

Kevin Canada, M.S.

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Education

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

- Major: Psychology

BACHELOR OF ARTS | MAY 2011 | UNIVERSITY OF NORTH TEXAS

- Major: Psychology
- Minor: Social Sciences

Experience

Testing Team Manager | USG eCampus | November 2022 – Present

- Leads and supervises the eCampus Testing Team
- Responsible for design, implementation, and operational support of the proctored exam process in support of students from all eCampus partner institutions
- Oversees support to faculty in initializing the proctored exam system at the beginning of each semester and session.
- Orchestrates ongoing support to all related testing centers and test proctors needed to provide the proctored exam environment for the student experience.
- Guides ongoing support to eCampus students for assistance in scheduling and completing proctored exams.
- Manages data collection and analysis of proctored exam performance.
- Assists with the evaluation and selection of support vendors according to costs, student preference, and service quality.
- Provides ongoing outreach to students with proctored exam issues and students diagnosed as at-risk
- Works with software vendors regarding troubleshooting and resolution of issues impacting operations
- Utilizes software such as D2L, Qualtrics, Tableau, Tableau Prep, SmartSheet, SEADS, BMC Footprints, Benchmark, INGRESS, SmarterProctoring, RegisterBlast, ProctorU, Zoom, Microsoft Office Suite, Google Workspace, Google Voice
- Google Voice Administrator for eCampus

Educational Program Specialist | USG eCampus | March 2019 – October 2022

- Provided support to eCampus students, staff, and faculty in the proctored exam system
- Collaborated with testing centers and proctors to provide proctored exam environments required for USG eCampus students
- Provided ongoing outreach to students with proctored exam issues and students diagnosed as at-risk

- Assisted with selecting software vendors and determining applicability of software for program needs
- Worked with software vendors regarding troubleshooting and resolution of issues impacting operations
- Utilized software such as D2L, Qualtrics, Tableau, Tableau Prep, SmartSheet, SEADS, BMC Footprints, Benchmark, INGRESS, SmarterProctoring, RegisterBlast, ProctorU, Zoom, Microsoft Office Suite, Google Workspace, Google Voice
- Provide support as needed to eCampus STEM tutoring operations (Managing tutor hours, monitoring productivity, setting up services each term, documentation preservation, analytics, determining best practices)
- Assisted with the design, implementation, and operational support of the eCampus proctored exam system

Instructor (PSYC 1101) | Univ. of West Georgia / USG eCampus | August 2020- Present

- Instructor of Intro to Psychology (PSYC 1101) for USG eCampus through the University of West Georgia
- Semesters taught: Fall 2020, Spring 2021, Fall 2021

Academic Advisor II | Georgia State University| October 2016 – February 2019

- Processed applications for Undergraduate and graduate programs for the Lewis College of Nursing and Health Professions.
- 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 caseload of 300+ 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, Microsoft CRM, Earn, Blackboard, 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 Dept. 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| July 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| 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
 - Word processing
 - Filing
 - General office duties
 - Answering phone calls

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