

Kevin Canada, M.S.

678-839-5296 | kcanada@ecampus.usg.edu | kcanada@westga.edu

Education

MASTER OF SCIENCE | MAY 2014 | UNIVERSITY OF TEXAS AT SAN ANTONIO

- Major: Psychology

BACHELOR OF ART | MAY 2011 | UNIVERSITY OF NORTH TEXAS

- Major: Psychology
- Minor: Social Sciences

Experience

EDUCATIONAL PROGRAM SPECIALIST | USG ECAMPUS | MARCH 2019 – PRESENT

- Provide support to eCore students and faculty in the proctored exam system.
- Collaborate with testing centers and proctors to provide proctored exam environments required for USG eCore students.
- Provide ongoing outreach to students with proctored exam issues and students diagnosed as at-risk.
- Assist with the design, implementation, and operational support of the eCore proctored exam system.

ACADEMIC ADVISOR II | GEORGIA STATE UNIVERSITY | OCTOBER 2016 – FEBRUARY 2019

- Processed applications for undergraduate and graduate programs.
- Utilized numerous software systems including: Banner, Slate, Hobsons, Argos, iPort, WebAdmit, EAB, Microsoft Office, & Qualtrics.
- Assisted both undergraduate and graduate prospective students across multiple disciplines.
- Managed an individual caseload of students and maintained degree plans.
- Assisted with the development and implementation of a new university-wide graduate application platform.
- Managed CRM communications.
- Attended recruitment events on and off campus.
- Conducted graduation audits.
- Advised academic departments on admission policies and best practices.
- Advised students on university policy and degree requirements.
- Counseled students who are on academic probation.
- Assisted with orientation for incoming students.
- Referred students to academic resources.
- Collaborated with departments and faculty to address student needs.

ACADEMIC ADVISOR I | UNIVERSITY OF TEXAS AT SAN ANTONIO | JULY 2015 - AUGUST 2016

- Managed a case load of 400-500 students.
- Advised students on university policies and degree requirements.
- Assisted with student course selection.
- Maintained student files and documented interactions.
- Reviewed and processed requests for readmission.
- Counseled students who are on academic probation or returning from dismissal to ensure academic success.
- Assisted with conducting orientation sessions for incoming students.
- Prepared and maintained individual degree plans.
- Processed forms, petitions and requests.
- Reviewed transfer coursework to determine proper application.
- Utilized a number of computer programs including-- Banner, DegreeWorks, Student Success Collaborative, CRM, Earn, Black Board, Outlook, and the Microsoft Office suite.
- Performed outreach campaigns to students.
- Performed graduation audits to determine eligibility for graduation.
- Referred students to academic resources.
- Collaborated with departments and faculty members to address student needs.
- Organized and assisted with departmental projects.

FACILITY INVESTIGATOR | TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES | JUNE 2014 - JULY 2015

- Investigated cases of abuse, neglect and exploitation in facilities that serve individuals with intellectual and developmental disabilities.
- Interviewed and obtained statements from alleged perpetrators, victims, collaterals and professionals.
- Analyzed physical, documentary and demonstrative evidence.
- Composed case reports.

TEACHING ASSISTANT | UNIVERSITY OF TEXAS AT SAN ANTONIO | AUGUST 2011 - MAY 2014

- Assisted with the proctoring of course examinations.
- Graded exams, papers and projects for various courses including: General Psychology, Statistics, Experimental Design, Social Psychology, and Developmental Psychology.

FRONT OFFICE ASSISTANT/TEXTBOOK COORDINATOR | UNIVERSITY OF NORTH TEXAS | AUGUST 2007 - JULY 2011

- Lead student worker for the Department of Psychology
- Aided in overseeing and coordinating projects for student assistants
- Assisted faculty and students
- Managed textbook adoptions for courses
- Worked with textbook publishers
- Photocopying
- Answering phone calls

- Word processing
- Filing
- General office duties

ACCOUNTING DATA ENTRY ADMINISTRATOR | MASADA OIL & GAS LTD. | JUNE 2006 – JULY 2007

- Entered accounting data for Masada Oil & Gas & subsidiaries
- Prepped tax information
- Utilized accounting computer programs
- Filing