

W. SAM CARRELL, PH.D., M.B.A.

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EDUCATION

The University of Texas at Tyler, Tyler, Texas

Soules College of Business, Department of Human Resource Development

Degree: Ph.D., Human Resource Development

Specialization: Organizational Development and Change

Dissertation: Examining the Mediating Influence of Occupational Self-efficacy and Perceived Organizational Support on the Relationship between Perceived Managerial Coaching Behaviors and Employee Engagement among Higher Education Enrollment Management Professionals

- Winner, AERA Workplace Learning SIG Exemplary Dissertation
- First Runner-Up, Esworthy Malcolm S. Knowles Dissertation of the Year Award, Academy of Human Resource Development
- Research collaboration with AACRAO completed as part of dissertation, acknowledged in AACRAO College & University 93(2): <https://www.aacrao.org/docs/default-source/c-u-.pdfs/cuj-93-02-idx.pdf>

The University of Texas at Tyler, Tyler, Texas

The College of Business and Technology (now Soules College of Business)

Degree: Graduate Certificate, Organizational Development, Leadership, and Consulting

Degree: M.B.A., Business Administration

Degree: B.B.A., Management

Northeast Texas Community College, Mt. Pleasant, Texas

Degree: A.S., Business

Additional Education

- AACRAO Strategic Enrollment Management Endorsement Program (SEM-EP) (**In Progress**)
- UMaine IR Data Fellows (**In Progress**)
- TACRAO Fred Russell Strategic Enrollment Management Workshop
- UT Tyler President's Executive Leadership Fellowship
- North American Association of Commencement Officers (NAACO), Certificate Program in Academic Ceremonies

PROFESSIONAL EMPLOYMENT EXPERIENCE**The University of Maine, Office of Student Records**

Orono, ME

The University of Maine (UMaine) is a prestigious Carnegie R1 classified institution, and the state's flagship public land, sea, and space grant university, located in the Maine Highlands. Founded in 1865, UMaine also offers instruction at its regional campus, the University of Maine at Machias, in Downeast Maine. UMaine enrolls approximately 11,500 undergraduate and graduate students in more than 250 bachelor's, master's, and doctoral degree programs.

University Registrar

09/2021 – Present

Leadership Roles:

- Coordinate, supervise, and provide executive leadership for all Office of Student Records functions and services for the Orono and Machias campuses
- Co-Chair of UMaine System Registrars Group
- Lead for academic policy, accreditation, and compliance reviews (e.g. NECHE, FERPA, etc.)
- Core team member for major projects including: UMaine/UMaine Machias merger, Repaving MaineStreet Peoplesoft reimplementation project, General Education Stewardship
- Project lead, revision of [Administrative Practice Letter X-F FERPA Policy and Procedure](#)
- Project lead and primary author, UMaine System FERPA compliance training
- Strategic hiring, promotion, and succession planning to ensure long-term operational excellence

Core Responsibilities:

- Direct supervision of Senior Associate Registrar, three Associate Registrars, Operations Support Specialist, Degree Audit Specialist
- Oversight of key aspects of UMaine / UMaine Machias merger project
- Campus FERPA officer
- Employee training and development
- Service on University of Maine System committees and project team on behalf of UMaine
- Policy and procedure research, interpretation, development, documentation, and implementation
- PeopleSoft CS 9.2 - Advanced user/trainer for Student Records, Campus Community, Curriculum Management, and Set Up SACR modules, and significant experience with Advising module

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- Troubleshooting student/faculty/staff issues related to core responsibilities and expertise areas
- Review of pending legislation for impacts on office and University
- Represent the University on System, State/regional, and national committees

The University of Texas at Tyler, Office of the Registrar

Tyler, TX

The University of Texas at Tyler (UT Tyler) is a prestigious Carnegie R2 classified institution located in East Texas. Founded in 1971, UT Tyler offers instructional sites at The University of Texas Health Science Center at Tyler and in Palestine, Longview and Houston. UT Tyler continues to experience enrollment growth with approximately 10,000 students enrolled in more than 80 bachelor's, master's and doctoral degree programs.

Associate Registrar

04/2011 – 09/2021

Assistant Registrar

02/2010 – 04/2011

Recorder

05/2008 – 02/2010

Leadership Roles:

- Direct supervision of Graduation/NCAA certification, Academic Scheduling, Transfer, and General Operations teams
- Representative on all University curriculum and calendar committees
- Lead for academic policy (e.g. University catalog, handbook of operating procedures)
- Lead for legislative/compliance reviews (e.g. SACSCOC, FERPA, State/Federal legislation)
- Lead for Texas Common Course Numbering (TCCNS) annual reviews and compliance

Core Responsibilities:

- Primary campus subject matter expert for:
 - Transfer, credit by exam, military credit, and international credit assessment and policy
 - Graduation evaluation and conferral/denial of degrees
 - Review and formatting of the academic calendar
 - NSC enrollment and degree reporting
 - Student enrollment research and troubleshooting
 - Beginning/end of term processing
 - Course Catalog, curriculum-related tables, and enrollment requisite setup
- Employee training and development
- Primary orientation facilitator (freshman, transfer, international, and new faculty)

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- University Commencement and NCAA certification oversight
- Policy and procedure research, interpretation, development, documentation, and implementation
- PeopleSoft CS 9.2 - Advanced user/trainer for Student Records, Campus Community, Curriculum Management, and Set Up SACR modules, and significant experience with Advising module
- Troubleshooting student/faculty/staff issues related to expertise and core responsibilities
- University curriculum processes
- Schedule of classes module and processes

UNIVERSITY SERVICE

UNIVERSITY OF MAINE SYSTEM (UMS)

- System-wide Registrars Group, Fall 2021 – Present
 - Co-Chair Fall 2022 – Present
- Name Usage Working Group, Spring 2022 – Spring 2023 [**Founding member**]
- Peoplesoft Gender & Pronoun Project, Spring 2022 – Fall 2023 [**Founding member**]
- Unified Catalog Working Group, Fall 2022 – Spring 2023
- Data Governance Council, Fall 2022 – Present
- Data Advisory Committee, Fall 2021 – Present
- Records Retention Task Force, Spring 2022 – Summer 2022
- FERPA APL Revision Working Group, Fall 2022 – Summer 2023 [**Founding member**]
 - Project lead, primary author
- FERPA Training Revision Project, Fall 2022 – Summer 2023 [**Founding member**]
 - Project lead, primary author
- Student Systems Steering Committee (SSSC), Fall 2023 – Present
- MaineStreet (PeopleSoft) Reimplementation Core Team, Fall 2023 – Fall 2024
- Parchment Transcript & Diploma Services Implementation, Fall 2023 –Present

UNIVERSITY OF MAINE:

- Regional Campus Taskforce (Merger of UMaine / UMaine Machias), Spring 2022 – Present
 - Academic Integration Subcommittees, Fall 2022 – Present
 - MaineStreet Integration Subcommittees, Spring 2022 – Present [**Founding member**]
- Undergraduate Catalog Review Taskforce, July 2024 – Present [**Founding member**]
 - Founding Chair

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- Commencement Steering Committee:
 - Chair, Academics Subcommittee, Fall 2021 – Present
- Associate Deans and Directors (AD&D) Group, Fall 2021 – Present
- Associate Deans (AD) Group, Fall 2021 – Present
- Undergraduate Program Curriculum Committee, Fall 2021 – Present
- General Education Stewardship Committee, Fall 2022 – Present
 - Co-Chair, General Education Designation & Course Recommendations Subcommittee, Fall 2023 – Present
 - General Education Description and Mission Subcommittee, Fall 2023 – Present
- Shared Systems and Data Working Group, Spring 2023 – Present [**Founding member**]
- Society for the Advancement of Technical Fluency, June 2024 – Present [**Founding member**]

UNIVERSITY OF TEXAS AT TYLER:

- Undergraduate Council, Fall 2010 – Spring 2012; May 2019 – Fall 2020
- Graduate Council, Fall 2010 – Spring 2012; May 2019 – September 2021
- Undergraduate and Graduate Curriculum, Spring 2011 – Fall 2014; May 2019 – Sept. 2021
- Student Appeals Committee, Spring 2010 – Fall 2020
- SACSCOC 10-year reaffirmation project (Standards 3.1.b, 9.4, 9.7, 10.8), 2018 – 2021
- Commencement Committee, Fall 2019 – September 2021 [**Founding member**]
- NCAA Compliance Committee, Fall 2017 – Fall 2020
- Content reviewer for Undergraduate and Graduate Catalog, bi-annual editions 2012–14, 2014-16, annual editions 2017 – September 2021
- THECB Desk Audit team, Spring-Summer 2020 [**Audit completed with no findings**]
- Academic Calendar Committee, Spring 2013 – Fall 2015; May 2019 – May 2020
- Legislative impact reviews, 86th and 87th Texas legislative sessions
- President's New Academic Programs Strategic Planning Work Group, Spring 2017
- Enrollment Management Leadership Training Committee, Spring 2015 [**Founding member**]
- Schedule Review Team, Fall 2012 – Fall 2014
- Customer Service Team, Fall 2009 – Spring 2012 [**Founding member**]
- Student Services Fee Committee, 2005 – 2007
- Patriot Advisory Board for Student Veterans, Fall 2020 – September 2021 [**Founding member**]
 - Team achieved first Military Friendly designation for UT Tyler
- Medical Withdrawal Policy Development Project, Spring 2016
- Drop Portal Development Project, Spring – Summer 2016

PROFESSIONAL AND ACADEMIC MEMBERSHIPS

- AHRD: Academy of Human Resource Development
- NAACO: North American Association of Commencement Officers
- NELGR: New England Land Grant Registrars Group
- AACRAO: American Association of Collegiate Registrars and Admissions Officials
- NEACRAO: New England Association of Collegiate Registrars and Admissions Officials
- SACRAO: Southern Association of Collegiate Registrars and Admissions Officials
- TACRAO: Texas Association of Collegiate Registrars and Admissions Officials

PROFESSIONAL ORGANIZATION SERVICE

American Association of Collegiate Registrars and Admissions Officers (AACRAO)

- Member, Federal Compliance Committee, April 2024 - Present

Academy of Human Resource Development (AHRD)

- Peer reviewer, International Research Conference in the Americas, 2015 – 2021, 2024
- Reviewer, Esworthy Malcolm S. Knowles Dissertation of the Year Award, 2019 - 2020

Texas Association of Collegiate Registrars and Admissions Officers (TACRAO)

- Chair, Legislative Issues standing committee, November 2020 – September 2021
 - Co-Chair, November 2019 – November 2020
- Session Facilitator at Annual Meetings in 2012, 2016, 2018, 2019
- Presenter for “Commencement Roundtable” session at 2014 Annual Meeting
- Co-presenter for “Legislative Update” session at 2020 Virtual Annual Meeting

North American Association of Commencement Officers (NAACO)

- Member, Education Committee, Spring 2020 – 2023
- Co-host, June 2020 Hot Topics Call: *Planning an Off-cycle Ceremony*
- Co-presenter, 2021 Annual Conference, *Transitioning to Digital Diploma Services*

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ACADEMIC TEACHING EXPERIENCE**The University of Texas at Tyler, Tyler, Texas**

- Affiliation: Soules College of Business, Department of Management and Marketing
- Position: Adjunct Instructor, Online Using Canvas Course Management System
- Courses Taught:
 - **MANA 5350 – Human Resource Management**, Spring 2019

The University of Texas at Tyler, Tyler, Texas

- Affiliation: Soules College of Business, Department of Human Resource Development
- Position: Adjunct Instructor, Online Using Canvas Course Management System
- Courses Taught:
 - **HRD. 5352 – Organization Development**: Ten (10) consecutive semesters, Summer 2018 through Summer 2021, Spring 2025

Western Carolina University, Cullowhee, North Carolina

- Affiliation: College of Education & Allied Professions, Human Services Department
- Position: Adjunct Instructor, Online Using Blackboard and Canvas Course Management Systems
- Courses Taught:
 - **HR 601 – Organization Acumen for HR Leaders**: Fall 2021, Spring 2024
 - **HR 605 – Principles & Practice in Human Resources**: Spring 2023
 - **HR 615 – Organization Development**: Spring 2020, Spring 2021, Spring 2022, Fall 2022, Summer 2023, Fall 2023
 - **HR 675 – Leadership in HR**: Summer 2020, Fall 2020, Summer 2024

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PEER-REVIEWED JOURNAL ARTICLES

Carrell, W.S., Ellinger, A.D., Nimon, K., & Kim, S. (2022). Examining the relationships among managerial coaching, perceived organizational support, and job engagement in the US higher education context. *European Journal of Training and Development*, 46(5-6), 563-584. <https://doi.org/10.1108/EJTD-10-2020-0145>

REFEREED CONFERENCE PAPERS / PRESENTATIONS

Adele, B., **Carrell, W.S.**, DuPlessis, J., Egan, T. M., Kim, S., & Ellinger, A. D. (2016, February). *Moving managerial coaching research further forward*. Roundtable discussion presented at the Academy of Human Resource Development 2016 International Research Conference in the Americas, Jacksonville, FL.

Carrell, W.S. (2015). Trends and Findings in the Managerial Coaching Literature, 2009-2014. *Proceedings of the Academy of Human Resource Development 2015 International Research Conference in the Americas*. St. Louis, MO.

Carrell, W.S., DuPlessis, J., Kincade, B. (2015). Resistors to Managerial Coaching. *Proceedings of the Academy of Human Resource Development 2015 International Research Conference in the Americas*. St. Louis, MO.

Carrell, W.S., Ellinger, A.D., & Nimon, K. (2017, June). *Examining the relationships among managerial coaching behaviors, employee engagement, occupational self-efficacy, and perceived organizational support in a higher education context*. Working paper presented at the 18th International Conference on Human Resource Development Research and Practice across Europe, Lisbon, Portugal.

OTHER RESEARCH ACTIVITIES

Peer Review for Refereed Academic Journals:

- *European Journal of Training and Development*, 2020, 2021, 2022
- *Human Resources Development Quarterly*, 2018, 2019, 2024
- *International Journal of HRD Practice, Policy, & Research*, 2019
- *Industrial and Commercial Training*, 2019, 2020, 2021, 2022, 2024

Research Identifiers:

- Web of Science ResearcherID: AFR-2123-2022
- ORCID: <https://orcid.org/0000-0001-9420-0262>