REID A. KISLING

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LIFE VISION

Mentor and shepherd others, both personally and professionally
Impact administrative and leadership structures and operations in theological education

EDUCATION

Ph.D., Organizational Leadership, **Regent University**, 2007
Focus: Adult Education, Self-Directed Learning, and
Organizational Structures in Christian Higher Education
Dissertation: *Character for Leadership: The Role of Personal Characteristics in Effective Leadership Behaviors*

Post–Graduate Study, Academic Ministries, **Dallas Theological Seminary**, 1997-2000

Th.M., Pastoral Leadership Track, **Dallas Theological Seminary**, 1997
Honors

Graduate Study, **Multnomah Biblical Seminary**, 1993-1994

B. S. in Civil Engineering Technology, **Oregon Institute of Technology**, 1992

A. S. in Structural Engineering Technology, **Oregon Institute of Technology**, 1990

EMPLOYMENT HISTORY

2018-Present **Vice-President of Student Development/ Chief Information and Effectiveness Officer** Western Seminary, Portland, OR

Responsible for: system-wide development and administration of student services, including registration, orientation, financial aid, advising, student development, academic record-keeping, retention, student appeals, graduation, and placement; oversight and development of institutional technology and information systems, including development of institutional "home grown" data systems and integration with open source applications; leadership of institutional effectiveness efforts, including operational assessment, development of dashboards for reporting, and predictive analytics systems for institutional decision-making.

2007-Present **Senior Consultant** AACRAO Consulting

Responsible for: assisting institutions of higher education with best-practice reviews and operational audits of admissions, registrar, and financial aid offices at institutions of higher education; assisting institutions with strategic enrollment management planning; evaluation of assessment and operational data systems, including data analytics, training and development of enrollment personnel in marketing, recruiting, data-driven

decision making; personnel coaching; and academic program development and evaluation.

2010-Present **Faculty** AACRAO Consulting

Responsible for: co-development of AACRAO's initial Strategic Enrollment Management course "Essentials of SEM"; delivery of content on branding and communication, use of constituent relationship management (CRM) systems; and, assessing congruence of enrollment operations with institutional mission, particularly the academic enterprise.

2012-Present **Adjunct Faculty** George Fox University

Responsible for evaluation of prior learning credit for students in the university's degree completion program.

2013-2018 **Dean of Student Development/Registrar** Western Seminary, Portland, OR

Responsible for: system-wide development, assessment, and administration of student services, including admissions, registration, orientation, financial aid, advising, student development, academic record-keeping, retention, student appeals, graduation, and placement. Involves thinking creatively regarding future student enrollment and development directions of the institution, implementing relevant programs and initiatives, facilitating professional growth of staff, and stimulating a sense of "teamwork" among the staff system-wide.

2012-2016 **Adjunct Faculty** Multnomah Biblical University

Responsible for: development and teaching of organizational behavior course in the Management and Ethics program; adjunct teacher in Bible coursework; evaluation of prior learning credit.

2011-2012 **Senior Pastor** Grace Baptist Church, Newberg, OR

Responsible for: oversight of staff, implementation of mission in consultation with the elder board, preaching, teaching, oversight of small group leaders, budget and operations.

2006-Present **Adjunct Faculty** George Fox University

Responsible for: evaluation of prior learning credit for degree completion students; previously responsible for coursework in higher education administration; occasional teacher in business and leadership; education thesis committee member.

2005-2010 **Registrar** George Fox University

Responsible for: oversight of records and registration process; class scheduling process; graduation processes; articulations with partner institutions; assessment planning for the office; oversight of staff on three campuses; institutional FERPA training; and, participating with other leaders in the Enrollment Management division with enrollment planning, data in support of financial aid modeling, and institutional retention efforts.

2004-2005 **Director of Enrollment Management** Dallas Theological Seminary

Responsible for: providing leadership for strategic enrollment management initiatives designed to meet enrollment and retention goals through continuous quality

improvement processes; assisting with strategic planning activities, with special attention to those activities that have enrollment and tuition revenue implications; developing and maintain the institutional strategic plan for enrollment management; oversight of committee recommendation of annual tuition and fee schedule; development of key performance indicators for factors influencing enrollment management; overseeing the development and operation of an effective academic advising system to promote student retention and satisfaction; overseeing the effective use of technology to accomplish enrollment management goals; measurements of program and departmental economic viability; and, moving the institution toward data-driven enrollment decision-making.

2004-2005 **Interim Director of External Studies** Dallas Theological Seminary

Responsible for: oversight of the institution's five extension locations; policy and procedure development and administration of the online education program; course scheduling for extension and online programs; academic advising for external students; comparison of comparability of student services; contract negotiation for extension location facilities and libraries.

2001-2005 **Registrar (Administrative Faculty)** Dallas Theological Seminary

Responsible for: oversight of records and registration process; class scheduling process; institutional academic advising; graduation processes; implementation of student and faculty web portal for registration, advising, and grades; integration of disparate external campuses within main campus planning framework; recommendations to the Academic Dean regarding policy creation or modification to accommodate changing educational environment; institutional effectiveness planning for the office; editor of student handbook and campus directory; FERPA training for institution; and, chair of the Credits Committee.

2000-2001 **Acting Registrar** Dallas Theological Seminary

Responsible for functions of Registrar following absence in the position.

1998-2000 **Assistant Registrar** Dallas Theological Seminary

Responsible for: Registrar's Office supervision; graduation and commencement processing; academic probation counsel and notification; degree audit programming; institution-wide class scheduling; evaluation of transfer credit and advanced standing; and, academic advising to support faculty.

1994-1998 **Carpenter/Locksmith** Dallas Theological Seminary

1993-1994 **Drafter** Wellons, Inc.
Tualatin, OR

TEACHING EXPERIENCE

2014-Present **Primary Professor** Research Design and Methodology, Western Seminary, Doctor of Ministry Program

2014-Present **Second Reader** Doctor of Ministry Dissertations, Western Seminary

2015-Present	**Adjunct Professor**	Intercultural Education, Western Seminary, Doctor of Intercultural Studies Program
2014-Present	**Adjunct Professor**	Intercultural Leadership, Western Seminary, Doctor of Intercultural Studies Program
2014-Present	**Adjunct Professor**	Chaplaincy Practicum Supervision, Western Seminary
2012-2016	**Primary Adjunct Professor**	Organizational Behavior, Multnomah University, Degree Completion Program
2014-2016	**Adjunct Professor**	Case Studies in Leadership, Multnomah University, Degree Completion Program
Spring 2016	**Adjunct Professor**	Essentials of Management, Multnomah University, Degree Completion Program
Spring 2014	**Adjunct Professor**	Effective Communication of Scripture, Multnomah University, Degree Completion Program
Spring 2014	**Adjunct Professor**	Communication Concepts, Multnomah University, Degree Completion Program
Fall 2012	**Adjunct Professor**	Curriculum Design, Organizational Behavior, Multnomah University, Degree Completion Program
Fall 2012	**Adjunct Professor**	Inductive Bible Study, Multnomah University, Degree Completion Program
Summer 2008	**Adjunct Professor**	Non-Profit Management, George Fox University, Graduate School of Business
Fall 2006	**Adjunct Professor**	Advanced Educational Policy Analysis, George Fox University, Graduate School of Education
2006-2012	**Adjunct Professor**	Enrollment Issues: Marketing and Retention, George Fox University, Graduate School of Education
2006-2010	**Adjunct Professor**	First Year Seminar, George Fox University
2001-2005	**Lead Professor**	Orientation and Research Methods, Dallas Theological Seminary
Spring 2001	**Instructor**	Interdivisional Research Seminar, Dallas Theological Seminary
Spring 2000	**Teaching Assistant**	Interdivisional Research Seminar, Dallas Theological Seminary
Spring 1999	**Teaching Assistant**	New Testament Introduction, Dallas Theological Seminary

Academic Committee Appointments

Chair	Administrative Committee
Member	Academic Affairs Committee, *Ad Hoc* Building Committee, Administrative Information Systems Committee, Admissions Committee, Assistant Secretary to the Faculty, Classroom Design Taskforce, Classroom Planning Committee, Commencement Committee, Credits Committee, Curriculum Committee, Enrollment Committee, Faculty Sub-Committee of the Institutional Review for the Southern Association of Colleges and Schools (SACS) Reaffirmation of Accreditation, Faculty–Student Awards Committee, Institutional Effectiveness Committee, Online Education Committee, Strategic Enrollment Management Committee, Student Development Committee, Student Records and Scheduling Committee, Testing and Assessments Committee, University Operations Committee, Web Services Committee

Professional Memberships

1998-Present	**Member**	American Association of Collegiate Registrars and Admissions Officers (AACRAO)
2005-2010	**Member**	Oregon Association of Collegiate Registrars and Admissions Officers (OrACRAO)
2005-2010	**Member**	Pacific Association of Collegiate Registrars and Admissions Officers (PACRAO)
1998-2005	**Member**	Southern Association of Collegiate Registrars and Admissions Officers (SACRAO)
2003-2007	**Member**	Association for Institutional Research (AIR)
2007-2010	**Member**	National Academic Advising Association (NACADA)

Professional Development

2002-2015, 2017	AACRAO Strategic Enrollment Management (SEM) Conference
1999-2007, 2009, 2013-2016	AACRAO Annual Conferences
2010	Shepherd's Conference, Sun Valley, CA
2005-2009	OrACRAO Annual Conference
2005-2009	PACRAO Annual Conference
1999-2002, 2004	SACRAO Annual Conferences
2004-2011, 2018	Association of Theological Schools (ATS) Student Personnel Administrators Network (SPAN) Workshop
2009	Higher Education User Group (Peoplesoft) Conference
2005-2006	Higher Education Software Users Association (HESUA) Conference

2003		Jenzabar (Information Systems) Annual Meeting
2004		Strategic Enrollment Management: Net Revenue Conference
2004		STAMATS Web Conference—Strategic Planning
2004		STAMATS Web Conference—Building a Brand that Matters
2004		LRP Web Conference—FERPA: What You Can and Can't Disclose

PROFESSIONAL INVOLVEMENT

2018	**Presenter**	Association of Theological Schools (ATS) Student Personnel Administrators Network (SPAN) Annual Conference, "Retention of Records" Workshop
2016	**Member**	Association of Theological Schools (ATS) Initial Accreditation Site Visit Team
2015	**Co-Presenter**	AACRAO Strategic Enrollment Management Conference, Session Presentation, "Big Data for Retention: How One Institution Used Existing Database Data to Drive Retention Efforts"
2015	**Co-Presenter**	AACRAO Annual Meeting, Session Presentation, "The Registrar's Role in Curriculum Management"
2015	**Co-Presenter**	AACRAO Annual Meeting, "Retention of Records" Preconference Workshop
2013	**Co-Presenter**	AACRAO Strategic Enrollment Management Conference, Session Presentation, "SEM: From Strategy to Implementation"
2013	**Co-Presenter**	AACRAO Annual Meeting, "Retention of Records" Preconference Workshop
2010-2014	**Member**	AACRAO Awards Committee
2010-2015	**Member**	AACRAO Public Policy Committee
2011	**Co-Presenter**	Association of Theological Schools (ATS) Student Personnel Administrators Network (SPAN) Annual Conference, "Hybrid Education: Learning Models, Online Education, and Spiritual Formation" Conference Workshop
2010	**Presenter**	AACRAO Strategic Enrollment Management Conference, Session Presentation, "Does Higher Ed Need a New Advising Framework?"
2010-2011	**Presenter**	Association of Theological Schools (ATS) Student Personnel Administrators Network (SPAN) Annual

		Conference, “Experienced Student Service Professionals” Preconference Workshop
2009-2010	**Chair**	Association of Theological Schools (ATS) Student Personnel Administrators Network (SPAN) Annual Conference
2009-2010	**Member**	PACRAO Professional Development Committee
2009	**Presenter**	AACRAO Strategic Enrollment Management Conference, Session Presentation, “Restructuring for Success: Combining Admissions and Registrar Staff for Better Student Service”
2008-2009	**Past-President**	Oregon Association of Collegiate Registrars and Admissions Officers
2008-2009	**Member**	PACRAO Nominations and Elections Committee
2007-2008	**President**	Oregon Association of Collegiate Registrars and Admissions Officers
2007	**Presenter**	AACRAO Strategic Enrollment Management Conference, Session Presentation, “Enrollment Staff Competencies: Starting the Conversation”
2006-2007	**President-Elect**	Oregon Association of Collegiate Registrars and Admissions Officers
2006	**Presenter**	AACRAO Strategic Enrollment Management Conference, Session Presentation, “Self-Advising: Can It Be Done Well?”
2006	**Presenter**	PACRAO Annual Conference, “Creating Readiness for Change”
2006	**Presenter**	ATS SPAN Workshop, “Seminary Student Character as the Foundation of Future Ministry Leadership”
2005	**Presenter**	AACRAO Annual Conference, “Creating an Academic Advising Center: It’s Not Just for the Big Guys”
2005-Present	**Member**	Association of Theological Schools (ATS) Student Personnel Administrators Network (SPAN) Steering Committee
2005	**Presenter**	ATS SPAN Workshop, “New Registrars Roundtable”
2005	**Presenter**	ATS SPAN Workshop, best-practice session, “Leadership Development in Christian Higher Education”
2004	**Presenter**	AACRAO Strategic Enrollment Management Conference, Session Presentation, “The Role of Alumni in Strategic Enrollment Management”

2004	**Co-Presenter**	ATS SPAN Workshop, best-practice session, "Facilitating Advising and Retention through Access to Records"
2004	**Presenter**	ATS SPAN Workshop, best-practice session, "Developing Better Faculty/ Student Relationships by Recapturing Academic Advising"
2004	**Co-Presenter**	AACRAO Annual Conference, "Creative Models for Academic Advising in Graduate Theological Education"
2002-2004	**Facilitator**	Association of Theological Schools Registrars and Admissions Officers (ATSRAO—meets at AACRAO Annual Conferences)
2004	**Presenter**	AACRAO Annual Conference, Theological Schools Workshop
2003	**Co-Presenter**	AACRAO Strategic Enrollment Management Conference, Session Presentation, "Moving from an Institutional Strategic Plan to a SEM Plan"
2003-2004	**Faculty**	AACRAO Strategic Enrollment Management Conference, Registrar Roundtable and Breakout Session Leader
2002-2003	**Presenter**	AACRAO Annual Conference, Theological Schools Workshop
2000	**Facilitator**	SACRAO Annual Conference, Session Presentation

PUBLICATIONS/WRITTEN WORKS

2017 "**Church-To-Church International Partnership: A Case Study of How a Haitian Church Impacted a U.S. Church's Understanding of Missions**." *Global Missiology English*, vol. 4: no. 14.

2016 "Accreditation and Assessment Considerations," chapter in *Curriculum Management and the Role of the Registrar*, AACRAO.

2016 "Church-to-Church International Partnerships," a paper presented to the 2016 Northwest Regional Conference of the Evangelical Missiological Society.

2013 "Evaluating Staff Workload: The Need for a Standardized Tool for Institutional Planning." *AC Solutions*

2009 "The Strategic Role of the Registrar: Changing Responsibilities in Light of Technology." *AC Solutions*

2008 "Character and Spiritual Formation," chapter in *Foundations of Spiritual Formation: A Community Approach*

Feb. 2008 "My Staff are Competent, Right?," *SEM Source*

2007	"Character for Leadership: The Foundation of Personal Characteristics in the Selection of Effective Leadership Behaviors," Ph.D. Dissertation
Feb. 2005	"Overview of the SEM Lifecycle," *SEM Source*
2004	"Moving Toward a SEM Plan," *The SEM Anthology*, p. 79-81, AACRAO Publications (co-authored with Robert Riggs)
April 2004	"A Model of SEM Planning," *SEM Monthly* (co-authored with Robert Riggs)
Dec. 2003	"Moving Toward a SEM Plan," *SEM Monthly* (co-authored with Robert Riggs)
1999	"The Registrar's Office as Academic Adviser," Article originally submitted to *SACRAO Journal*
1998	"The Influence of the Hebrew Language on Cognate Datives in Koiné Greek," Master's Thesis

PHILANTHROPIC LEADERSHIP EXPERIENCE

2015-Present	**President**	ARM Ministries Dallas, TX
2017-Present	**Elder**	Hope Fellowship Hillsboro, OR
2012-Present	**President**	Newberg Water Polo Club Newberg, OR
2003-Present	**Board Member**	ARM Ministries
2013-2015	**Vice-President of Development**	ARM Ministries
2010-2013	**Board Chair**	ARM Ministries
2008-2017	**Elder**	Grace Baptist Church Newberg, OR
1999-2001	**Field Ed. Reflection Group Leader**	Dallas Theological Seminary
1999-2003	**Elder**	Skillman Bible Church Dallas, TX
1998-2002, 2003	**Adult Sunday School Teacher**	Skillman Bible Church Dallas, TX
1994-2003	**Spiritual Formation Group Leader**	Dallas Theological Seminary
1997	**Worship Leader/Bible Study Teacher**	Trinity Baptist Church Dallas, TX
Summer '97	**Pastoral Intern**	United Evangelical Free Church Klamath Falls, OR
1996-1997	**Student Council Vice–President for Academic Affairs**	Dallas Theological Seminary

1990-1993 **High School/College Group Leader** United Evangelical Free Church