

Anthony S. Peña

2241 W Cullerton St.
Chicago, IL 60608
708-997-0127 (cell)
tony_pena@yahoo.com

Education:

Bachelor of Arts degree, Augustana College, Rock Island, IL, May 1997

- English with a Concentration in Writing major
- Sociology with a Concentration in Anthropology major.

Master of Arts degree, Northeastern Illinois University, Chicago, IL, December 2014

- Higher Education Leadership
 - Thesis: *Engagement, Effort, and Culture: A Phenomenological Case Study of an Urban Two-Year Hispanic-Serving Institution*
 - 4.0 GPA

Master of Arts/PhD, University of Illinois at Chicago, Chicago, IL, August 2015 - TBD

- Sociology
 - Focus: Organization & Race studies – higher education institutions & Latinas/os

Skills:

ACT, Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint, Microsoft Publisher, Adobe Photoshop, Adobe Acrobat (PDF creator), Adobe InDesign, AutoCAD, Lotus Notes, CD-ROM Index, Lexis-Nexis, Internet Applications, Windows Workgroup, Windows 3.1 - 8, PeopleSoft Student Administration System, SPSS analytics software, Stata statistical software, Spanish (functional), 75 wpm typing.

Teaching Experience

SOC229/LALS229 – Sociology of Latinos, the University of Illinois at Chicago, Fall 2015 & Spring 2016

- Provided assistance with grading student papers on various topics of Latinas/os in the United States including critical media analyses, outside event reflections, and concept papers.
- Took daily attendance and maintained database
- Lectured for week on Latinas/os in the Education Pipeline (3 lecture hours) through a sociological framework covering the K-20 pipeline
- Assisted students in understanding course topic through one-on-one advising/tutoring sessions

Employment:

Assistant Registrar, Richard J. Daley College/Arturo Velasquez Institute, Chicago, IL 2006 – Present

- Supervision of a staff consisting of 3 full-time and 1 part-time employee, a rotational 2 – 4 work study students, as well as indirect supervision and support of an additional 40 faculty and staff and general campus oversight.
- Oversee the daily operations of the Admission and Records office at the Arturo Velasquez Institute, a satellite campus of Richard J. Daley College, one of the City Colleges of Chicago, which includes: student admission, student data verification, enrollment processing, placement testing referrals, academic credential verification, graduation audits, records entry and maintenance, registration scheduling and coordination, grade and attendance entry, Military transcript evaluations, and transfer credit entry.
- Provide enrollment and data management supervision on Adult Education (ESL, GED, and Spanish GED), College Credit/degree-seeking, and Continuing Education (short-term and personal/professional development) programs.
- Develop and distribute reports using the PeopleSoft Student Administration and Reporting systems.
- Review cases and assist students with the satisfactory academic progress policy (SAP) as well as provided advising for the petitioning process to ensure compliance of accrediting body and federal standards.
- Troubleshoot and resolve issues involving student database and record discrepancies to meet federal and state reporting policies.
- Act as a liaison between satellite and main campus to communicate new policies and procedures, as well as ensure compliance on local level.
- Streamlined the Student Services department at the Arturo Velasquez Institute to facilitate communication between individuals and sub-departments to ensure total service excellence for all constituents, from application through degree/program completion.

Anthony S. Peña (continued)

- Provide training and professional development for the Richard J. Daley College staff, as needed, in areas of registration, advisement, program updates, customer service/service excellence, student self-service, and academic and institutional policy.
- Provide presentations and meet with local high schools and community-based organizations to promote college and events.
- Developed marketing bi-lingual marketing materials for the campus in both print and digital formats.

Academic Advisor and Online Advocate, Illinois Institute of Art, Chicago, IL, 2002-2006

- Educate students in understanding their specified program of study and assisting with course selection on a quarterly basis. Increased persistence exponentially for all majors advised
- Developed student outreach events to assist students with program awareness and registration issues.
- Developed and initiated a marketing plan to increase the number of students for the online program.
- Provide customer service-oriented training sessions for students interested in or currently taking online classes.
- Work closely with Academic Department Directors in providing students with necessary course-work to graduate.

Professional Memberships and Affiliations:

- American Sociological Association (ASA) – 2015-Present
- Illinois Latino Council on Higher Education (ILACHE), 2013 - Present
- Fellow, ENLACE (Engaging Latino Communities for Education) Leadership Institute – Northeastern Illinois University, 2013-2014
- American Association of Collegiate Registrars and Admissions Officers (AACRAO), 2007 – Present
- National Academic Advising Association (NACADA), 2004 – 2006
- Illinois Academic Advising Association (ILACADA), 2004 – 2006

Presentations/Guest Lectures:

- DePaul University, SOC 101, Chicago, IL, May 2016 – “Educational Inequality” guest lecturer covering the theoretical, historical, and contextual approaches to understanding educational inequality for racial/ethnic and gender minorities in the United States.
- MEChA 22nd Annual Conference, Chicago, IL, April 2015 – *What Latin@s Should Know About Hispanic Serving Institutions*, presenter
- Alumni of Color Conference (AOCC), Harvard University, Cambridge, MA, Feb. 2014 – *Searching for Hope and Opportunity for Latino Students* presenter and panelist.
- Northern Illinois University Unity Conference, Northern Illinois University, DeKalb, IL, Sept. 2013 – *Latin@s in HigherEd #Gatestormers* collaborator and panelist.
- Illinois Academic Advisors Association (ILACADA), DePaul University, October 2004 – *E-Advising: Providing Advising Services in a Digital Age* key presenter.

Research

- Chicago Area Study (CAS), 2016 – Physician Cultural Competency and Patient Satisfaction
 - Develop and maintain database in Excel to collect results from researcher-administered surveys to patients in clinical setting
 - Transcribe cognitive interviews on survey instrument design
 - Administer surveys to patients in Pediatrics, Family Medicine, Medical/Pediatrics, and Internal Medicine clinics

Accomplishments:

- Graduate Assistant, University of Illinois at Chicago College of Liberal Arts & Sciences Diversity Committee – March 2016-present
- Interim Registrar, Richard J. Daley College – June 2015-July 2015
- Assisted with the updating and development of the 2014-2015 City Colleges of Chicago Academic Catalog, March – June, 2014.
- Administer and proctor the bi-annual Community College Survey of Student Engagement (CCSSE) for Richard J. Daley College and the Arturo Velasquez Institute campus, 2008 - 2014
- Member of the City Colleges of Chicago District-wide Committee on updating the Satisfactory Academic Progress policy for all seven city colleges, April – July, 2012.
- Assisted with the implementation of the C.A.S.H. to R.O.I. (Comprehensive Academic Support Help to Return on Investment) initiative by providing presentations to students at the satellite campus of Richard J. Daley College, January 2011.
- Member – Steering Committee for HLC/NCA re-accreditation visit, Richard J. Daley College 2010 – 2011, leading to recognition of satellite campus by commission.

Anthony S. Peña (continued)

- Member – Academic Program and Service Analysis (APSA), Learning Resource Center – Administrative Services, Richard J. Daley College, 2010.
- Assisted in the development of the City Colleges of Chicago Registrar’s Manual, 2009 - 2010.
- Member – Academic Program and Service Analysis (APSA), Student Services - Student Transition, Richard J. Daley College, 2009.
- Member - Committee for the development of the Richard J. Daley College - Arturo Velasquez Institute website, 2009.
- Member - City Colleges of Chicago Service Excellence Committee, 2007-2008, designed to institute a higher level of customer service for all constituents of the Institution.
- Developed business processes to assist in the enrollment of degree seeking credit students which resulted in an enrollment increase of 825% (duplicated headcount) from June 2006 – May 2009.
- Refined registration process for Adult Education students by implementing a one-stop “live” registration, reducing registration time by 4 weeks (from 1 month to 1 day) and ensuring timely and accurate delivery of student data.

- ParentNet, 2006 to 2008 - Financial Aid program sponsored by ISAC, as a division of CollegeZone, targeting parents of first-generation college students in educating them on the processes involved with applying for federal aid as well as providing information services on college programs.
- Employee of the Month, March 2005, The Illinois Institute of Art – Chicago
- Increased enrollment in the online program for the Illinois Institute of Art – Chicago by over 300% during a three-year period (2003-2006) through market research and constituent education and support.
- Member of Website Design Committee, Illinois Institute of Art – Chicago. 2004.

REFERENCES AVAILABLE UPON REQUEST