PATRICK (PAT) W. RINARD, Ph.D.

PROFESSIONAL SUMMARY

Transformational leader with 30 years of higher education administration experience at St. Petersburg College (SPC) and an educator who:

- Align IT strategy and resources to accomplish the mission of the College
- Shapes and improves a highly regarded administrative support system that helps thousands of students meet their academic goals
- Solves problems through deep and effective strategy, planning, budgeting, data-mining and project/process management skills
- Ensures front-line employees get the training, technology and support they need to make SPC a place where students reach their potential
- Surrounds himself with talented colleagues and then, through trust, guidance and collaboration, champions their professional growth and advancement
- Understands the Florida College System's inner workings and policies governing academic and student services

PERSONAL EDUCATIONAL PHILOSOPHY

Community colleges take in students other schools sometimes overlook. We challenge them, infusing them with knowledge and confidence that help them better themselves, their families, their neighborhoods, and workplaces. I can think of few greater honors. For that reason, I believe in SPC: I am one of its proud graduates, and I am one of its even prouder administrators. Now I want to build upon the school's legacy as an educational leader to become the interim senior vice president of student services.

PROFESSIONAL EXPERIENCE

St. Petersburg College   2022- Present
St. Petersburg, Fl
Vice President, Information Technology & CIO
Responsibilities:
Conduct ongoing assessment, planning and oversight of the proper management of all academic and administrative technology and daily service delivery. Provide leadership to seven Executive Directors or Directors. Oversee a technology budget of $7.6M. Maintain the integrity and strategic development of the College's information and communications infrastructure. Develop and maintain and IT organizational structure designed to meet institutional needs, assessing and identifying the most cost-effective investment of financial resources toward IT systems. Ensures the security of IT systems and College data. Remain current with Higher Education IT best practices. Maintains strong vendor relationships and manages contract and service agreements.

St. Petersburg College   2021-2022
St. Petersburg, Fl
Associate Vice President, Student Experience & Strategic Innovation
Responsibilities:

Provides strategic leadership in coordination, tracking, and reporting related to the college's strategic goals and, specifically, to the targets, attainments, and goals falling within the Student Affairs Division. Collaborate closely with leaders both within the division and college-wide to drive operational excellence in support of student satisfaction. Oversees the Peoplesoft Student Systems Development team, as well as Student Affairs Division functional analysts. Assists the Vice President of Student Affairs in implementing continuous improvement efforts, goal setting, strategic planning, strategic integration of priorities, and assessment for the division. Leads strategic review, evaluation, and project planning, development, and implementation of processes, workflow, technology, reporting, and practices to improve the student experience.

St. Petersburg College   2007-2020
St. Petersburg, Fl
Associate Vice President, Enrollment Services

Responsibilities:
Provide college-wide leadership for monitoring enrollment and advising related activities. Lead three departments whose primary focus is to facilitate and expand student access, retention and completion. Provide oversight for most onboarding activities and responsible for graduation and commencement exercises. Direct reports include or have included: Director of Admissions & Records, Director of Recruitment, Director of Online Student Services, Coordinator, College-wide Placement Testing, Director of One-Stop Advising Centers, Director of Financial Aid, and Manager, Student Information System Support.

Select Accomplishments:

Leadership:

- Deployed a robust online-advising center providing remote admissions, academic advising, registration and financial aid services which fulfilled over 25,000 advising requests in 2016
- Provided vision for all Admissions related activities and functions. Most recently, we worked with multiple departments to redesign the admissions application and residency process for a better student experience
- Served as Chair of the statewide Council of Student Affairs (CSA) in 2016-17. Focused CSA to be more strategic and solutions oriented and respond to the needs of the Council of Presidents
- Provided oversight and leadership for all commencement exercises. In May 2016, we had our largest number of students (1,200) at commencement
- Led SPC's recruitment and enrollment programs for prospective and current students

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- Implemented a one-stop advising model (MySPC Answer Place – MAP) and provided districtwide oversight of academic advising to ensure a consistent experience across SPC's campuses (2008-2012)
- Redesigned back-office student services functions by centralizing certain tasks which allowed campus staff more time for student engagement
- Led the Financial Assistance Services division for one year until new AVP for Financial Aid was hired (2008)

Collaboration with Internal and External Partners:

- Collaborated with Pinellas County Education Foundation's Take Stock in Children (TSIC) program and SPC faculty to increase awareness of TSIC resulting in several SPC students serving as mentors for the program
- Executed a Reverse Transfer agreement and program with the University of South Florida and managed a *Credit When Its Due* grant funded by the Lumina, Kresge, and Helios Education Foundations
- Partnered with Pinellas County Schools to offer placement testing in high schools, increasing the number of Dual Enrolled students. Improved our communications and onboarding of these students resulting in an increase of Dual Enrollment students that enrolled at SPC post High School graduation (from 21% in 2011 to 26% in 2016)
- Served on the Board for Job Corps, a federally funded, job training program and ensured seamless access to SPC upon completion of vocational training and/or GED
- Collaborated with cross functional team to proactively support students regarding 2014 Developmental Education Reform legislation
- Engaged our Academic Deans to offer automatic admission to our Baccalaureate of Applied Science programs for students in their last term of the corresponding Associate in Science programs which eliminated the application process for these students

Process Improvement:

- Led a cross functional team to implement a Program Based Academic Standing policy where only those courses and grades within a student's current program of study are taken into account in determining academic standing and Financial Aid Satisfactory Academic Progress (SAP). Upon implementation, the college experienced a 17% increase in the number of students meeting SAP standards and the number of students submitting SAP appeals decreased by 66%
- Implemented an Auto-Graduation policy and process which automatically awards credentials including embedded or stackable credentials to students as they complete the requirements for those credentials. This resulted in a 27% increase in awarded credentials from 2014-2016. Diplomas are now mailed to students within 1-2 weeks after the end of the term. Prior to Auto-Graduation, that window had been 4-6 weeks
- Worked with Provosts, Deans, Associate Provosts, AIS and others to evaluate and prioritize Student Information System enhancement requests. Each year, dozens of these enhancements are designed, developed, tested and migrated to our system, to improve the student and staff experience
- Redesigned the college's onboarding processes eliminating barriers to entry. Collaborating with multiple departments, we were able to remove items in the admissions funnel and/or move those items further down the funnel thus reducing the time from application to registration. Examples include using data from the Florida Department of Education to proactively make residency determinations for students and

decentralizing the document intake function across the college for faster college-wide access of students' records
- Implemented software which significantly reduced manual data entry in the transcript evaluation process. Through attrition, this resulted in budget savings of two personnel
- Eliminated the graduation application fee which was seen as a barrier to exit for some students

Team Member Professional Growth and Development:

- Reorganized my division to maximize efficiency, improve service to our front line staff, and put personnel in positions where their skills are best utilized and they can grow professionally
- Developed team members for future leadership roles. In the last five years, two of my employees have grown into the Provost role (one internal and one external to SPC), one former employee is now an Associate Provost, two have grown to the Director level and three have been promoted to Career and Academic Advisors.
- I believe in stretching my team and providing team members with new opportunities to lead, e.g., providing opportunities to present to our Board of Trustees
- Two of my team members recently completed the *Leadership SPC* program
- Provided leadership of the training of student services personnel (2008-2012)

Data Analysis and Administrative Functions:

- Monitored enrollment trends and enrollment funnel yields and developed strategies to improve enrollment
- Assisted Institutional Research and Information Technology to design SPC's Business Intelligence data mining dashboards and reports. My team helped with data mapping, design, and data validation
- Led the Request for Proposal process and team which reviewed and selected the vendor for SPC's automated phone call system in 2008 and the outsourcing of the college's call center in 2015 and 2017
- Migrated SPC's placement testing platform from *Accuplacer* to the *Post-secondary Education Readiness Test* (PERT) in 2011
- Managed an operating budget of $3.2M and direct a staff of 44

St. Petersburg College   2006-2007
St. Petersburg, Fl
College Registrar

Responsibilities:
Provided general oversight of SPC's recruitment activities, admissions, registration, student records maintenance, FERPA compliance, and Residency auditing

Select Accomplishments:
- Leveraged my experience in Administrative Information Systems by evaluating and improving several routine processes using query and data mining
- Streamlined residency auditing
- Improved the system for students to request their SPC transcripts
- Designed and implemented an online graduation application
- Brought the printing of official diplomas in-house saving thousands of dollars annually
- Designed and implemented new online faculty attendance system

- Responded to subpoenas for student records including subpoena duces tecum requiring deposition

St. Petersburg College   1998-2006
St. Petersburg, Fl
Manager, Computer Programming & Support

Responsibilities:
Included the management of the technical development team responsible for supporting the Student Information System and related sub-systems.

Project Manager for PeopleSoft Student Administration Enterprise Resource Planning (ERP) system. Co-lead a technical team of over 10 to implement a PeopleSoft Student Administration system project from fit-gap analysis to go-live.

Select Accomplishments:
- Year 2000 programming conversion
- Implemented an Interactive Voice Response (IVR) Telephone Registration System
- Implemented new web-based Student Information System
- Personnel staffing and financial resource planning; hired and directed 6 external technical consultants and 5 budgeted developers. Identified project risks, milestones and variances.
- Worked closely with end users during training, roll-out and post implementation phase to ensure that services to students were enhanced

St. Petersburg College   1995-1998
St. Petersburg, Fl
Coordinator, Office of Enrollment Management

Responsibilities:
This was a new position at SPJC in 1995 designed to coordinate recruitment efforts and the onboarding of new students. Implemented an inbound call center and worked closely with marketing and recruiters to attract new students to the college.

St. Petersburg College   1992-1995
St. Petersburg, Fl
Academic Advisor, Caruth Health Education Center

Responsibilities:
Advised students on admissions requirements for selective limited enrollment Nursing and Allied Health programs. Assisted students in these programs transition to workforce or University baccalaureate programs. Worked with Program Directors of these programs to select entering cohorts based on defined admissions criteria and rubrics.

EDUCATION

Barry University – Ph.D. Higher Education Leadership & Administration

University of South Florida – Masters in Business Administration, (Concentration in Information Systems)

University of South Florida – Bachelors of Arts – Marketing

St. Petersburg College – Associate in Arts – General

ST. PETERSBURG COLLEGE COMMITTEES

President's Cabinet

President's Advisory Council

Council of Campus Provosts

AACC Guided Pathways Oversight Committee

Achieving the Dream Data team

Student Support Committee, Chair 2016-17

Residency Committee

Financial Aid Committee

PROFESSIONAL AFFILIATIONS

Golden Key International Honor Society, Honorary member

American Association of College Registrars and Admissions Officers (AACRAO)

Florida Association of College Registrars and Admissions Officers (FACRAO)

Florida College Registrars and Admissions Officers (FCRAO)

Florida Council of Student Affairs (CSA), Current Chair, 2016-17

Association of Florida Colleges (AFC)

CONFERENCE PRESENTATIONS & PARTICIPATION

Federal Financial Aid Gap for Florida College System AA Graduates, Presentation at joint Council of Instructional Affairs & Council of Student Affairs Meeting, February, 2019.

Federal Financial Aid Gap for Florida College System AA Graduates; A White Paper submitted to the FCS Council of Presidents on behalf of the Council of Student Affairs, June 2017

Jobs for the Future Winter State Policy Meeting, Seattle, WA. Roundtable discussion on SPC's Guided Pathways Implementation. January 2017

Program Based Academic Standing, Council of Student Affairs, Florida College System, October 2015

SACS – Commission on Colleges Annual Conference Participant, December 2014

Predictive Modeling for Academic Success: St. Petersburg College's Approach to Implementing SB1720, College Readiness Summit Presenter, Florida College System October 2014

Predictive Modeling for Academic Success: St. Petersburg College's Approach to Implementing SB1720, Council of Student Affairs, Florida College System, June 2014

Predictive Modeling for Academic Success: St. Petersburg College's Approach to Implementing SB1720, Connections Conference Presenter on Developmental Education Reform, May 2014

The College Experience, Achieving the Dream – DREAM Conference Co-Presenter, February 2014

Cyber Center: Meeting Students' Needs for Remote Enrollment and Financial Aid Services, FACRAO Presenter, June 2012

SACS – Commission on Colleges Annual Conference Participant, December 2013

Cyber Center: Meeting Students' Needs for Remote Enrollment and Financial Aid Services, AACRAO –Strategic Enrollment Management Conference Presenter, November 2011

Community College Chancellor's Leadership Seminar Participant, June 2007

Fast Tracking Students from Testing to Enrollment, Oracle/PeopleSoft Higher Education User Group Presenter, March 2006

COMMUNITY/CIVIC ENGAGEMENT

Pinellas Access to Higher Education (PATHe) Co-Chair – 2018-2021
Pinellas County Education Foundation –

    Take Stock in Children committee member 2013-Present

Pinellas County Education Articulation Committee 2010-Present

Pinellas Job Corps Training Steering Council member 2012-2015

Member of Safety Team, Calvary Chapel, St. Petersburg 2016-Present

Elder and Adult Ministries leader, Calvary Chapel, St. Petersburg 2005-Present

Calvary Chapel, St. Petersburg, Financial Board, 2000-2005 and 2019-2021

REFERENCES

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