

ASHLEE POLLARD

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EDUCATION

<i>University of North Georgia (UNG)</i> Doctor of Education in Higher Education Leadership & Practice	2019-2022
<i>University of North Georgia (UNG)</i> Post Master's Certificate in Transfer Leadership and Practice	2018-2019
<i>University of West Georgia (UWG)</i> Master of Business Administration	2012-2013
<i>University of West Georgia Honors College (UWG)</i> Bachelor of Business Administration: Management	2008-2012

EXPERIENCE

Director, Student Solutions & Momentum Center
University of West Georgia (July 2022-Present)

- Responsible for full oversight of both the Student Solutions department and the Momentum Center including all unit plans, budget, personnel, performance evaluations, training, processing, customer service, and resource management.
- Oversees 17-20 Full time employees and 10-15 student employees. This includes supervision of 3 Assistant Directors charged with leading the Communications Team, Student Experience Team, and Student Support Team.
- Full oversight of the Student Solutions Call Center which takes all customer phone inquiries for Student Solutions, Financial Aid, Office of the Registrar, Student Accounts and Billing Services, Undergraduate Admissions, and the General Information line.
- Full oversight of the UWG Imaging Center which scans and imports documents onto student records for all offices who seek the process at UWG which include Financial Aid, Undergraduate Admissions, Graduate Admissions, Richards College of Business, Office of the Registrar, and more.
- Responsible for all financial aid matters concerning the Late Add and Drop of courses at UWG, management of all reinstatement requests beyond the drop for nonpayment, and customer service related to the GAP program.
- Manage all inquiries associated with the Student Health Insurance Program (SHIP) and works with associated offices regarding waivers and insurance charges.
- Manage the Financial Aid portion of the Bookstore to the Rescue program, sets dates in Banner, and is the primary point of contact for customer service regarding student inquiries.
- Maintains university websites for Student Solutions and the Momentum Center.

- Serve on the Student Affairs Leadership Team supporting division wide strategy initiatives to strengthen the missions of UWG goals surrounding Retention, Progression, and Graduation. This includes establishing and monitoring operational goals to help Student Solutions, the Student Affairs Division, and the university achieve priorities and initiatives related to UWG's strategic plan.

Assistant Director, Enrollment Services, Momentum Center
University of West Georgia (April 2019–July 2022)

- Oversee Enrollment Services and Momentum Center functions related to operations and service excellence to improve RPG
- Lead a staff of full-time administrative employees as well as student leaders working as a one stop shop to resolve student inquiries regarding financial aid, registration, and billing
- Manage building access, facilitate scheduling, maintain divisional service documentation, resolve any logistical concerns for rotating campus partners, and provide leadership support for university call center
- Represent the ESC/ Momentum Center on committees, conduct presentations and training seminars, and escalate issues to outside offices as needed
- Assist in department training, professional development allocations, unit plan development, budget requests, and monitor office expenditures
- Serve as formal backup to the director in matters pertaining to the division as a professional liaison between students/staff/faculty/VP/AVP

Administrative Support Specialist - Senior, Office of Undergraduate Admissions
University of West Georgia (2014–2019)

- Served as lead admissions staff member for coordinating in-office customer service needs
- Responded to escalated questions/complaints to monitor and analyze enrollment roadblocks
- Founded and co-hosted Innovate, Integrate, Collaborate meetings which brought all functional groups in the office together in a problem solving format to share ideas for enrollment growth
- Managed UWG's CRM ticketing system and build the knowledge bases within the system for use by not only the Office of Admissions but also the Enrollment Services Center
- Oversaw Live Chat to assist prospective students with questions through a virtual help desk

LOFT Management Team, Ann Taylor LOFT (2013–2015, 2017–2018)

- Managed store during absence of general manager as well as payroll for 15-20 employees
- Trained new employees in all aspects of store operations including exceptional customer service, sales, and marketing

PROFESSIONAL PRESENTATIONS

Lanford, M., **Pollard, A.**, Huang, Y., *Restoring State Investment to US Higher Education: Implications for National Security and Global Competitiveness*. 2021 Implications of the COVID-19 Pandemic on National Security Symposium. Dahlonega, GA. April 2021.

Pollard, A., Adams, K., *Innovative Boundary Spanning: Practices for an Engaged Department*. Georgia Association of Women in Higher Education Annual Conference. Athens, GA. February 2020.

Pollard, A., Bishop, M., Esparza, R., Prior, V., Taylor, K., *First Class: Lessons Learned from the First Post-Masters Certificate in Transfer Leadership and Practice Cohort*. National Institute for the Study of Transfer Students Annual Conference. Atlanta, GA. February 2020.

Pollard, A., Ross, K., *What Do You Mean You Don't Travel? How UWG is Changing the Way We Look at Customer Service and Recruitment*. Georgia Association of Collegiate Registrars and Admissions Officers Annual Conference. Athens, GA. October 2017.

Pollard, A., Arnold, A., Roberts, L., *Bridging Relationship Barriers*. Georgia Association of Collegiate Registrars and Admissions Officers Annual Conference. Athens, GA. October 2017.

LEADERSHIP AND INVOLVEMENT

SAEM Breakfast Club Leadership Development Series (2019-2020)

- Led 25 staff members in monthly discussions on articles selected to promote leadership of new professionals within the division.

SAEM Brand Ambassador Task Force Founder (2018–2019)

- Led monthly meetings for staff from different areas within the division tasked with reducing student barriers through data collection, problem solving, and customer service

Themed Learning Community Coordinator –Brand Ambassadors (2018–2019)

- Served as primary staff leadership in overseeing a residential community of student leaders charged with innovating ways to set UWG apart from other schools while growing academically and holistically
- Designed programming intended to connect students through outreach while learning more about the logistics of being a business

SPARK Program Leadership (2017–2018)

- Mentored at-risk youth within the Carroll County Juvenile court system
- Staff coordinator for college student cohort, logistics, and programming

AWARDS AND DISTINCTIONS

- 2021 Excellence in Doctoral Student Research Scholarship Recipient
- 2021 Louise McBee Scholarship Recipient – Supports women exhibiting leadership potential in a higher-education field
- 2020 Aspiring Leaders Cohort
- 2020 SASFAA Leadership Symposium
- 2017-2020 Best of the West Administrator
- 2019 GACRAO Awards & Nominations Committee

- 2018 GACRAO Corporate Sponsor Coordinator
- 2017 30 Under 30 Award Winner
- 2017-18 UWG Employee of the Year Committee
- 2017 Best of the West Values Winner
- Advanced Leadership To Go
- Beta Gamma Sigma Vice President
- Who's Who Among Students in Universities & Colleges
- Management Club Vice President

NASFAA CREDENTIALS

- Satisfactory Academic Progress (July 10, 2019)
- Return of Title IV (July 5, 2019)
- Federal Pell Grants and Iraq and Afghanistan Service Grants (July 2, 2019)
- Direct Loan Program (June 28, 2019)
- Verification (June 25, 2019)
- Cost of Attendance (June 23, 2019)
- Need Analysis: Federal and Institutional Methodology (June 21, 2019)
- Packaging & Notification of Awards (June 20, 2019)
- Student Eligibility (June 19, 2019)
- Application Process (June 16, 2019)

SOFTWARE/TECHNOLOGY PROFICIENCY

Ellucian Banner, Banweb, Xtender, Credentials, Nelnet, Campus Logic, the UWG Scholarship Portal, EAB Navigate, Bank Mobile, Visual Zen, Footprints, MFT, Clearinghouse, SnapPay, Wolf Watch, CRC web access, All Google Suite and Microsoft applications.