

Harriett A. Holley

Higher Education Experience:

Academic Advisor I.

Richards College of Business, University of West Georgia

May 2021-December 2022

- Provides high-quality academic advising to assigned students via face-to-face, virtual, phone, and email.
- Assists students with major exploration and provides referrals for career counseling.
- Utilizes DegreeWorks to monitor academic progress of assigned students.
- Manages proactive outreach strategies for assigned students using EAB Navigate.
- Collaborates with other departments such as Academic Transition Programs, Career and Graduate School Connections, Financial Aid, and Student Solutions to assist students with staying on track for graduation.
- Participates in First-Year and Transfer student orientations to assist students with understanding academic requirements and course registration process.
- Assists with Preview Days and Pop-up Advising for potential incoming and active students.
- Delivers professional presentations with registration information for students in first-year cornerstone courses.
- Maintains student records using Banner.
- Serves as a liaison to academic departments in the Richards College of Business, as assigned.
- Provides Business Career Advising in order to drive the success of business students through professional development and internships.
- Proficient in:
Argos, Banner, Xtender, Degree Works, PeopleSoft, ePAR, PeopleAdmin, Touchnet, Ellucian Campus Receivables, BankMobile, Nelnet, SnapPay, Campus Logic, Footprints, Gecko Chat, EAB Navigate, VisualZen, Microsoft Office, and Google Drive administration

Budget Manager & Support Specialist-Bursar

Enrollment Services Center, University of West Georgia

October 2015-May 2021

- Served as the Budget Manager by handling all authorization and reconciliation of the financial and resource accounts for the Enrollment Services Center, Call Center, Imaging Center, and Enrollment Services Center Foundation
- Advised students, parents, faculty, and community on all Federal and Institutional policies for Bursar, Registrar, and Financial Aid

- Provided exceptional face-to-face customer service, including providing assistance to Enrollment Services Center front desk to ensure student needs are met in a timely fashion
- Served as the Bursar Liaison for Enrollment Services Center, attending weekly Bursar staff meetings and maintain communication for student success
- Managed University Short Term Loan program alongside University Bursar's Office
- Processed credit card student payments with SnapPay System
- Purchasing (ePro) initiator for the Enrollment Services Center, Call Center, and Imaging Center
- P-Card holder for Enrollment Services Center, Call Center, and Imaging Center
- Initiated hiring/classification paperwork for all departmental employees and student workers using ePAR system
- Managed importing of Graduate Graduation Applications and Replacement Diplomas
- Initiated Graduation Application and Transcript Fee Refunds
- Verified Financial Aid student dependency for Housing and Residence Life

Program Assistant

Adult Education, West Georgia Technical College

January 2015-October 2015

- Provided exceptional customer service on Adult Education services and programs to prospective students
- Developed, maintained, and updated Adult Education program communications and registration information for both paper and media distribution
- Managed Adult Education social media updates, website information, and automated phone messaging system
- Managed office functions and support for the WGTC administration office

Committees & Involvement:

- Richards College of Business Student Ambassadors Coordinator – 2021-Present
- UWG Staff Advisory Council Representative – 2018-2022
- UWG Records Management Liaison – 2019-2021
- UWG Student Affairs and Enrollment Management Mentor – 2017-2021
- UWG Housing and Residence Life Appeals Committee – 2015-2021
- UWG Graduation Ceremony Volunteer – 2015-2021
- PAAA (Professional Association of Academic Advisors) Awards Selection Committee – Spring 2018
- UWG Student Affairs and Enrollment Management Social Committee 2016-2018
- Served on 25+ SAEM Search Committees
- “Jogging for GED” 5K Volunteer – West Georgia Technical College - 2015

Professional Development:

- UWG Counseling Center Suicide Prevention Training (QPR) – February 2021
- UWG SAEM Aspiring Leaders Program – 2019
- UWG Green Zone Training – June 2017
- The Four Ethical Corners (Georgia Tech) Atlanta, GA – March 2017
- COMTEC Conference (Touchnet Systems) Kansas City, MO - October 2016
- UWG Safe Zone Training – July 2016
- GACRAO Mid-Year Workshop, Macon, GA - March 2016

Professional Recognition:

- Richards College of Business Staff Service Award – 2021-2022
- PAAA New Advisor of the Year, 3rd Place – 2021-2022
- UWG Best of the West - Strategic Imperative – Spring 2017
- UWG Best of the West - Values – Spring 2017

Education:

Master of Education (M.Ed.)

Higher Education Administration, Georgia Southern University

May 2021

- Practicum – UWG Advising Center

Bachelor of Science (B.S.)

Mass Communications, University of West Georgia

May 2014

- Concentration – Public Relations
 - Minor – Marketing
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