campus events, and open houses
- Member, CACRAO & SACRAO; recent SACRAO presentation "We'll Handle That For You: Campus Transition to the NC RDS"
- Attendee, NC Registrar Drive-In Conferences
- Instructor, UNI 101 First Year Seminar
- Secretary, North Carolina Reverse Transfer Advisory Committee
- Ex officio, UNCW Academic Advising Council
- Completed Leadership Enhancement and Administrative Development (LEAD) training

### **DePaul University, Chicago, Illinois**

*Associate Director, Undergraduate Programs Office, Driehaus College of Business, 2007-2013*

*Assistant Director, Undergraduate Programs Office, College of Commerce 2004-2007*

*Academic Advisor, Undergraduate Programs Office, College of Commerce 2002-2004*

- Coordinated transition to degree audit within the college including verifying encoding accuracy, adjusting interface and language, and training advising staff on use of tool
- Supervised records team with wide-ranging responsibilities
  - Degree conferral audits
  - Student credit evaluations
  - Assessment of remaining requirements for readmitted students

- Residency and transfer approval requests
- Coordination/verification of faculty-approved adjustments and exceptions
- Major/minor declaration coding
- Degree progress report adjustments
- Maintenance of paper and electronic filing systems
- File disposition including archival storage and scanning
- Compliance with university records management standards
- Requesting record corrections from partner offices
- Oversaw paper-to-electronic conversion for college records including adoption of electronic records keeping and use of records imaging system
- Updated university course catalog including editing text, training advising staff on revisions, and implementation of changes into university systems, including degree audit and declaration system
- Resolved escalated student concerns relating to records work
- Represented the college on records-related matters with internal and external partners
- Interpreted and enforced policy in consultation with administration and faculty
- Served on Degree Progress Oversight Committee and University Transfer Committee
- Conferred with University Athletics on student degree progress and advising
- Advised students on setting and achieving academic goals by clarifying plans and assessing strengths
- Coordinated the articulation of business courses in consultation with faculty
- Completed Certified Records Coordinator training

*Registration Support Assistant, Office of the Registrar 2000-2002*

- Verified and processed student record updates including grade changes, late adds and drops, and course erasures
- Produced transcripts and completed verification requests
- Oversaw production and distribution of diplomas

**Baylor University, Waco, Texas**

*Academic Support Counselor, 1995-1997*

- Advised academically challenged/at-risk students to improve performance and retention

**EDUCATION**

**DePaul University, Chicago, Illinois**

*Master of Education in Human Services and Counseling, 2006*

- Focus area in community counseling
- Relevant coursework in Principles and Practices of Higher Education Personnel, Counseling Skills, and Ethics

**Baylor University, Waco, Texas**

*Graduate work in English, 1995-1997*

- Completed course work in English and American Literature, Bibliography and Research Methods, and Literary Theory

**DePaul University, Chicago, Illinois**

*Bachelor of Arts in English, 1995*

- Honors Program Graduate
- Study Abroad: University of Sheffield, Sheffield, UK

**SKILLS**

Banner 8 & 9, Degree Works, Admission Pros, CollegeSource TES, Microsoft SSRS, North Carolina Residency Determination System, PeopleSoft, ImageNow, Microsoft SharePoint and Office 365