

Jaclyn M. Wright

www.linkedin.com/in/jaclyn-wright-uf15

Education

University of Florida

M.Ed. Student Personnel in Higher Education

Summer 2023

Practicum: Publication of the University of Florida Undergraduate Catalog (2023-2024)

Spring 2023

B.A. Political Science, Minor in Philosophy, Dean's List

Fall 2015

Study Abroad: University of Ireland-Galway

Summer 2014

Employment Experience

Manager, Academic Support Services

May 2022-Present

Veteran Services Coordinator III

October 2018-May 2022

Veteran Services Coordinator II

June 2016-October 2018

Office of the University Registrar

University of Florida

Leadership:

- Manage and oversee the daily functions of the Office of Student Veteran Services contact center in the Office of the University Registrar
- Plan, coordinate, prioritize, and delegate activities, projects and work assignments to various Office of Student Veteran Services and Office of the University Registrar staff
- Liaise and inform all campus partners, all academic departments, and various stakeholders about VA Educational Benefits and regulatory mandates
- Serve as a link between senior management and employees by handling questions, interpreting, and administering policies and procedures, and resolving work-related escalations
- Establish Student Veteran Services and University Registrar operational goals and objectives that align with the overall strategic plan of the university and Division of Enrollment Management
- Monitor and direct the immediate work environment, to ensure compliance with university human resources policies; sustain a comfortable, cohesive, productive, and pleasant working environment for all staff
- Collaborate with campus partners (Collegiate Veteran Success Center, Collegiate Veteran Society, Student Veterans of America) on programs, services, and activities that connect student veterans to campus, career, and community resources
- Develop and foster a continued relationship with Veteran Readiness and Employment Counselors, the on-campus VetSuccess counselor (VSOC), Veteran Affairs employees, community related entities, and other resources for service personnel and their dependents

Compliance:

- Interpret government and institutional compliance requirements for benefit users, ensure confidentiality and maintenance of student academic records, and maintain objectivity
- Inform and advise senior management, faculty, staff, and administrators regarding university, state, and federal policies and procedures related to Student Veteran Services and the University Registrar
- Update and propose process improvements to administrative functions, policies, procedures, and forms within Student Veteran Services and the Office of the University Registrar
- Primary contact and processor for annual VA and State compliance and risk-based surveys; Compile and submit the annual university catalog to the State of Florida for varied compliance requirements

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Student Veteran Support:

- Operate as the primary School Certifying Official (SCO) by performing the timely and accurate certification of approximately 1200 affiliated students, over 100 facility codes, via Enrollment Manager (formerly VA-Once)
- Identify, evaluate, support, and solve complex or escalated issues related to Student Veteran Services and various Office of the University Registrar cases, often via Salesforce
- Advise prospective and current veteran and military-connected students and family members using U.S. Department of Veterans Affairs Educational Benefits; connect them to other campus resources
- Support and empower student beneficiaries in the understanding, utilization, and application of their unique Veteran Affairs Educational Benefit
- Disseminate VA Educational Benefit information through UF Preview (orientation) sessions and departmental open houses; represent UF Student Veteran Services during events held at the Collegiate Veterans Success Center, and other areas on campus
- Maintain and update Office of Student Veteran Services website, forms, and other online resources
- Manage benefit related debt with the University Bursar and VA Regional Processing Office; contact the SCO hotline for collaboration when rectifying beneficiaries' records
- Monitor and complete Campus Solutions query-based jobs that include tuition changes, drops, withdraws, petitions, degree audits, major and minor changes, and graduations; perform required reporting such as- amendments or terminations to certifications
- Hire, onboard, train, schedule, oversee and evaluate VA Work-Study Student Assistants
- Create and maintain a work-study training manual, employee hiring checklists, evaluation procedures, timecards, contracts, and additional VA employee documentation
- Train, oversee, and evaluate the Veteran Services Coordinator II
- Attend various VA SCO Trainings, such as VA Regional Conferences and webinars; utilize additional online resources (SCO Handbook, GI Bill Website, WEAMS)
- Act as the liaison for the UF Student Veteran Services Office while attending various formal events: Alachua County VA Awards Banquet, ROTC Retirement's, and the UF ROTC Spring Formal
- Coordinate relevant social media postings to various UF and Veteran Services platforms
- Sustain award statuses including, but not limited to: "Military Friendly College," "Military Friendly Gold-Tier One Research Institution," "Military Spouse Friendly School," "Best for Vets College," "Best Online Bachelor Degree Programs for Vets," and "Best Online MBA Programs for Veterans"
- Perform OnBase electronic imaging processes: document separation, batch definition and setup, scanning, indexing, data validation, and quality control
- Prioritize VA related duties while balancing additional duties as assigned

Additional Duties:

- Maintain service on the Registrar's Communication, Compliance, and Outreach team; customer service staff and student assistant trainer for the UF OneStop
- Perform Campus Solutions Project Triage- assisting university staff and students with historic technological transitioning inquiries
- Complete daily system conversions for accurate historical records in the Legacy System; assist other areas as assigned regarding specified Campus Solutions inquiries
- Serve on the Division of Enrollment Management Hiring Committees for various open positions: conduct application review, screenings, reference checks, and formal interviews
- Read and evaluate annual freshman admissions essays

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Guest Services Game Day Ambassador

July 2017-November 2023

University Athletic Association (UAA)

University of Florida

- Serve on a team of 45-50 staff to assist the UAA Guest Services Coordinators with executing game day operations and logistics
- Staff various sporting events for both Winter and Spring, and special events in various facilities, such as NCAA/SEC Tournaments, concerts, and open-to-public practices
- Train, deploy, supervise, and lead multiple teams of student assistants at all events
- Greet game day guests by exuding customer service at entrances to campus athletic fields and arenas
- Coordinate with UF Gator Boosters, UF Marketing, and various alumni throughout athletic events to administer game day memorabilia to patrons
- Assist the UF Ticket Office and UFPD with ticket scanning, bag check, parking, and entrance/exit security
- Direct guests to seating, refreshments, facilities, exits, and first aid
- Manage the egress during an athletic event, to ensure safe and smooth departure
- Participated in a training program between Disney and the UAA; appeared in a training video modeling the Gator Service Standards of Safety, Courtesy, Pride and Efficiency

Operations Support Services Assistant II

February 2016-June 2016

Office of the University Registrar

University of Florida

- Trained, scheduled, and supervised 50 student assistants
- Provided customer service to internal staff or student assistants who contacted the mailroom
- Maintained exemplary customer service while serving at the Registrar counter and on phones
- Printed, processed, quality checked, and inserted students' academic transcripts, diplomas, admissions letters, enrollment information, and other hardcopies for mailing
- Handled initial processing of student records; managed and assigned disbursement of incoming mail from USPS, UPS, Fed-Ex, and DHL
- Performed electronic imaging processes
- Served as a back-up for the Assistant Vice President & University Registrar's Administrative Assistant in their absence

Operations Support Services Program Assistant

December 2015-February 2016

Office of the University Registrar

University of Florida

- Distributed and performed quality assurance checks for the OnBase imaging process
- Created wall files for prospective student applicants by using GATA and Student Admin
- Supervised, trained, and assisted 30 student assistants
- Processed checks and money orders for application fees, transcript requests, and student scholarships for delivery to the bank
- Served as a back-up for the Assistant Vice President & University Registrar's Administrative Assistant in their absence

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Interim Administrative Assistant to the Registrar
Office of the University Registrar
University of Florida

July 2015-September 2015

- Independently managed and monitored the Registrar's calendar, email, and telephone correspondence to ensure the most efficient day-to-day operations
- Assembled meeting minutes and documentation to distribute to internal staff
- Booked travel arrangements and confirmed conference registration
- Conducted research and due diligence for subpoenas, projects, and various assignments
- Maintained confidentiality in updating personnel files for staff and student employees, while organizing an intricate filing system
- Proofread and edited written documents using Microsoft Office, in preparation for submission to various collegiate associations

Operations Support Services Student Assistant
Office of the University Registrar
University of Florida

July 2012-July 2015; September 2015-December 2015

- Sorted, coded, and entered incoming admissions application materials
- Verified academic transcripts for distribution to students
- Maintained confidentiality when handling student documentation containing social security numbers, bank statements, immigration documents, and records from other institutions
- Processed checks and money orders for application fees and transcript requests
- Engaged as a leader by serving as an ad-hoc trainer for newly hired student assistants

Committees

University of Florida

Division of Enrollment Management Committee Membership

- Taskforce on Hybrid Work Schedule 2021
- Inclusion, Diversity, Equity and Accessibility (IDEA) Team Member 2019-2021
- IDEA Team (sub-group) for Recognition, Events and Celebrations Member 2020-2021
- International Education Week Planning Member 2019-2021
- Retirement and Holiday Functions Team Member 2019-2021
- L. Vernon Voyles Award Ceremony Planning Member 2015-2021
- Staff Development Team Member 2016-2022
- OUR Communication Team Member 2020-2021

University of Florida

Presidential Committee Membership

- Commencement Planning Committee Member November 2018-Present
- Program Assistant to the Director of Commencements November 2018-Present
- Campaign for Charities Committee Member December 2018-December 2021
- Steering Representative for the Division of Enrollment Management July 2019-Present

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Organization Membership and/or Participation

National Association of Student Personnel Administrators (NASPA)	October 2021-Present
Southern Association of Collegiate Registrars and Admissions Officers (SACRAO)	February 2017-Present
Florida Association of Collegiate Registrars and Admissions Officers (FACRAO)	February 2017-Present
Florida Association of Veterans Education Specialists (FAVES)	July 2016-Present
National Association of Veterans Program Administrators (NAVPA)	July 2016-Present
University of Florida Phi Alpha Delta International Pre-Law Co-Ed Fraternity (PAD)	December 2012-Present
University of Florida Alumni Association	Summer 2012-Present
American Legion Auxiliary	September 2010-Present
Girl Scouts of the USA	1998-Present

Certifications

USF: Diversity, Equity, and Inclusion in the Workplace	May 2021
Managing at UF: The Supervisory Challenge	Summer 2016
UF Business Communications Certification	Summer 2018
THRIVE@UF	Pursuing
UF Enrollment Management OneStop Certification	January 2019
UF Mindfulness 360 Degree Practice Group (10+ Sessions)	April 2020
UAA TEAM Coalition- Techniques for Effective Alcohol Management	February 2020
American Heart Association- Heartsaver First Aid, CPR, AED Certification	Summer 2018

Presentation

"Got Your Six: Boots to Books" (GY6B2B) - A Program Initiative for Transitioning Military College Students (2022, November). Presented to the Florida Association of Collegiate Registrars and Admissions Officers (FACRAO).

Honors and Awards

University of Florida Athletic Association Service Champion	2018, 2019, 2021, 2023
Florida Girls State Outstanding Lobbyist for the House of Representatives	July 2011

Pre-Collegiate Experience

Employment

Associate Trainer, Panera Bread, St. Augustine, FL.	December 2010-June 2012
Associate Cashier, Panera Bread, Cordova, TN.	July 2009-July 2010

Volunteering

Campaign Volunteer	February 2014-May 2014
<ul style="list-style-type: none">Gainesville City Commission, District 3	
Volunteer and Advocate for Collection of Donations of Funds	October 2009-October 2012
<ul style="list-style-type: none">Panera Bread Partner: Autism Speaks, Susan G. Komen Breast Cancer Foundation	