

Digital Learning Contact Sheet - MPA Program

General questions about the program and processes, or when you don't know who to reach out to or are having trouble reaching the right person:



Maria Taydem
Project Manager
mtaydem@utk.edu



Stephanee Thornton
Executive Assistant
sthornt@utk.edu
865 974 0166

Learner Services Questions



Ginny Valentin
Executive Director of Learner Services
vvalent3@utk.edu
865 974 9469

- Leads enrollment and student success teams
- Enrollment and Student Success Strategy
- Escalated issues not addressed by Senior Asst Directors

Enrollment Team:



Shannon Tyler
*Sr Assistant Director,
Recruitment and Enrollment*
Styler14@utk.edu
865 974 9362



Leona Bertrand
MPA Enrollment Coach
lbertran@utk.edu
865 946 1883

Shannon:

- Leads enrollment coach team and outreach
- Monitors MPA enrollment funnel and directs associated coach outreach
- DL enrollment liaison with Graduate School
- Assists prospective students and applicants for Fall 24 only
- Main point of contact for escalated enrollment issues involving prospective students and applicants

Leona:

- Assists prospective students for Fall 25 and future terms with academic program selection and identifying barriers to enrollment
- Nurtures all inquiries and applications through the enrollment funnel

- Connects students to appropriate program or campus resource as needed
- Main point of contact for prospective students and applicants
- Main point of contact for program regarding standard prospective student and applicant questions

Student Success:



Josh Bowers
*Sr Assistant Director,
 Student Success*
jbower18@utk.edu
 865 974 1496



Katie McGee
MPA Student Success Coach
kmcgee21@utk.edu
 865 946 1881

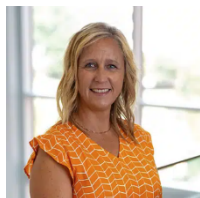
Josh:

- Leads student success team and coach outreach
- DL student success liaison with Graduate School and other campus stakeholders
- Main point of contact for escalated student success issues involving confirmed and continuing students and for online orientation issues

Katie

- Provides early outreach to newly confirmed students
- Provides proactive intervention for at-risk students
- Connects students to program and campus resources as needed
- Main point of contact for newly confirmed and continuing students (**this does not include academic advising, which is provided by program**)
- Main point of contact for program regarding standard student success questions for current students
- Katie is a resource for the students, but she does not make any decisions on behalf of the program for students, including advising, admission, transfer credit evaluation, etc.

Marketing Questions



Angie Heig
Executive Director of Marketing
aheig@utk.edu
 865 974 3731



Perrin Anderson
Director of Earned Media
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 865 974 4326



Kristen Ferrer
*Director of Performance
 Marketing*
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 865 974 4623



Cayce Keith
*Director of Enrollment and
Retention Communications*
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865 974 5311



Amy Lambert
Director of Marketing Insights
amylambert@tuk.edu
865 974 0193



Sara Whitt
*Director of Visual and Digital
Design*
swhitt1@utk.edu
865 974 4034

Course and Instructor Support

For help reviewing, developing or improving online courses:



Jason Johnston
*Executive Director,
Online Learning and Course Production*
jjp@utk.edu
865 974 6862

Looking for someone else? See the [full team](#) or the [DL org chart](#).