

# Kristy Vienne

5 Emerald Oaks Ct., Huntsville, TX 77320

Office: 936.294.2274

Cell: 936-662-3552

kristyvienne@shsu.edu

---

Experienced Student Affairs executive with over 17 years in higher education and over 11 years in increasing levels of increasing technical knowledge of the higher education landscape as well as increasing supervisory roles and responsibilities. Specializations in card technology, financial literacy, student theory, and programming. Diversified skills in strategic planning, divisional budgeting, project management, leadership, organizational climate and development, campus-wide collaboration and consensus building. Strong emphasis on student development and professional development for staff.

## Professional Experience

---

### Sam Houston State University

#### **Assistant Vice President for Student Affairs**

**2010 – Present**

- Managing the fiduciary and operational responsibilities for the Student Money Management Center and Bearkat OneCard Services Office.
- Oversight and facilitation of the Walker County Leadercast Professional Development Program for Sam Houston State University and surrounding community
- Developing collaborative partnerships with academic departments and representatives
- Supervise assessment and strategic planning for Division of Student Affairs.
- Develop and manage annual budgets for information technology operations and projects
- Contract negotiation, contract management, and vendor management.
- Student Affairs liaison for numerous campus wide initiatives including 60x30 chair on student debt and Reimagining the First year Experience.

#### **Director of Student Money Management Center, Division of Student Affairs**

**2008 – 2010**

- Managing the fiduciary and operational responsibilities for the center
- Research and develop new financial literacy outreach programs and services for the university community
- Oversee research studies related to financial literacy and the center
- Develop and conduct presentations and workshops for the university community

#### **Director of Bearkat OneCard Services, Division of Student Affairs**

**2006 – 2010**

- Supervising the financial management operations and staff in the operation of the University's OneCard program
- Coordinate efforts of the University with those of the local banking institution
- Assist all OneCard users in acquiring cards, maintain declining account balances, and implementing additional features such as security access, Visa/Master Card options, and maintaining status of card reader equipment
- Served as team leader for Banner Work Flow Committee

### Northwestern State University

#### **Assistant Director of Auxiliary Services, Division of Business Affairs**

**2002 – 2006**

- Coordinating, managing, and sustaining the University card systems and the University's OneCard Office
- Affiliated functions for programs in campus wide debit functions which includes food and vending services, snack and vending machines, laundry vendors, residence hall and event access, campus elections, parking access, and others developed with CS Gold

#### **Investment Representative, Edward Jones Investment**

**1999 – 2002**

- Meetings with individual clients one on one to discuss current financial situations
- Helped to develop financial portfolios tailored to client's needs, goals, and objectives.
- Maintained accurate and up-to-date records on clients transactions and holdings, developed, proposed, & implemented retirement plans for individuals and businesses
- Participated in ongoing financial planning continuing education courses in order to further my financial skills, and maintain a federally mandated curriculum

#### **Accounting Specialty I, Division of Business Affairs**

**Jan. 1999 – May 1999**

- Printing, issuing, and collecting time and attendance reports for all classes of employment and verified for correctness
- Built batch transactions to post all leave and overtime to employee records, verified calculations to balance general ledger accounts after each payroll
- Reconciled payroll general ledger and prepared month-end vouchers for retirement systems, 3<sup>rd</sup> party insurance carriers, local unions, and foundations
- Assisted Payroll Supervisor in entering payroll assignments, taxes, deductions, and benefits for payroll processing.

## Campus Involvement

---

60x30 Hire Education Coordinating Board	2016- present
<ul style="list-style-type: none"> <li>• Student Debt Chair 2016- present</li> </ul>	
ERP Planning Group/Implementation Team	2008 – 2014
Staff Council (Chair 2013-2014)	2010 - 2014
Financial Aid Appeals Committee	2013- present
Athletic Appeals Committee	2014- present
Faculty Senate	
<ul style="list-style-type: none"> <li>• Occasional presentations and discussions about current Student Affairs initiatives</li> </ul>	

## Special Projects

---

Established Money Management Center	2007 – 2008
<ul style="list-style-type: none"> <li>• Gain buy-in for and establish SMMC, related policies, and procedures</li> <li>• Hired and trained SMMC staff</li> <li>• Built office into a free-standing SMMC</li> <li>• Ranked #6 Center in Nation by LendEDU in 2017</li> </ul>	

60x30 Student Debt Chair	2016 – present
Banner Workflow (Chair)	2008 - 2012
Search Committee Involvement	2006 – Present
<ul style="list-style-type: none"> <li>• Vice President for Finance &amp; Operations (2012)</li> <li>• Director of Legal Services (2014) -</li> <li>• Director of Lowman Student Center (2016)</li> <li>• Various Clerical and Professional positions</li> </ul>	
Established TACFEP	2013 - 2014
<ul style="list-style-type: none"> <li>• Hosted Inaugural Symposium</li> <li>• Developed By-Laws &amp; Association Governing Structure</li> </ul>	
Various Request For Proposal (RFP) Committees	2006 – Present
<ul style="list-style-type: none"> <li>• University Bookstore (2017)</li> <li>• ERP Providers (2008)</li> <li>• Card Systems (2012)</li> <li>• Banking Services (2014)</li> <li>• ATM Services (2016)</li> </ul>	

## Education

---

Sam Houston State University, Huntsville, TX	
<b>Doctorate of Education</b>	<b>May 2010</b>
Northwestern State University, Natchitoches, LA	
<b>Master of Arts</b>	<b>August 2005</b>
<b>B.S. in Science</b>	<b>May 1999</b>
Minors: Marketing	

## Certifications

---

Accredited Financial Counselor	2010- present
--------------------------------	---------------

## Selected Professional Development

---

LBJ School of Public Affairs, University of Texas – Austin	2016
Governor’s Executive Development Program	
European Campus Card Association	2014

## Refereed Publications

---

Chandler, J., Vienne, K., & Slate, J.R. (2009). Differences in freshmen completion of a career planning tool as a function of gender and ethnicity. Graduate Research Journal. Available online at <http://grj.fpc.expressacademic.org/article.php?autoID=118&issueID=64>

Vienne, J. & Slate, J.R. (2009). A college financial management center: What do students think? *International Journal of Educational Leadership Preparation*. 4(1). Retrieved from Retrieved from the Connexions Web site: <http://cnx.org/content/m20960/1.1/>.

## Non-Refereed Publications

---

### 2009

Vienne, K. (2009, August). College students need to handle debt, credit cards wisely. USA Today, Retrieved December 2, 2009 from [http://www.usatoday.com/money/perfi/college/2009-08-13-college-students-debt-credit\\_N.htm](http://www.usatoday.com/money/perfi/college/2009-08-13-college-students-debt-credit_N.htm)

Vienne, K. (2009, June). Dealing with millennial students and their helicopter parents. CR80News, Retrieved June 19, 2009 from <http://www.cr80news.com/2009/06/02/dealing-with-millennial-students-and-their-helicopter-parents>

Vienne, K. (2009, June). College students making changes to adapt to slow economy, HigherOne survey shows. CR80News, Retrieved June 19, 2009 from <http://www.cr80news.com/2009/06/09/college-students-making-changes-to-adapt-to-slow-economy-higher-one-survey-shows>

### 2008

Vienne, K. (2008, June). One card yields many benefits at Sam Houston State University: University makes life easier for students with Higher One Bearkat OneCard. CR80News, Retrieved June 19, 2009 from <http://www.cr80news.com/2008/11/05/policy-and-procedure-manual-a-necessity-for-campus-card-offices>

Vienne, K. (2008, November). Policy and procedure manual a necessity for campus card offices. CR80News, Retrieved June 19, 2009 from <http://www.cr80news.com/2008/11/05/policy-and-procedure-manual-a-necessity-for-campus-card-offices>

### 2007

Vienne, K. (2007). Case study: The Phelon group helps Higher One set the bar for client centricity. Retrieved June 19, 2009 from <http://www.phelongroup.com/resources/HigherOne-CaseStudy.pdf>

## Teaching Experience

---

For all Teaching Experience, I was responsible for the following:

- Prepare and deliver lectures to undergraduate or graduate students on topics such as programming, data structures, and software design.
- Evaluate and grade students' class work, laboratory work, assignments, and papers.
- Prepare course materials such as syllabi, homework assignments, and handouts.
- Compile, administer, and grade examinations or assign this work to others.
- Plan, evaluate, and revise curricula, course content, and course materials and methods of instruction.
- Initiate, facilitate, and moderate classroom discussions.
- Maintain student attendance records, grades, and other required records.

- Keep abreast of developments in the field by reading current literature, talking with colleagues, and participating in professional conferences.
- Maintain regularly scheduled office hours to advise and assist students.

## Sam Houston State University

### **Adjunct Faculty, First Year Experience**

**2006 - present**

- UNIV 1301: Introduction to College

### **Adjunct Faculty, College of Education**

**2013 - 2016**

- HIED 7374: Student Affairs Theory
- Higher Education Finance & Budgeting

## Selected Projects

---

- |  |  |
|--|--|
| • Ad Astra Schedule VII                      | • Banner Workflow                          |
| • Banner Enterprise Identity Services (BEIS) | • CampusLabs                               |
| • Banner Flexible Registration               | • CampusLabs OrgLink                       |
| • Banner Finance                             | • EAB Student Success Collaborative        |
| • Banner Financial Aid                       | • EAB Student Success Collaborative Campus |
| • Banner Human Resources                     | • Ellucian DegreeWorks                     |
| • Banner Student                             |  |

## Business Process Improvements

---

- Student registration
- Drop-for-non-payment
- Transcript request process
- Student payment processing
- Employee hiring and onboarding

## Juried Scholarly Presentations

---

Vienne, K., & Slate, J.R. (2010). Cumulative Debt Levels: Differences for Undergraduate Students as a Function of Familial or Credit Characteristics. Paper presented at the American Educational Research Association, New Orleans, Louisiana.

Ashorn, J., & Vienne, K. (2010). Financial Literacy Program Innovations: Conception to Execution. Paper presented at the Association for Financial Counseling, Planning, and Education Conference, Denver, CO.

Vienne, K., Ashorn, J., & Johnson, Mary. (2010). Transforming Financial Education in Higher Education. Paper presented at the Association for Financial Counseling, Planning, and Education Conference, Denver, CO.

Goebel, P., Vienne, K., & Brossman-Ashorn, J. (2009). Financial success for college student: Two successful money management programming model. Paper presented at the Association for Financial Counseling, Planning, and Education Conference, Scottsdale, AZ.

Harvey, W. & Vienne, K. (2009). Student satisfaction with advising and mentoring center services. Paper presented at the Southwest Educational Research Association Conference, San Antonio, TX.

Chandler, J. & Vienne, K. (2008). Differences in freshmen completion of a career-planning tool as a function of gender and ethnicity. Paper presented at the Southwest Educational Research Association Conference, New Orleans, LA.

Vienne, K. (2007). The burden of borrowing: Debt for Diplomas. Paper presented at the Sam Houston State University Graduate Research Exchange, Huntsville, TX.

## Non-Juried Scholarly Presentations

---

Chandler, J. & Vienne, K. (2008). Differences in freshmen completion of a career-planning tool as a function of gender and ethnicity. Paper presented at the Sam Houston State University Graduate Research Exchange, Huntsville, TX.

Vienne, K. (2007). The burden of borrowing: Debt for Diplomas. Paper presented at the Sam Houston State University Graduate Research Exchange, Huntsville, TX.

## Presentations at International Professional Meetings

---

Vienne, K. (2014). Enhancing Student Service through a OneCard Solution: Case Study of Sam Houston State University. European Campus Card Association Conference, University of Cantabria, Spain.

Vienne, K. (2014). Future of Smart Card Systems and Standardization on Campus Smart Cards: Round Table. European Campus Card Association Conference, University of Cantabria, Spain.

## Presentations at National Professional Meetings

---

Vienne, K. (2015). Leading on Purpose: Strategic Leadership to Position Your Card Office as a Critical Center on Campus. NACCU National Conference. New Orleans, LA.

Vienne, K. (2015). Campus Cards: Trends and Technology. Higher One Users Group National Conference. Dallas, Tx.

Vienne, K., & Adkins, L.E. (2013). Championing a Campus Card Program. National Association of Campus Auxiliary Services. Anaheim, CA.

Vienne, K., & Johnson, Mary. (2010). Promoting Financial Literacy on Campus: How One University is Answering the Call. Paper presented at the Higher One Users Conference, Napa Valley, CA.

Vienne, K. (2013). Senior Level Overview. NACCU Regional Conference: Philadelphia, PA.

Goebel, P., & Vienne, K. (2010). Mentors and money: A conversation of engagement. Paper presented at the Texas Association of College and University Student Personnel Administrators Conference, Fort Worth, TX.

Vienne, K. & Champagne, D. (2010). Two Voices/One Goal: Breaking Silos for Student Financial Success. National Association of Student Affairs Professionals and Administrators, Chicago, IL.

Vienne, K. (2009). Working with our clients: Millennial and their helicopter parents. National Association of Campus Card Users, Orlando, FL.

Vienne, K. (2009). The how to's of developing a policy and procedure manual. National Association of Campus Card Users, Orlando, FL.

Vienne, K. (2008). Effective campus assessment: Getting the feedback you need. National Association of Campus Card Users, Las Vegas, NV.

Vienne, K., & Wilson, A. (2007). Creative disbursement applications. Higher One Users Conference, New Haven, CT.

Vienne, K. (2007). Disaster recover plans: Why, when, and how. National Association of Campus Card Users, Atlanta, GA.

Glass, S., Vienne, K., Mezzatesta, L., and Rivera, C. (2006). Orientation: Tools and best practices. Higher One Users Conference, New Haven, CT.

Vienne, K. & Nichols, D. (2006). Communication & collaboration: The important link. A case study of Sam Houston State University, the past, present, & future. Higher One Users Conference, New Haven, CT.

Vienne, K. (2006). A university trend: The evolution of an onecard office from beginning to marketing. National Association of Campus Card Users, San Diego, CA.

Vienne, K. (2004). Roundtable discussion: Best marketing practices. Diebold Users Group Conference, Norfolk, VA.

## Presentations at State Professional Meetings

---

Vienne, K. (2014). Keynote Speaker. Leading on Purpose: Strategic Leadership to Position Your Card Office as a Critical Center on Campus. NACCU Regional Conference, San Antonio, TX.

Vienne, K. (2010). An Inside Look at Promising Financial Literacy Practices. TG Annual Conference, Austin, TX.

Vienne, K. (2009). Keynote Speaker on Developing a Money Management Center. TG Financial Literacy Symposium, Houston, TX.

Vienne, K. (2006). "Policy and Procedure Manuals: Do I Need One and Why." Texas Association of College & University Student Personnel Administrators, Dallas, TX.

Vienne, K. (2004). "Developing a Card Office from Beginning to Marketing." Louisiana Association of College and University Student Personnel Administrators

## Professional Memberships

---

- Texas Association of Collegiate Financial Education Professionals, Founding Member, 2013
- Texas Association of Collegiate Financial Education Professionals, Board of Directors, 2014-2015
- NASPA Texas, Board of Directors, 2014 – present
- National Association of Student Affairs Administrators in Higher Education, 2009 – present
- National Association of Campus Card Users, 2003- present
- Higher One Users Advisory Board, 2006-2014
- Higher One Marketing Steering Committee, 2006-2012
- CBORD Card Systems Users Group Advisory Board, 2003-2006
- Texas Association of College & University Student Personnel Administrators, 2006- present
- Phi Delta Kappa, 2005 – 2010
- Louisiana Association of College & University Student Personnel Administrators, 2003-2006
- Sam Houston State University Project CONNECT Advisory Board, 2010-2013
- Huntsville Leadership Institute, Cohort 30, 2011-2010

## Association Leadership Roles

---

### Texas Association of College & University student Personnel Administrators

- New Professionals Institute, Chair, 2017
- Conference Keynote Chair, 2016
- Conference Co-Chair, 2013

### National Association of Campus Card Users

- Board Past-President, 2014-2015
- Board President, 2013-2014
- Board Secretary, 2009-2010
- Board member, 2009-present
- PERSONA Award Committee, 2006, 2007, 2008
- Education Committee Chair, 2009-2012

### Texas Association of College Financial Education Professional Educators

- Board Member – By Laws, 2014-2015
- Founding Member, 2013

### NASPA - Texas

- Board Member - 2013- present



## Professional/Academic Awards

---

- NACCU Distinguished Service Award, 2017
- Sammy Award Nominee for Excellence in Service, Faculty/Administrator Category, Sam Houston State University, April 2014.
- Texas Association of College & University Student Personnel Administrators Research Grant, 2010.
- National Dissertation of the Year Finalists, National Association of Student Affairs Administrators, 2010
- Outstanding Research Award, College of Education, Sam Houston State University, April 2009.
- Sammy Award Nominee for Excellence in Service, College of Education, Sam Houston State University, April 2009.