# RYAN E. MESSENGER

## Summary of Qualifications

- Eight years of progressive administrative experience at Monroe Community College (MCC).
- Experience providing leadership and budgetary oversight for Athletics, Student Life and Leadership Development, Student Rights and Responsibilities, and Health and Wellness at MCC.
- Six years of experience as MCC's College ombudsman, helping students resolve concerns and complaints with a commitment to diversity, equity, and belonging.
- Member of MCC's Middle Management Team, the Academic and Student Affairs Leadership Council, and liaison to the Student Government Association (SGA).
- Experience with program evaluation theory and practice.
- Led MCC's Student Services unit assessments and liaison for annual departmental strategy development.
- Experience with Council for the Advancement of Standards in Higher Education (CAS) Professional Standards, Self-Assessment Guides, and Student Learning and Development Outcomes.
- Served on the assessment team for MCC's Integrated Advisement Model and on external assessment teams for the National College Testing Association (NCTA) and Onondaga Community College.
- Served on the team that developed MCC's strategic plan, *Vision2027*.
- Served on the team that developed MCC's 2022 – 2027 Strategic Enrollment Management (SEM) plan.
- MCC's Policy Division Representative for Student Services. Helped develop the College's current policy development and review process.
- Experience with external partnerships and collaborations, such as the Regional Transit Service (RTS) U-Pass program.
- Leadership of the Nudge Team, a cross-divisional group that uses predictive analytics and institutional data to develop proactive messaging campaigns encouraging behaviors associated with increased likelihood of persistence and enhance student belonging, mattering, and self-efficacy.
- Member of Data Champions, a college-wide group designed to increase data literacy and data-informed decision making to support student success.
- EdD in Educational Administration with a Specialization in Higher Education from the University of Rochester, Warner School of Education and Human Development. Graduated with a 4.0 GPA. Recipient of the Tyll van Geel Education Leadership Award.

## Summary of Skills

- Higher education leadership
- Collaboration and teamwork
- Listening and synthesizing information
- Complex problem-solving skills
- Conflict resolution
- Organization
- Policy development
- Planning
- Goal setting
- Program evaluation and assessment
- Student learning and development outcomes
- Data analysis
- Excellent written and verbal communication skills

# Work Experience

**Acting Associate Vice President, Student Affairs**
*Monroe Community College / Rochester, NY / 2022 – Present*

- Leadership and administrative oversight for Athletics, Student Life and Leadership Development, Student Rights and Responsibilities, and Health and Wellness (Counseling, Disability, and Health Services).
- College ombudsman, helping students resolve concerns and complaints.
- Liaison to the Student Government Association (SGA).
- Oversight of essential operations associated with the student conduct system.
- Leadership of the behavioral intervention team that coordinates services and supports students of concern.
- Co-chair of MCC's biennial review of alcohol and other drug programs.
- Led the development and review of successful RFPs for telehealth services (counseling and medical) and for medical oversight and nurse practitioner services in the student Health Center.
- Member of the Public Health Tactical Response Team.
- Member of the Student Resource Committee, with a focus on supporting student basic needs.
- Developed a successful proposal to realign the Wegman Family Charitable Foundation grant program under the Financial Aid office to better support student basic needs by providing a more holistic approach to recruiting and supporting Fund for Student Success scholars.
- Liaison with the Regional Transit Service (RTS) for the MCC U-Pass program.
- Collaboration with the United Way's TogetherNow Systems Integration Project to connect education, health, and human services in Monroe County.
- Co-leadership for CIVITAS student persistence predictive analytics program and leadership of the Nudge Team, a cross-divisional group that uses CIVITAS to encourage behaviors associated with increased likelihood of persistence and enhance student belonging, mattering, and self-efficacy.
- Member of the Data Champions, a college-wide group designed to increase data literacy and data-informed decision making at MCC.
- Co-leadership of the Commencement Planning Committee.
- Member of the President's Middle Management Team and the Academic and Student Affairs Leadership Council.
- Represents MCC at the New York Association of Community College Chief Student Affairs Officers (NYACCCSAO) meetings.

**Assistant to the Vice President, Student Services**
*Monroe Community College / Rochester, NY / 2017 – 2022*

- College ombudsman and assistant Title IX coordinator, helping students navigate polices, process, and review available options to resolve concerns.
- Experience working with college leadership and coordinating between multiple units to facilitate resolution to significant student concerns and to modify college policies and processes to better serve students and enhance equity.
- Knowledge of student conduct processes. Helped develop resources for students accused of violating the student code of conduct and served as an advisor.
- Served on the Strategic Planning Leadership Team that developed *Vision2027*.
- Served on the Strategic Enrollment Management Plan (SEM) Steering Committee that developed the 2022 – 2027 SEM Plan.
- Member of Student Services Leadership Team.
- Led Student Services unit assessment process. Organized and led cross-divisional assessment teams to facilitate continuous program improvement.
- Experience using the Council for the Advancement of Standards in Higher Education (CAS) Professional Standards, Self-Assessment Guides, and Student Learning and Development Outcomes.
- Liaison for Student Services annual departmental strategy development to support the MCC Strategic Plan.
- College policy, procedure, and protocol development representative for Student Services, supporting the division with policy development, review, assisting policy owners with procedural concerns.

- Member of the MCC COVID-19 Emergency Operations Committee and the COVID-19 Tactical Working Group, informing emergency response planning and compliance activities. Helped develop and implement emergency operational plans, communications, and vaccine compliance efforts.
- Leadership of the Nudge Team, a cross-divisional group that uses data to strategically develop proactive messaging campaigns that encourage behaviors associated with increased likelihood of persistence and enhance student belonging, mattering, and self-efficacy.
- Completed 6 months of Data Champions training on existing data sources and creating Tableau dashboards. Provided Tableau license with live access to Banner tables.
- Member of the Student Success Committee, serving on the Learning, Progress, Completion, and Transition sub-committee. Served on the evaluation team for MCC's Integration Advising Model to assess college-wide advisement activities and identify opportunities for improvement.
- Member of the Student Resource Committee. Informing MCC's efforts to support student basic needs that are instrumental to student wellbeing, learning, and development.
- Co-chair of the Monroe Community College United Way Workplace Campaign.
- Experience using Argos, Banner, Civitas, jamovi, Maxient, Microsoft Office, Perceptive Content, Point and Click Solutions, Starfish, SPSS, Tableau, TYPO3, and WebFocus.

**Acting Coordinator II, Testing Services**
*Monroe Community College / Rochester, NY / 2015 – 2017*

- Administrative oversight of the Testing Services department.
- Responsible for developing and maintaining testing contracts, budgets, staffing, compliance, and proctoring procedures.
- Institutional administrator for placement testing, ability-to-benefit (ATB) testing, professional and certification testing, and the proctoring of distance learning exams for other institutions.
- Increased professional and certification exam testing revenue by establishing new contracts with ATI TEAS, College Level Examination Program (CLEP), Kryterion, and Prov, and by expanding Castle Worldwide and PSI testing with new exams (e.g., the Federal Aviation Administration Air Traffic Controller examination).
- Established the TASC high school equivalency (HSE) testing agreement for MCC to expand community access and strengthen pathways to college for community members who do not have a high school diploma.
- Redesigned ability-to-benefit (ATB) testing for compliance with state financial aid eligibility requirements and provide accurate annual reporting to the New York State Department of Education.
- Partnered with the Rochester City School District and MCC Career Services for bilingual high school students to earn college credits through CLEP and learn about career opportunities to encourage enrollment in college after graduating from high school.
- Chair of the Placement Testing Committee, an ad hoc subcommittee of the Faculty Senate Academic Policies Committee that is responsible for proposing changes to college placement testing rules.
- Secured National College Testing Association (NCTA) Test Center Certification, a recognition that Testing Services conformed to the NCTA professional standards, guidelines, and best practices.
- Founder of the SUNY community college placement testing email group to facilitate communication between testing professionals.
- Experience using Banner, WebFocus, LanShool, RegisterBlast, Kurzweil, TYPO3, Microsoft Office, and video/audio recording equipment in the testing center.

**Proctor and Test Interpreter, Testing Services**
*Monroe Community College / Rochester, NY / 2014 – 2015*

- Part-time proctor certified for ACCUPLACER, CELSA, PSI, and Castle Worldwide exams.
- Maintained testing records using Banner, Access, and Excel.

**Adjunct Assistant Professor, History and College Success**
*Monroe Community College / Rochester, NY / 2009 – 2015*

- Instructed American History, Western Civilization, and Introduction to College Studies (COS) courses.
- Promoted to Adjunct Assistant Professor in 2014.
- Experience with Angel and Blackboard LMS. Completed MCC's SLN Angel (fully online or hybrid) and Blackboard Level 3 (fully online courses) training certification for faculty.

**Adjunct Instructor, History**
*Genesee Community College / Batavia, NY / 2011 – 2015*

- Instructed American History, Western Civilization, and World Civilizations courses.

# Education

**Doctor of Education (EdD) in Educational Administration with a Specialization in Higher Education**
*University of Rochester / May 2022*

**Master of Arts (MA) in History**
*SUNY Brockport / August 2008*

**Bachelor of Science (BS) in Education**
*Roberts Wesleyan University / May 2004*

# Professional Development and Certifications

**Mental Health First Aid**
*National Council for Mental Wellbeing / March 2023*

**Cornell University Policy Development Program**
*Cornell University / September 2018*

**Person2Person Program**
*YWCA of Rochester & Monroe County / March 2018*

**New York State Social Studies 5-9 Professional Teacher Certification**
*New York State Education Department / September 2004*

**New York State Social Studies 7-12 Professional Teacher Certification**
*New York State Education Department / September 2004*

# Honors and Awards

**Tyll van Geel Education Leadership Award**
*University of Rochester / May 2022*

- An award presented to doctoral students in the Warner School of Education for demonstrating rigorous scholarship, decision making, and ethical leadership.

**Monroe Community College Scholars Program**
*Monroe Community College / May 2019*

- Selected as a member of the first EdD cohort of the program, a collaboration between Monroe Community College and the University of Rochester, Warner School of Education.

**NCTA Service Recognition Award for Professional Contributions to the Association**
*NCTA / September 2017*

- Recognition received based on service as an evaluator for test center certification, work on the Growth and Outreach Committee, and for helping to develop a new mentoring program.

# Presentations and Research

Bennett, S. R., Dayley, C., Jensen, E., Messenger, R. E., & Phillips, T. S. (2017, September 13). *Using student workers in your testing center* [Conference presentation]. NCTA National Conference, Cincinnati, OH, United States.

Campbell, K., Coulson, T., Dixon, W., Kiechle, M., Maio, J., Messenger, R. E., & Thompson, S. (2022, November 21). *SUNY REACH and Pathways Learning Session on Student Basic Needs* [Virtual presentation]. New York Student Success Center, Virtual Learning Session.

Dixon, W., Douglas, K., & Messenger, R. E. (2021, March 2). *Assessment of CARES Act funding impact* [Conference presentation]. League for Innovation in the Community College, Virtual Innovations Conference.

Messenger, R. E. (2022). *A program evaluation of the Doing What is Good and Healthy Together (DWIGHT) program at Monroe Community College* [Doctoral dissertation, University of Rochester].

Messenger, R. E. (2017, June 20). *Distance is not a barrier: ACCUPLACER remote vouchers* [Conference presentation]. ACCUPLACER/CLEP National Conference, New Orleans, LA, United States.