## Donielle R. Maust

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**Education**

* **Master of Safety and Environmental Management**, West Virginia University, 2002
* **Master of Public Administration**, West Virginia University, 2000

*CERTIFICATE: Healthcare Administration*

* **Bachelor of Arts in Psychology**, West Virginia University, 1998

**Professional Experience**

**2016 to Present: Assistant Director, Office of Institutional Research, West Virginia University**

* Responsible for daily operations management and the supervision of Institutional Research professionals involved in mandatory reporting functions.
* Responsible for the output of reports, surveys, benchmarking and internal operational data needs as well providing support to the decision-making process.
* Supervise and complete reports and surveys accurately so that the institution is accurately depicted to personnel in federal agencies, state organizations and public entities. .
* Provide decision support to institutional officers regarding admissions, enrollment, registration, graduates, personnel and various productivity measures.
* Initiate process improvement and design solutions to streamline and enhance the delivery of information to external agencies and internal constituents.
* Supports colleges, academic and administrative units by deriving official institutional statistics as needed for accreditation reports, grant writing efforts, and assessment activities.
* Track and evaluate performance of subordinates and identify opportunities for skill set enhancement to improve performance and promote professional development.
* Maintain current knowledge of federal and state regulatory reporting requirements as well as collaborate with state and federal officials on reporting needs.

**2014 to Present: Senior Institutional Research Associate, Office of Institutional Research, West Virginia University**

* Responsible for timely and accurate submission of data to regulatory agencies through use of programming languages.
* Assure data is appropriately captures and coded and maintained through collaboration with data owners in relevant operational units.
* Maintain current knowledge of federal and state regulatory reporting requirements and is responsible for the identification of modifications as need to satisfy required changes.
* Responsible for conducting and developing statistical models of relevant data to support operational and administrative decision-making.
* Support colleges and other units by deriving official institutional statistics as needed for accreditation, grant writing and assessment activities in a timely manner.
* Design, develop and implement statistical and analytical studies requested by senior administrators to support policy decisions.
* Provide support in survey planning, sampling and analysis of results.
* Support institutional officers and committees through model building, providing projections and/or simulations of scenarios concerning enrollment, student success rates, academic programs, tuition, personnel, benefit costs or other areas of interest.
* Supervision of two employees.

**2006 to 2014: Institutional Research & Reporting Specialist, Office of Institutional Research, West Virginia University**

* Provide accurate and timely submission of institutional reports to state and federal regulatory agencies and accrediting bodies.
* Provide decision support to policy makers through research studies, data manipulation, analysis, interpretation, modeling and presentation of results.
* Collaborate with student, financial and human resources information systems personnel to assure quality and validity of data.
* Conceptualize plans and execute institutional research studies by assisting administrators in identifying the objective, constructing the research question and using appropriate analytical tools to gather the data.
* Generate routine reports for internal departments and complete surveys for external agencies.
* Execute inferential statistical procedures, interpret and convey results to the appropriate audience.
* Analyze, compile and present qualitative and quantitative research results on relevant academic issues.
* Provide decision support to enrollment management council, retention success council and other committees as needed.

**2004 to 2006: Human Factors Consultant/Clinical Instructor, Job Accommodation Network, West Virginia University, a service of the Office of Disability Employment Policy, US Department of Labor**

* Provided nationwide information and referral services regarding job accommodations for people with disabilities and technical assistance on the Americans with Disabilities Act and other disability related legislation (EEOC, FMLA, Workers Compensation, Rehabilitation Act, OSHA).
* Provided consultation and accommodation ideas for employees with motor impairments, cumulative trauma disorders and issues pertaining to ergonomics.
* Participated on the Research and Writing Team to assist with developing standardized publication format and brainstorm new research topics.
* Assisted with marketing and outreach by developing publications and presenting at employee agencies nationwide.

**2004: Training & Technical Assistance Coordinator, Center for Excellence in Disabilities, West Virginia University**

* Provided training and technical assistance on accessibility and disability awareness to one-stop staff throughout the state of West Virginia.
* Developed policies and procedures for one-stops to use as guidelines.
* Provided marketing and outreach through attendance at conferences, seminars, fairs and other public events.
* Conducted site visits and assessments at one-stops throughout the state.
* Assisted in the planning, development and implementation of a Business Leadership Network.

**2001 to 2003: Graduate Assistant, Job Accommodation Network, West Virginia University, a service of the Office of Disability Employment Policy, US Department of Labor**

* Provided information and referral services regarding job accommodations for individuals with disabilities.

**2000 to 2001: Research Associate, Survey Research Center, School of Applied Social Research, West Virginia University**

* Provided research support for faculty and organizations affiliated with West Virginia University, state agencies and community agencies.
* Supervised project managers and assistants in data cleaning, collection, coding and analysis.
* Supervised graduate assistant assigned to the Survey Research Center.
* Assisted with the development and construction of survey questionnaires.
* Managed multiple projects and assigned projects to appropriate individuals.
* Responsible for hiring interviewers, including position advertisement, screening, selection and processing paperwork.
* Trained project managers and oversaw interviewer training.

**Academic Experience**

* University 101 Instructor, West Virginia University (2007)
* Alpha Omicron Pi Sorority Director (2001 to 2005)

**Publications**

* Survey Research Center, West Virginia University, Arts and Sciences. (2000). West Virginia KIDS COUNT Data Book. Morgantown, WV.

**Specialized Computer Skills**

* SPSS/SAS
* GIS
* Banner, Mix, eCampus
* MS Office
* Windows, Virtual PC
* Microsoft Publisher, Adobe
* Oracle, MS Access

**Professional Organizations**

* Association for Institutional Research (2007 to Present)
* American Society of Safety Engineers (2001 to 2003)
* American Society of Public Administration (1998 to 2000)

**Professional Development**

* 2016 - West Virginia Summer Policy Institute, Buckhannon, WV
* 2015 - Mid-Atlantic Banner Users Group, Williamsburg, VA
* 2015 - 11th Annual National Symposium on Student Retention, Orlando, FL
* 2015 - GIS Foundations I, II and III Training, Morgantown, WV
* 2014 - Mountaineer Leadership Academy Emerging Supervisor Institute, Morgantown, WV
* 2014 - 10th Annual National Symposium on Student Retention, Louisville, KY
* 2014 - SAS Enterprise Guide Training, Pittsburgh, PA
* 2014 - SAS Programming 1 Training, Pittsburgh, PA
* 2013 - The National Data Institute, Washington, DC
* 2011 - The 7th Annual National Symposium on Student Retention, Charleston, SC
* 2007 - Association for Institutional Research Institute, Chicago, IL
* 2006 - Job Accommodation Network Conference, Boston, MA
* 2005 - 14th Annual National Workers’ Compensation & Disability Conference, Chicago, IL
* 2004 - US Business Leadership Network Conference, New York, NY
* 2004 - Job Accommodation Network Symposium, Orlando, FL
* 2004 - West Virginia Workforce Development Conference, Chester, WV
* 2002 - ASSE Professional Development Conference, Nashville, TN

**Presentations**

* The 11th Annual National Symposium on Student Retention (2015). Collaborative Student Success Programming: Institutional Research, Student Life, and Academic Affairs Partnerships. Orlando, FL.
* The 10th Annual National Symposium on Student Retention (2014). Examining Your Student Success Data and Programs. Louisville, KY.
* The 7th Annual National Symposium on Student Retention (2011). At-Risk First Time Freshmen and Transfer Students: Promoting Retention and Persistence to Degree Completion. Charleston, SC.
* Job Accommodation Network Conference (2006). Basic ADA: Old Issues, New Trends. Boston, MA.
* Job Accommodation Network Conference (2006). Hocus, Pocus: A Disability Manager’s Guide to Understanding Ergonomics. Boston, MA.
* The 14th Annual National Workers’ Compensation and Disability Conference (2005). Facilitating Early Return to Work through Accommodation. Chicago, IL.
* The Catawba County Mayors Committee for Persons with Disabilities (2005). Successful Job Accommodations Made Simple. Hickory, NC.
* Catawba County JobLink Career Center (2005). Successful Job Accommodations Made Simple. Hickory, NC.
* West Virginia Workforce Centers (2004). West Virginia Assistive Technology Training. Several sites throughout the state of West Virginia.