

# Savannah Arroyo

## Executive Director, Student Success and Retention

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📍 Madison, WI 53703

### STRENGTHS

- ♥ **Retention Strategy**  
Built institution wide plans across advising and completion services. A shared review rhythm helped leaders act on student persistence patterns.
- 👥 **Staff Development**  
Coached managers through difficult service decisions and development plans. Colleagues became more confident handling performance conversations.
- 📊 **Data Informed Action**  
Turned retention and equity reports into focused interventions. Teams often sought practical guidance when numbers raised concerns.
- ♥ **Coordinated Care**  
Connected referrals, follow up, and reporting across functions. Students received clearer support pathways after process gaps surfaced.
- ⚖️ **Equity Leadership**  
Worked with diverse college populations and academic partners. Listening first helped teams shape fairer outreach and service decisions.

### SKILLS

Student Success Strategy   Retention  
Persistence   Completion  
Student Development   Advising  
Counseling   Career Services  
Equity   Coordinated Care  
Success Software   Data Analytics  
KPI Reporting   Strategic Planning  
Budgeting

### SUMMARY

Higher education executive with 14 years advancing **student success**, retention, **persistence**, completion, advising, counseling, **career readiness**, and equitable outcomes across diverse college populations. Leads institution wide retention plans, coordinated care, policy implementation, data informed intervention, and cross functional change. Guides managers and professional staff through coaching, evaluation, development, delegation, and performance management. Connects retention trends with practical interventions, KPIs, assessment, data literacy, budgets, grant administration, audit support, and continuous improvement. Experienced with **student success software**, FERPA aligned records, student development theory, access and equity, strategic planning, and change management. Trusted partner for faculty, deans, executive leaders, boards, employers, and community stakeholders, with a record of translating shared priorities into stronger services and measurable student outcomes.

### EXPERIENCE

#### Associate Vice President, Student Success

Great Lakes Community College 📅 January 2022 - Present 📍 Madison, WI

Direct institution wide retention, persistence, completion, advising, counseling, career readiness, student success technology, budgets, grants, and coordinated care for a diverse multi campus population. Lead managers and professional staff while partnering with research, academic, executive, and technical stakeholders.

- Directed multi campus **retention** strategy across advising, counseling, completion, and career readiness services.
- Led managers through coaching, evaluation, development planning, delegation, and service expectation setting.
- Governed student success technology referrals, follow up, outreach, reporting, and stakeholder coordination.
- Reviewed retention, **completion**, equity, and service KPIs with research and **academic leaders**.
- Administered budgets, grant initiatives, fiscal controls, and **audit support** requirements.
- Sponsored **Plan Do Study Act** cycles supporting FERPA aligned practice and staff **data literacy**.

#### Executive Director, Retention and Completion

Lakeshore Technical Institute 📅 July 2018 - December 2021 📍 Sheboygan, WI

Led comprehensive retention and completion planning across advising, early intervention, career services, faculty partnerships, student success software, reporting, budgets, and policy communication. Managed supervisors and professional teams while presenting priorities to senior leaders and governance groups.

- Led retention planning across **advising**, early intervention, **career services**, and faculty partnerships.
- Managed supervisors through **hiring**, **coaching**, evaluation, workload allocation, and corrective action.
- Built referral procedures and training that clarified support access and follow up.
- Analyzed persistence and **graduation** patterns with deans to prioritize equity interventions.
- Oversaw **student success software** adoption across administrators, content owners, and service leaders.
- Presented retention results, budgets, policy changes, and improvement priorities to governance groups.

#### Director, Advising and Career Services

Capital City College 📅 August 2015 - June 2018 📍 Madison, WI

Directed integrated advising and career services across transfer, technical, and career focused pathways. Supervised advisors and career staff, strengthened referral practices, maintained confidential records, and connected faculty, employers, and community partners with **student success** priorities.

- Directed advising and **career services** across transfer, technical, and career pathways.

LANGUAGES

|         |              |
|---------|--------------|
| English | Native       |
| Spanish | Intermediate |

MY CAREER



- Associate Vice President, Student Success at Great Lakes Community College (4.8 Years)
- Executive Director, Retention and Completion at Lakeshore Technical Institute (3.4 Years)
- Director, Advising and Career Services at Capital City College (2.8 Years)
- Assistant Director, Student Development at Northwoods University (3.1 Years)
- Student Success Coordinator at Fox Valley College (2.9 Years)

- Supervised advisors through caseload planning, coaching, **evaluation**, and service quality reviews.
- Introduced outreach for students showing academic or engagement risk using enrollment data.
- Developed workshops covering academic planning, **career readiness**, transfer, and support services.
- Maintained **FERPA** compliant records for confidential case discussions and authorized referrals.
- Cultivated employer, **faculty**, and community partnerships supporting career preparation and persistence.

Assistant Director, Student Development

Northwoods University 📅 June 2012 - July 2015 📍 Green Bay, WI

Coordinated student development and persistence initiatives involving outreach, counseling referrals, academic support, transitions, staff supervision, assessment, reporting, and policy improvement. Supported cross campus committees and translated service data into outreach priorities.

- Coordinated persistence initiatives combining outreach, **counseling** referrals, academic support, and transitions.
- Supervised professional and student **staff** through scheduling, coaching, and documentation review.
- Analyzed enrollment and service reports in Excel to refine outreach priorities.
- Designed training on **student development**, referrals, confidentiality, and diverse learner communication.
- Supported budget planning, vendor coordination, program **assessment**, and annual **reporting**.
- Served on cross campus committees focused on **student success** and policy improvement.

Student Success Coordinator

Fox Valley College 📅 June 2009 - May 2012 📍 Appleton, WI

Coordinated advising referrals, outreach, persistence programming, workshops, confidential records, recurring reports, process guides, and program assessment for new and continuing students. Supported practical service improvements through follow up data and student feedback.

- Coordinated **advising** referrals, outreach, and **persistence** programming for new and continuing students.
- Maintained confidential records and applied FERPA requirements during authorized communications.
- Tracked appointments, referrals, enrollment, and persistence data for recurring reports.
- Facilitated workshops on academic planning, campus resources, career exploration, and transitions.
- Developed process guides clarifying referral steps and service expectations for staff.
- Assessed programs through surveys, service data, and follow up reviews.

PROJECTS

Coordinated Care Reporting Initiative 📅 2025

Connected referral follow up, service reporting, and stakeholder review into a clearer coordinated care process. Shared data helped teams focus outreach and identify student support gaps.

Equity Focused Retention Plan 📅 2021

Used persistence and completion patterns with academic partners to prioritize equitable interventions. Planning conversations turned broad concerns into practical outreach, referral, and assessment actions.

LEADERSHIP & AWARDS

- Student Success Leadership Award, Great Lakes Community College, 2025
- Recognition for cross campus retention leadership and staff development, 2024
- Executive leadership contributor for equitable completion initiatives, 2023

EDUCATION

Master of Science in Higher Education Administration

University of Wisconsin La Crosse 🎓 GPA: 4.0 📅 2012 📍 La Crosse, WI

**Coursework:** Student development theory, retention strategy, higher education leadership, program assessment

### Bachelor of Science in Psychology

University of Wisconsin Green Bay 🎓 GPA: 4.0 📅 2009 📍 Green Bay, WI

**Coursework:** Counseling foundations, human development, research methods, group dynamics

## CERTIFICATIONS

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- FERPA Compliance and Student Records Training 📅 2026
- Continuous Improvement Foundations 📅 2024

## TECHNICAL SKILLS

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- **Student Success Systems:** Student success software, coordinated care, referral tracking
- **Data Analysis:** Retention analysis, completion analysis, Excel
- **Reporting Tools:** KPI reporting, dashboards, institutional reports
- **Office Productivity:** Google Suite, Microsoft Office, Word
- **Communication Tools:** Outlook, Google Workspace, email coordination
- **Continuous Improvement:** Plan Do Study Act, program assessment, follow up reviews
- **Compliance Standards:** FERPA, state requirements, federal requirements
- **Strategic Planning:** Retention plans, completion plans, strategic priorities
- **Budget Administration:** Department budgets, grant administration, audit support
- **Student Services:** Advising, counseling, career services

## PROFESSIONAL AFFILIATIONS

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- Wisconsin Student Success Collaborative, Steering Committee Member
- Regional Higher Education Retention Network, Executive Peer Group
- Community college student success and retention leadership participant

## ADDITIONAL INFORMATION

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**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

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AVAILABLE ON REQUEST