



CHRISTINE PACHECO

Profile

Strategic higher education leader with expertise in institutional research, data governance, and academic administration.

Experienced in aligning data strategies with institutional goals, fostering cross-functional collaboration, and advancing student success. Skilled at leveraging analytics to inform decision-making, optimize operational processes, and enhance institutional effectiveness.

870-235-5483

clpacheco@saumag.edu

<https://bit.ly/m/cpacheco>



EXPERIENCE

SOUTHERN ARKANSAS UNIVERSITY

Assistant Provost for Institutional Research 2024 — present

- Led the development of a comprehensive AI policy for education, research, and operations.
- Provided data support for a \$5M NSF S-STEM grant proposal.
- Established standardized data governance policies to enhance reporting and compliance.
- Advise senior leadership on data-informed decision-making for strategic planning and accreditation (institutional and specialized programs).
- Serve on university committees shaping policy on enrollment, retention, and assessment.

Rankin College of Business Faculty 2024 — present

- Designed and launched a graduate-level Data Visualization course using industry-standard tools and methodologies, teaching data storytelling, governance, and analysis.
- Teach Statistics & Analytics II, focusing on applied analysis, interpretation, and decision-making using real-world business data.

Director of Institutional Research 2017 — 2024

- Optimized IPEDS reporting as Keyholder, reducing processing time by 65%
- Led data-informed retention and completion initiatives, improving student outcomes.
- Contributed to Higher Learning Commission accreditation and institutional assessment.
- Implemented business intelligence tools for streamlined reporting and data governance.
- Translated business needs into effective project planning and data analysis.

Senior Associate Registrar/VA Certifying Official 2015 — 2017

- Led a presidential task force that restructured the 'drop for non-payment' process, increasing retention by 20% in the pilot semester.
- Partnered with IT to improve data management for veteran students, enhancing reporting accuracy and support services.

ASSOCIATION FOR INSTITUTIONAL RESEARCH

Consultant 2023 — present

- Consult for institutions on process improvement, data analysis, and IR best practices.
- Deliver nationwide trainings through AIR Foundations of Effective Reporting workshops and the ACTS IPEDS component, and formerly as an IPEDS Educator
- Develop educational resources to strengthen data literacy in institutional research.

BOSTON UNIVERSITY

Associate Director for Registrar Systems 2014 — 2015

- Ensured data integrity, security, and compliance as custodian of student records.
- Refined operations by applying business analysis and SCRUM methodologies to enhance policies and processes.
- Operationalized federal 150% Direct Loan policy changes in partnership with Financial Aid.
- Managed multi-campus vendor selection, improving classroom scheduling practices.
- Led large-scale Ellucian Degree Works upgrade, improving academic planning and student success tools.

EDUCATION

DOCTOR OF PHILOSOPHY

Higher Education Administration
Texas Tech University

MASTER OF SCIENCE

Computer and Information Science
Southern Arkansas University

BACHELOR OF PROF. STUDIES

Early Childhood Education, Psychology
Arkansas Tech University
Summa Cum Laude

CORE COMPETENCIES

- Strategic Leadership and Collaboration
- Data Analytics and Governance
- Accreditation and Compliance
- Academic Policy Management
- Project and Change Management
- Problem-Solving and Analytical Thinking
- Higher Education Technologies
- Business Intelligence
- Student Success Initiatives
- Effective Communication
- Stakeholder Engagement
- Adaptability and Innovation
- Certified, Applying the QM Rubric



MEMBERSHIPS

2017—present

Association for Institutional Research

Forum advisory group, forum proposal reviewer

Southern Association for Institutional Research

Nominations & Elections Committee,
Planning Committee, proposal reviewer,
conference presenter

Arkansas Institutional Research Organization