

KAREN MILES JARRELL, Ph.D.

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EDUCATION:

The University of Texas at Dallas, Richardson, TX

Ph.D. in Public Affairs, December 2007

Dissertation: *Bureaucracy Confronts Reality: A Case Study of The University of Texas at Dallas' Response to Hurricane Katrina*

Massachusetts College of Liberal Arts, North Adams, MA

Master of Education, May 1996

Thesis: *A Comparative Study of Admissions Publications across 4-Year Liberal Arts Colleges in New England*

Bachelor of Arts in English/Communications, January 1994

Areas of Concentration: Literature, Mass Communications, Journalism

Minor: Sociology

Graduated Summa Cum Laude

Hagerstown Junior College, Hagerstown, MD

Associate of Arts in English/Communications, May 1985

PROFESSIONAL EXPERIENCE:

The University of North Texas at Dallas, Dallas, TX, 2014 to present

Acting University Registrar (July 2012 – present)

Law Registrar (June 2012 – present)

- Restructure, cross-train, and oversee all areas of the Office of the Registrar in student records and registration; class and room scheduling catalog; legislative updates and mandates; veterans affairs; and customer service. Supervision includes two assistant directors and four staff members
- Create and execute staff development and business process training courses and manuals for both new recruits and continuing tenured staff thereby enhancing efficiency and institutional effectiveness
- Coordinate a split from UNT Denton and merge for the UNT Dallas main campus with the College of Law in PeopleSoft Campus Solutions to include campus community and student records modules.
- Continuously evaluate and initiate new policies, processes, and practices to serve better students, faculty, staff, and administration
- Responsible for customer service within the areas of records, and registration
- Coordinate and oversee all functions within the offices of the registrar
- Compile statistical reports as requested for federal, state, and institutional use

Paul Quinn College, Dallas, TX, 2012 to 2014

Director of Institutional Research and Effectiveness, SIS Coordinator &

Registrar (August 2012- June 2014)

- Restructure, cross-train, and oversee all areas of the Office of the Registrar and the Financial Aid Office
- Create and execute staff development and business process training courses and manuals for both new recruits and continuing tenured staff thereby enhancing efficiency and institutional effectiveness
- Coordinate and train staff on CAMS campus solutions to include finance, student records, and financial aid modules

- Continuously evaluate and initiate new policies, processes, and practices to serve better students, faculty, staff, and administration
- Responsible for customer service within the areas of financial aid, records, and registration
- Coordinate and oversee all functions within the offices of the registrar and financial aid
- Compile statistical reports as requested for federal, state, and institutional use
- Produce the Annual Status for the College

The University of Texas at Dallas, Richardson, TX, 1997 to present

Assistant Provost & University Registrar (December 2010 – present)

Assistant Vice President for Student Financial Aid and Academic Records & University Registrar (September 2008 – November 2010)

University Registrar and Director of Academic Records (September 2002 –2008)

Deputy Director of Student Records and Registration (September 2001 – 2002)

Associate Director of Student Records and Registration (September 1998 –2001)

Assistant Registrar (March 1997 – September 1998)

- Restructure, cross-train, and oversee all areas of the Office of the Registrar and the Financial Aid Office to include 63 full and part-time staff in student records and registration; class and room scheduling; scholarship, loan, and veterans affairs; financial aid counseling; and customer service. Supervision includes five deputy directors, five associate directors, three assistant registrars, four assistant directors and two academic coordinators
- Create and execute staff development and business process training courses and manuals for both new recruits and continuing tenured staff thereby enhancing efficiency and institutional effectiveness
- Coordinate conversion from (SCT) ISIS to SIS Plus and from SIS Plus to PeopleSoft Campus Solutions to include campus community, student records, and financial aid modules
- Continuously evaluate and initiate new policies, processes, and practices to serve better students, faculty, staff, and administration
- Responsible for customer service within the areas of admissions, records, and registration
- Coordinate and oversee all functions within the offices of the registrar and financial aid
- Compile statistical reports as requested for federal, state, and institutional use
- Responsible for personnel/maintenance and operation budget of over 2 million dollars as well as a 10 million dollar financial aid budget
- Committee membership: Council for Undergraduate Education, Core Curriculum Committee, Council for Educational Policy, Deans and Directors, and FERPA Compliance Committee

Massachusetts College of Liberal Arts, North Adams, MA, 1988-1997

Acting Registrar (1996 -1997)

Assistant Director of Student Records & Admissions, (1989- 1996)

Assistant to the Dean, Graduate and Continuing Education (1988 - 1989)

- Responsible for all aspects of undergraduate and graduate registration and records including the preparation and implementation of semester student schedules, department course schedules, assignment of classroom space, and resolution of student scheduling problems
- Managed all aspects of transfer credit, repeat, midterm, and final grade processing
- Coordinated student academic status information
- Reviewed, evaluated, and assigned academic credit for off-campus study and study abroad
- Responsible for all aspects of desktop publishing including published class schedules and admissions search pieces
- Coordinated all college computer-generated report requests
- Supervised all personnel in the registration and student records area
- Coordinated, tallied, and disseminated student evaluations
- Co-chaired Academic Appeals Committee

PROFESSIONAL ORGANIZATIONS, ACTIVITIES, AND AFFILIATIONS:

- American Society for Public Administration, 2007 to present
- Leadership Richardson – Class 17 - 2001-2002
- Leadership Richardson Alumni Association 2002 to present
- Altrusa International, 2001-2005
- American Association of Collegiate Registrars and Admissions Officers, 1997 to present
 - Membership Committee, 2005 to present
 - Federal Compliance Committee, 2011 to present
- Southern Association of Collegiate Registrars and Admissions Officers, 1997 to present
- Texas Association of Collegiate Registrars and Admissions Officers, 1997 to present
 - Recorder, Moderator, and Presenter
 - Chair and Member, Certification and Legal Issues Committee, 1997-1999
 - Co-Chair of Publications, Local Arrangements Committee, 2001

- Local Arrangements Committee, 2007
- SISU/SETA-SCT Education Technology Association, 1997-2006
 - Presenter, 1997, 1998, 1999, 2000, 2003, 2005
- North Texas Council of Collegiate Registrars and Admissions Officers, 1997 to present
- Mid-Managers Institute for Student Affairs Personnel – August 2002
- New England Association of Collegiate Registrar and Admissions Officers, 1995-1996
- Modern Language Association, 1993 to present

ACADEMIC

HONORS:

Larry D. Terry Scholarship

Awarded by The University of Texas to two outstanding doctoral students in the area of public affairs/administration, fall 2007

Staff Council Scholarship

Awarded by the Staff Council at The University of Texas at Dallas to support dissertation research, spring 2006

Pi Alpha Alpha Honor Society in Public Administration

Inducted at The University of Texas at Dallas, March 2006
President, March 2007-April 2008

Phi Lambda Theta International Honor Society in Education

Inducted at Massachusetts College of Liberal Arts, May 1995

Helen B. Neel Award

Awarded by Massachusetts College of Liberal Arts to a student majoring in English who earns the highest academic average and demonstrates extra dedication to the field of English, 1994

Alpha Chi Honor Society

Alpha Chi honor society admits the top 10% of an institution's juniors, seniors, and graduate students from all academic disciplines. Membership is limited to. Inducted at Massachusetts College of Liberal Arts, 1993

PAPERS &

PUBLICATIONS:

Jarrell, Karen M. and Kyle Coby Pewitt. 2007. Succession Planning in Government: Case Study of a Medium-Sized City. *Review of Public Personnel Administration*, 27(3): 294-309.

Jarrell, Karen M. 2010. "Dallas: The Survival of Council-Manager Government." In James H. Svara and Douglas J. Watson (Ed.) *More than Mayor or Manager: Campaigns to Change Form of Government in America's Large Cities*. Washington D.C., Georgetown University Press.

Peer Reviewer for *Review of Public Personnel Administration*, 2008.

Peer Reviewer for *Local Government Studies* (UK), 2009.

TEACHING EXPERIENCE:

The University of Texas at Dallas

Clinical Assistant Professor (Public Affairs), January 2008 to present

- Teach *Public Management* to masters and doctoral level students
- Provide students with an understanding of public management both as a field of academic study and as an area of professional practice
- Promote the use of the case study method, journal article review, reaction papers, and active research and participation to understand aspects of public management
 - Topics include the foundation of our government and public administration, budgeting, decision-making, policymaking and implementation, political environments, intergovernmental relations, the constitution and the structure of the state, bureaucracy, public personnel, regulatory administration, and the public administrators' role in society

Adjunct Professor (Rhetoric), August 2004 to present (fall terms only)

- Teach *Critical Thinking and Oral Communication* skills to incoming freshmen
- Connect UTDallas freshmen with the campus community
- Enable freshmen to discover personal learning style and leverage that knowledge to achieve greater success in class
- Present tips, tactics, and techniques for more effective learning, emphasizing time management strategies, critical thinking, and the use of campus resources
- Enhance student communication skills through opportunities for both oral and written expression
- Assist student development of leadership, public speaking, and group interaction skills

Massachusetts College of Liberal Arts

Continuing Education Instructor, 1995-1996

- Taught Desktop Publishing Software for continuing education students
- Educated students on the elements of style and content for publication

RESEARCH

INTERESTS: Organizational Theory, Public Management, Bureaucracy, Public Policy Processes, Policy Analysis, Policy Interaction and Implementation, Intergovernmental Relations, Administrative Law, Workforce/Succession Planning, and Generational Influences within the Public Workforce.

TEACHING

INTERESTS: Public Management, Public Policy Process (formulation, analysis, and implementation), Bureaucracy, Policy and Program Evaluation.

CONFERENCE

PRESENTATIONS: Several professional presentations at conferences across the nation.