

Professional Experience

CBE – Operations Research Analyst, Institute for Competency-Based Education, May 2016 – Current
Texas A&M University-Commerce (Higher Education), Commerce, Texas

Utilize advanced mathematical modeling and analytical methods to help the university investigate and interpret information that assists management with decision making, policy formulation, or other managerial functions. Being at the forefront of CBE, has given me the opportunity to present for different stakeholders (e.g. program directors, higher education administrators, state legislators, amongst others), on data collection and analysis for competency-based models. Amongst other duties, I work with functional users, to collect and analyze recruitment, enrollment, retention and graduation data that assists in recommending opportunities for continued enhancement.

Achievements:

- Considered a subject matter expert (SME) in competency-based learning analytics at the state and national level
- Provided data analytics that reformed university-wide awarding policies from test scores to high school percentiles
- Consulted/presented on data analytics and business process implementations for CBE with Texas institutions
- Mentioned as a Student Success Scientist by Civitas Chief Learning Office, Dr. Mark Milliron
- Winners of the 2016 Texas Star Awards for the Texas Affordable Baccalaureate program
- Lead an award winning graduate assistant team of five, performing data analytics and CBE research
- Selected for the National Advisory Board for Postsecondary Competency-Based Education and Learning Research
- Created university's first Competency-Based Education Analytics Dashboard

CBE - Predictive Modeling Analyst, Institute for Competency-Based Education, August 2015 – April 2016
Texas A&M University-Commerce (Higher Education), Commerce, Texas

Focused primarily on historical data collection and analysis for Texas A&M University-Commerce's Affordable Baccalaureate Degree while establishing and tracking program specific metrics, that can potentially serve as a framework for universities planning to launch similar programs. Utilized predictive modeling application to forecast persistence probabilities for all enrolled students, which proved to be valuable to our frontline staff. Conducted internal data validation and provided recommendations for institutional reporting metrics particular to competency-based education, using the university's wide range of database systems.

Achievements:

- Created an accountability metrics framework for new Competency-Based Education Models in Texas
- Discovered numerous inconsistencies in our predictive analytics platform, supported decision to adopt a new model
- Created university's first predictive models for enrollment, retention, and graduation rates
- Provided data & analytics to the Texas Higher Education Coordinating board, that has assisted in obtaining additional funding (up to \$650,000) from big industry players, such as AT&T & Dell
- Represented university at national and state conferences related to Competency-Based Education
- Mentored institutions on competency-based education through the Fast Track to Success Seminars

Graduate Assistant Researcher, VP Student Access & Success, August 2014 – July 2015
Texas A&M University-Commerce (Higher Education), Commerce, Texas

Provided data collection and analytics support services to the entire Student Access and Success division. Cross-functional duties aimed on using data analytics to improve the university's recruitment, admission, enrollment, and retention initiatives. Departments assisted: Admissions, Financial Aid, Enrollment Management, Marketing, etc.

Achievements:

- Built financial model that will provide admissions a projected revenue stream of \$100,000 in the next 5 years
- Created Hispanic Enrollment projection model which forecasts HSI attainment for the university.
- Enrollment Territory Management; insights on Top Counties, Top High School & Transfer feeders, and enrollment funnel conversion rates, used by Admissions in selective recruitment strategies.
- Provided insights on low performance grades, majors and class types for targeted retention
- Developed data analysis and infographic used by president to demonstrate university's % change over 2000-2014

Sales & Operations Manager, General Management, June 2011 – July 2014
Datatex S.A (Computers & Technology Services), Managua, Nicaragua

Managed a staff of 100+ and 5 stores in technology sales and business development, preparing everything from sales agent's monthly quotas, to purchasing budgets for over \$6M annually. Negotiated and purchased weekly orders over 125k for technology products with international distributors. Managed an inventory of over 500 technology products and successfully used the company's database system and advance mathematical techniques to analyze historical sales reports and inventory rotation statistics to consistently identify top clients, purchasing patterns and high demand products. Dealt with every aspect of the business, including relationship management, product pricing and the development of technical proposals. In my three years there, I led the organization to an average annual growth in sales of 13%.

Achievements:

- Exceeded our Dell partnered preferred quota by over 110% of our quarterly sales goals
- Attained strategic alliances with Wal-Mart C.A, increased distribution sales by over 30% monthly
- Identified and closed a sale of over 2000 computers with Claro America Telecom Company
- Designed Strategic Partnership with a local newspaper that led to a sales of over 5000 tablets and free publicity

Education

Master of Business Administration, August 2015
Texas A&M University, Commerce, Texas. **GPA: 4.0**
Phi Kappa Phi Honor Award (Ranked in the upper 10 percent of Master Candidates)

Bachelor of Arts in International Business, Minors in Economics & Asian Studies, May 2011
Mercyhurst University, Erie, Pennsylvania. **GPA: 3.8 Honors: Magna cum laude**

Publications

- Rivers, C.**, Gibson, S., Contreras, E., Livingston, T., Hanson, P. (2018). Competency-Based Education: A Business Model for Changing Times. Manuscript in preparation.
- Parson, K., & **Rivers, C.** (2017). Measuring Student Success in Competency-Based Education Programs: Toward a Student Outcomes Metrics Framework. American Institutes for Research, <https://www.air.org/resource/measuring-student-success-postsecondary-competency-based-education-programs-toward-student>
- Rivers, C.**, & Sebesta, J. (2017). "Right on the Money": CBE Student Satisfaction and Post-Graduation Outcomes. Journal of Competency-Based Education, <http://onlinelibrary.wiley.com/doi/10.1002/cbe2.1042/full>
- Rivers, C.**, & Dobbs, R. (2017). Moving towards a more inclusive awarding policy: High School Percentile vs. Test Scores. EDUCAUSE Review, <https://er.educause.edu/articles/2017/3/a-more-inclusive-awarding-policy-high-school-percentile-vs-test-scores>
- Rivers, C.** (2017). System(s) for CBE Readiness. WCET - WICHE Cooperative for Educational Technologies, <https://wctefrontiers.org/2017/02/01/systems-for-cbe-readiness-enabling-student-affordability-and-success/>
- Rivers, C.**, & Sebesta, J. (2016). Competency-Based Education: Saving Students Time and Money. EDUCAUSE Review, <http://er.educause.edu/articles/2016/12/competency-based-education-saving-students-time-and-money>
- Rivers, C.** (2016). Competency-Based Education: The importance of Metrics and Data Collection. The EvoLLLUTION, http://evollution.com/programming/program_planning/competency-based-education-the-importance-of-metrics-and-data-collection/
- Rivers, C.**, & Sebesta, J. (2016). Competency-Based Education and Predictive Analytics: Learning from Transfers. EDUCAUSE Review, <http://er.educause.edu/articles/2016/7/competency-based-education-and-predictive-analytics-learning-from-transfers>

Conference Proceedings and Presentations

Upcoming:

- Rivers, C.,** Gibson, S. (2018, May). Competency-Based Education: Power in the Numbers. Accepted at the Association for Institutional Research (AIR) Forum Conference, Orlando, FL.
- Rivers, C.,** Gibson, S. (2018, May). "Right on the money": CBE student satisfaction and post-graduation outcomes. Accepted at the Association for Institutional Research (AIR) Forum Conference, Orlando, FL.
- Rivers, C.,** Gibson, S. (2018, May). Competency-Based Education Dashboard Demo using the WebFOCUS BI portal. Accepted for 60 minute presentation at the Information Builders Summit, Orlando, FL.
- Rivers, C.,** Gibson, S. (2018, April). Competency-Based Education: A Business Model for Changing Times. Submitted for 60 minute presentation at the Fast Track to Success Conference, Austin, TX.
- Rivers, C.,** Gibson, S. (2018, April). CBE Dashboard Demonstration. Submitted for 60 minute presentation at the Fast Track to Success Conference, Austin, TX.
- Rivers, C.,** Gibson, S. (2018, April). Utilizing a Graduate Exit Survey to Understand Needs and Successes. Submitted for 60 minute presentation at the Fast Track to Success Conference, Austin, TX.
- Rivers, C.,** Gibson, S. (2018, March). Innovate and Evaluate: CBE Student Satisfaction and Post-graduation Outcomes. Accepted for 60 minute presentation at the TxDLA Conference, Dallas, TX.
- Rivers, C.,** Gibson, S. (2018, March). CBE Dashboard: Using Data & Evidence to Bring Your Story to Life. Accepted for 60 minute presentation at the TxDLA Conference, Dallas, TX.
- Rivers, C.,** Gibson, S. (2018, February). Operationalizing Predictive Analytics for Advancement of Higher Education Practices. Accepted for 60 minute presentation at the TAIR Annual Conference, Corpus Christi, TX.
- Rivers, C.,** Gibson, S. (2018, February). Competency-Based Education: Using Data Dashboards for Insight and Powerful Stories. Accepted for 60 minute presentation at the TAIR Annual Conference, Corpus Christi, TX.
- Rivers, C.** (2018, January - May). Practical Perspectives on CBE: A Webinar Series from the Institute for Competency-Based Education. Presented by Carlos Rivers and team online:
<http://www.tamuc.edu/research/icbe/WebinarSeries.aspx>

Completed:

- Rivers, C.,** Gibson, S. (2017, November). Competency-Based Education: How to get started. Presented by Rivers, C. and S. Gibson, two-hour in-depth workshop and panel discussion at the WCET's 28th Annual Meeting, Denver, CO.
- Rivers, C.,** Gibson, S. (2017, November). Developing a data driven CBE program: Are you CBE ready? 75 minute workshop at the 2017 CAEL Conference, San Diego, CA.
- Rivers, C.,** Gibson, S. (2017, September). Measuring Up! Using Data to Ensure Quality Principles and Standards are Met. 60 minute presentation at the 2017 CBExchange Conference, Phoenix, AZ.
- Rivers, C.,** Gibson, S. (2017, September). Assessing and Improving Your CBE Readiness. 60 minute presentation at the 2017 CBExchange Conference, Phoenix, AZ.
- Idoko-Akoh, A., **Rivers, C.,** & Gibson, S. (2017, November). Analysis of student time and costs through competency-based education. Presented by A. Idoko-Akoh at the 14th Annual Pathways Student Research Symposium, Stephenville, TX.

- Sakaria, K., **Rivers, C.**, & Gibson, S. (2017, November). A comparative analysis of survey results from graduates of a Competency-Based Degree and a comparable traditional program. Presented by K. Sakaria at the 14th Annual Pathways Student Research Symposium, Stephenville, TX.
- Odebiyi, M., **Rivers, C.**, & Gibson, S. (2017, November). Social networking tools for higher education. Presented by M. Odebiyi at the 14th Annual Pathways Student Research Symposium, Stephenville, TX.
- Assis, N., Crews, M., **Rivers, C.**, & Gibson, S. (2017, November). Competency-Based Education (CBE) and student learning outcomes assessment - An overview. Presented by N. Assis at the 14th Annual Pathways Student Research Symposium, Stephenville, TX.
- Kundu, S., **Rivers, C.**, & Gibson, S. (2017, November). A review of predictive modeling in Higher Education: Impacts on organizational efficiency and effectiveness. Presented by S. Kundu at the 14th Annual Pathways Student Research Symposium, Stephenville, TX.
- Rivers, C.** (2017, February - May). Practical Perspectives on CBE: A Webinar Series from the Institute for Competency-Based Education. Presented by Carlos Rivers and team online: <http://www.tamuc.edu/research/icbe/WebinarSeries.aspx>
- Srimanth, T. S., **Rivers, C.**, & Gibson, S. (2017, April). Predictive analytics in higher education. Presented by T. S. Srimanth at the Annual Research Symposium, Texas A&M University-Commerce, Commerce, TX.
- Rivers, C.** (2017, February). Developing a Data Driven CBE Program. Presented by Carlos Rivers for the Fast Track to Success Workshop at Texas A&M University-Corpus Christi, Corpus Christi, TX.
- Rivers, C.** (2017, February). System(s) for CBE Readiness. Presented by Carlos Rivers for the Fast Track to Success Workshop at Texas A&M University-Corpus Christi, Corpus Christi, TX.
- Rivers, C.** (2016, October). Metrics of CBE at Texas A&M University-Commerce. Presented online by Carlos Rivers for the Texas Competency Based Education Consortium: <http://sites.austincc.edu/cbec/best-practices/carlos-rivers/>
- Sebesta J., **Rivers, C.** (2016, October). Demystifying CBE Students. Presented by Carlos Rivers at the TAB Intensive, Texas Higher Education Coordinating Board, Dallas, TX.
- Rivers, C.** (2016, October). CBE Data Collection & Analysis. Presented by Carlos Rivers at the TAB Intensive, Texas Higher Education Coordinating Board, Dallas, TX.
- Rivers, C.** (2016, July). Data & Analytics for CBE Programs. Presented by Carlos Rivers at the Prior Learning Assessment Conference, Eastfield College, Dallas, TX.
- Rivers, C.** (2016, March). Data & Analytics for CBE Programs. Presented by Carlos Rivers for the Fast Track to Success Seminar at Austin Community College, Austin, TX.
- Rivers, C.** (2016, February). Harnessing Social Media. Presented by Carlos Rivers at TAB*LAB, Texas Higher Education Coordinating Board, Austin, TX.
- Rivers, C.** (2016, February). Data & Analytics Part II. Presented by Carlos Rivers at TAB*LAB, Texas Higher Education Coordinating Board, Austin, TX.
- Rivers, C.** (2016, February). Data & Analytics Part I. Presented by Carlos Rivers at TAB*LAB, Texas Higher Education Coordinating Board, Austin, TX.

Awards and Recognitions

- Selected to serve on the National Advisory Board for Postsecondary Competency-Based Education and Learning Research, Washington D.C, Lumina Foundation/American Institutes for Research, 2018-2020
- Selected to serve in the CBEN National Collaboratory, Competency-Based Education Network, 2017
- Outstanding Hispanic staff member recognition, Dr. Maximino Plata Hispanic Education Consortium, 2016
- College of Business Student Highlight of the Month, Texas A&M University-Commerce, 2015
- Top 50 internet and consumer technology companies, Baylor University, 2015
- Lions Business Innovation showcase first place winner, Texas A&M University-Commerce, 2014

- National Engaged Leader award, National Honor Society of Leadership & Success, 2014
- Best Brand Manager award, Datatex S.A, Taiwan Embassy, 2012
- Business Delta Mu Delta Honor Society, Walker School of Business, Mercyhurst University 2011
- Academic Distinction Award in Languages, Mercyhurst University, 2011
- Academic Excellence Award in Business, Walker School of Business, Mercyhurst University, 2011
- Dean's List Scholar Award Recipient, Mercyhurst University, 2007-2011
- International Scholarship for Academic Excellence, Mercyhurst University, 2007-2011

Organizations & Committees

- Board Member, National Advisory Board for Postsecondary for CBE Research, Lumina Foundation, 2018-2020
- Steering Committee Member, Fast Track to Success Conference, Competency-Based Edu Consortium, 2018
- Community Advisory Committee, Royse City Independent School District, 2017-2018
- Project member, CBEN Collaboratory, Competency-Based Education Network, 2017
- Institutional Member, EDUCAUSE , 2017
- Institutional Research Partner, American Institutes for Research, 2017
- Institutional Member, WCET - WICHE Cooperative for Educational Technologies, 2017
- Member, Competency-Based Education Network, 2016
- Member, Texas Competency Based Education Consortium, 2016
- Search Committee Member, Web Application Developer, Texas A&M University-Commerce, 2017
- Steering Committee Member, Fast Track to Success Conference, Competency-Based Edu Consortium, 2017
- Committee Member, Academic and Student Affairs Technology, Texas A&M University-Commerce, 2016
- Department chair, LMS Taskforce Committee RFP, Texas A&M University-Commerce, 2016
- Small Business & Entrepreneurship Conference student presenter, Texas A&M University-Commerce, 2015
- Department chair, Agency of Record Committee RFP, Texas A&M University-Commerce, 2015
- Department chair, Web Portal Committee RFP, Texas A&M University-Commerce, 2015
- Vice President, National Honor Society of Leadership & Success, Texas A&M University-Commerce, 2014
- Corporate Sponsor, TEDxManagua, Datatex S.A, 2013

Skills & Development

- **Languages:** Fluent both in Spanish and English, beginner level proficiency in Mandarin.
- **Technology:** Advanced skills in business intelligence tools such as Information Builders Webfocus. Expertise in Microsoft Office Suite (Excel, PowerPoint, Word, etc.). Extensive I.T background in computer hardware and software, including experience with higher education databases such as Banner and analytics tools such as R.
- **Courses/Certifications:**
 - ✓ Civitas Illume® Predictive Model Power User Training
 - ✓ Responsible Conduct in Research and Scholarship training
 - ✓ Latinos Success in Higher Education Conference
 - ✓ Salesforce: Administration Essentials for New Admins ADM201
 - ✓ Salesforce: Implementing a Reporting Strategy for the Sales Cloud STR301
 - ✓ Salesforce Trailhead Digital Badges: CRM Basics, Salesforce User Basics, Report & Dashboards, Accounts & Contacts, Leads & Opportunities, Salesforce User tour
 - ✓ Advanced Microsoft Excel 2010- Functions & Pivot tables
 - ✓ Advanced Microsoft Excel 2010- Graphs & Charts
 - ✓ Advanced Microsoft Excel 2010-Present Excel Data Visually
 - ✓ Predictive Analytics Applied - Management & Deployment
 - ✓ The Data Warehousing Institute: Data Mining and Predictive Analytics Seminar
 - ✓ The Data Warehousing Institute: Hands-on Data Mining with R
 - ✓ Information Builders: 501 - Reporting Essentials using App Studio - Part 1
 - ✓ Information Builders: 502 - Reporting Essentials using App Studio - Part 2
 - ✓ Information Builders: 510 - Metadata Essentials using App Studio - Part 1
 - ✓ Information Builders: 521 - Building InfoApps Using App Studio's HTML Canvas
 - ✓ Information Builders: 36381 - Building a Business Intelligence Portal