

MEMORANDUM

To: University Community

From: Douglas Wartzok, Provost and Executive Vice President

Date: 24 August 2012

Re: Vice President for Enrollment Services

I am pleased to announce that Luisa M. Havens, Ph.D., has accepted the appointment as Vice President for Enrollment Services effective 15 October 2012. Dr. Havens is Executive Director for Enrollment Services and Director of Admissions and Recruitment at the University of Texas at El Paso (UTEP). At UTEP she has responsibility for Admissions, Registrar, Financial Aid, Military Services, New Student Orientation, Student Testing and Assessment, and their One-Stop Office which she developed. She has been a leader in the implementation of technology for the division and in process reengineering to increase efficiencies and student satisfaction with enrollment services. She currently serves on the board of directors of the American Association of Collegiate Registrars and Admissions Officers (AACRAO) as the Vice President for Access and Equity.

Her colleagues at UTEP appreciate the data-based decision framework Dr. Havens has established. This has been beneficial to the deans as they strive to balance access and student academic success while meeting strategic enrollment plans. Dr. Havens will work with deans and colleagues from Undergraduate Education and Institutional Research to help us attract, retain, and graduate students essential for South Florida and US economic development.

Dr. Havens has previously served as Registrar and Director of Admissions at Texas A&M University-Kingsville and as an Associate Director of Admissions at the University of Idaho.

Steven Kelly, former Registrar and Interim Associate Vice President, now retired, continued to lead enrollment services in the absence of a permanent appointee. During this time Vice Provost Elizabeth Bejar and Associate Vice Presidents Tonja Moore and Jeffery Gonzalez assumed leadership and support roles in the operation of the Office of the Registrar, Financial Aid, and Admissions, respectively. I am indebted to all four for their exemplary commitment to student services excellence.

I want to also thank Associate Vice President Jeffery Gonzalez, committee chair, and all the committee members whose contributions throughout the extended search and screen process helped identify the right person for this important position.

Please join me in welcoming Dr. Havens as Vice President for Enrollment Services.