

# T. Wayne Dennison

## Curriculum Vitae

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Director – Enterprise Systems & Services  
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I have more than twenty years of experience in higher education settings. I spent six years of my career at The University of Memphis and the past seventeen years at Kennesaw State University (KSU). I served in key positions at both institutions during the conversion from disjointed legacy systems to integrated Student Information Systems (SIS). At The University of Memphis, I assisted with the conversion from legacy systems to SIS Plus. At KSU, I was instrumental in the conversion from the legacy student information system to Banner as part of the University System of Georgia (USG) migration. I served as the Banner Project Director at KSU for eight years overseeing the operation of the SIS and coordinating technology related projects. In addition, I have more than ten years consulting experience in higher education institutions. In my current position, I provide leadership and support to information technology professionals responsible for installing, managing, and maintaining enterprise-level systems and technologies for the campus community. I am dedicated to a strong customer service orientation, building collaborative partnerships, and achieving efficient and successful results while maintaining integrity by placing an emphasis on security. I have strong interpersonal skills and pride myself on building alliances throughout my organization and professional community. I am a diplomatic and accountable leader who understands the importance of strategic planning and balancing the need to be innovative while managing risks in the evolving world of technology.

### **Educational Background**

<i>Ph.D.</i>	Georgia State University, Atlanta, GA <u>Major:</u> Instructional Technology	2013
<i>Master of Science</i>	The University of Memphis, Memphis, TN <u>Major:</u> Management Information Systems	1994
<i>Bachelor of Science</i>	The University of Memphis, Memphis, TN <u>Major:</u> Computer Science	1991
<i>Associate of Science</i>	Jackson State Community College, Jackson, TN <u>Major:</u> Business Administration	1980

## **Professional Experience**

### **Director – Enterprise Systems and Services**

Feb 2006 – Present

Kennesaw State University

Kennesaw, Georgia

Lead and manage technology department for a comprehensive state university with nearly 25,000 students and 2,500 employees. Responsible for providing enterprise-level technology services which support the functions of the administrative and academic departments. Services provided include software development, application support, implementation, revision, training and troubleshooting; website development and support; IT project management; and database administration. Responsible for departmental budget, personnel management, and the purchase, implementation and maintenance of the necessary hardware required for supported systems. Provide safe, secure, redundant computer systems that provide the end-users with service integrity to perform operational tasks. Serve as a member of the Vice President for Operations and Chief Information Officer Core Strategic Planning Team, the President's Strategic Planning and Thinking Committee developing the university's 2013-2017 strategic plan, and Banner Project Committee Chair.

### **Director - Banner Student Information System (SIS) Project**

March 1998 – January 2006

Kennesaw State University

Kennesaw, Georgia

Served as the KSU Project Manager for the Banner Student Information System. Developed, managed and modified implementation plans; coordinated system upgrades among major functional areas; established priorities for project work flow; resolved system implementation problems with vendor and the Regent's Office of Information and Instructional Technology; coordinated requisite training for Banner applications/upgrades; provided leadership in expanding the Banner product to operate on the internet and web-based services; and served as liaison between functional end-users and the central administration. Facilitated the decision-making process for strategic decisions related to the SIS and acted as a consensus builder and change agent for new and ongoing projects. Coordinated integration of third-party products with Banner and served as a Vice President of Information Technology/Chief Information Officer Project Leader for other technology related projects.

### **Interim Financial Aid Director**

October 2004 – February 2005

Kennesaw State

Kennesaw, Georgia

Managed department of Financial Aid professionals in an interim capacity and served as a member of the search committee for a permanent director. Responsible for management of daily operations including student information download, processing, and submission; providing ongoing services, managing state and federal reporting requirements, supervision of employees, and oversight of budgetary responsibilities. Provided aid and ensured compliance of state and federal regulations.

Technical Consultant  
July 2002 – December 2006

Georgia Student Finance Commission  
Tucker, Georgia

Provided Banner Student Information System technical assistance for a number of higher education institutions on an as-needed basis including: Dalton State College, Darton College, Georgia Highlands College, Morris Brown College, and Valdosta State University. Contractual responsibilities consisted of system setup, configuration, training, process review, and documentation.

Technical Consultant  
June 1996 – December 2006

Southern Polytechnic State University

Provided consulting services that included independent technical assistance to aid with the setup and implementation of Powerfaids Financial Aid Management System and the Financial Aid module of the Sungard Banner Student Information System. Completed validation table setup, report configuration and generation, tapeload processes, performed training on operational and system tasks, and other routine operational duties.

Technical Consultant  
June 1996 - 2006

Higher Education Institutions

Provided independent technical assistance on an as-needed basis to aid with the setup and implementation of Banner and Powerfaids Financial Aid Management Systems a number of Georgia higher education institutions including: Atlanta Area Technical Institute, Atlanta Metropolitan College, Chattahoochee Technical Institute, Gainesville College, Georgia Highlands College, LaGrange College, Interdenominational Theological Center, and Morris Brown College. Provided assistance to operational and functional areas to complete validation table setup, population selection setup and execution, report configuration and, and tapeload processing. Also, performed training on operational and system tasks as well as other technological operations.

Assistant Director of Student Financial Aid  
January 1996 – February 1998

Kennesaw State University  
Kennesaw, Georgia

Responsible for the setup and maintenance of the Student Financial Aid Office computer applications. Developed and maintained the office web site which included an on-line interactive entrance loan counseling component, one of only a few in existence nationwide at the time of development. Responsible for supervision of reception area, telephone operations, file-room, data entry, and data processing and computer related services. Helped to maintain financial aid application requirements, process, status, and eligibility adhering to state and federal regulations. Provided technical assistance, including report generation, hardware and software troubleshooting.

Coordinator of Computers  
& Networks for Enrollment Services  
October 1994 – December 1995

The University of Memphis  
Memphis, Tennessee

Coordinated and maintained Student Aid Office computer applications, including the Scholarship and Student Employment Offices. Supervised the installation and setup of a Local Area Network and created report and transaction programs with FOCUS. Responsible for the daily upload/download and transmission of Direct Loan data to and from the Direct Loan Servicer. Responsible for reconciliation between The University of Memphis and the Direct Loan Servicer. Prepared and generated Student Aid statistical reports for the Assistant Vice Provost for Enrollment Services. Provided assistance to the computer user community of Enrollment Services, including Student Aid, Admissions, and Registrar offices. Assisted in software use, maintenance, and general technology and network support. Prepared support documentation for equipment selection, installation, training, and maintenance. Provided hardware, software, and system training.

Direct Loan Consultant  
July 1994 – December 1994

National Computer Systems  
Arlington, Virginia

As a first-year participant in the National Direct Student Loan Program, contracted to provide training assistance to support National Computer Systems (NCS) in delivering Direct Loan training to schools entering into the Direct Loan program during the second year. Training was conducted by NCS under contract to the United States Department of Education. Served as a Direct Loan technical support panelist during training sessions in Washington, D.C., Arlington, VA, and San Francisco, CA. Assisted NCS staff in routine setup of training software and equipment and in moderating and facilitating training sessions.

Student Aid Counselor  
October 1991 – October 1994

The University of Memphis  
Memphis, Tennessee

Aided in planning, development, implementation, and coordination of Student Aid programs. Maintained a caseload of over 1,200 students. Performed student counseling, application review and evaluation, and authorization of awards. Served as a liaison between the Student Aid Office and internal departments and off campus institutions. Aided in operational budget preparation by providing proposals for computer and technology related material and equipment. Recommended software and hardware purchases and conducted installation and setup on new equipment and software. Prepared and generated departmental reports and statistics. Created training manuals and reference materials for various software packages. Responsible for implementing the U.S. Department of Education Direct Loan program for 1994-95. Also, participated in the analysis and preparation for SCT FAM 88.1 to FAM Plus conversion. Converted more than 200 Z-Writer report and transaction programs into FOCUS as a result of the conversion.

Computer Operator II  
August 1989 – October 1991

The University of Memphis  
Memphis, Tennessee

Provided technical support, maintained inventory records, and generated inventory reports. Responsible for ordering of departmental supplies and creating purchase orders. Prepared budget revisions and maintained accounting database. Responsible for reconciliation of all departmental accounts including Student Aid, Scholarships, and Veteran's Affairs Offices. Created student database system with menu-driven access for Student Employment Office. Submitted travel requests to Accounting Office and completed departmental travel authorizations. Aided in daily operations and coordinated registration activities.

### **Professional Acknowledgements/Memberships**

University System of Georgia CIO Advisory Council Secretary	2012 - Present
University System of Georgia CIO Advisory Council Member	2004 – Present
University System of Georgia GA-BEST Banner Project Leader	1998 – Present
EDUCAUSE	1998 – Present
Ellucian Banner User Group	1997 – Present
Georgia Board of Regents “Best Practice” Award Recipient	2004
Kennesaw State University “Administrator of the Year”	2000
GASFAA Training Committee	1997 – 1998
Georgia Association of Student Financial Aid Administrators (GASFAA)	1996 – 1998
National Association of Student Financial Aid Administrators	1996 – 1998
Kennesaw State University	
President’s 50th Anniversary Planning Committee	2012 - Present
President’s Strategic Thinking and Planning Committee	2010 – Present
Marketing Council	2009 – Present
Enrollment Services Committee	2007 – Present
Administrators’ Senate	2006 – Present
Banner Committee (Chair)	1998 – Present
Leadership Academy	1998 – Present
Information Technology Advisory Committee (ITAC)	1996 – Present
Administrators’ Senate (President)	2008 – 2009
NCAA Self-Study Committee	2007 – 2010
Administrators’ Senate (President Elect)	2007 – 2008
President's Planning & Budget Advisory Committee	2007 – 2009
University Council	2007 – 2009
Diversity Planning Council	2000 – 2002
Banner Committee	1996 – 1998

## **Professional Development**

Gartner Academy for Leadership Development IBM Dolce Conference Center, Palisades, NY	2011
Investment in Excellence The Pacific Institute, Seattle, WA	2007
Managing Technical Professionals & Organizations Certificate Massachusetts Institute of Technology, Cambridge, MA	1999

## **Professional Presentations**

*Critical Success Factors for Technological Innovation and Diffusion in Higher Education*  
Doctoral Dissertation  
Atlanta, GA, November 2013

*Synchronous and Asynchronous Communication Methods in Online Higher Education Courses*  
Georgia State University  
Atlanta, GA, April 19, 2011

*Barriers to Online Learning for Adults*  
Georgia State University  
Atlanta, GA, October, 20, 2010

*Ubiquitous Computing*  
Georgia State University  
Atlanta, GA, December 4, 2007

*Living Electronically*  
Georgia Association of Student Financial Aid Administrators Fall Conference  
Duluth, GA, October 18, 2007

*Improving Service and Reducing Risks with Touchnet: KSU's Experience*  
University System of Georgia Administrative Committee on Information Technology  
St. Simon, GA, June 19, 2007

*Improving Service and Reducing Risks with Touchnet: KSU's Experience*  
University System of Georgia Chief Business Officers' Meeting  
St. Simon, GA, April 30, 2007

*Improve the Quality of Data Used to Make Decisions Using Electronic Surveys*  
Georgia Association of Student Financial Aid Administrators Spring Conference  
Savannah, GA, April 19, 2007

*SSN to ID Conversion at Kennesaw State University*  
University System of Georgia Summit  
Savannah, GA, September 8, 2004