

# JOSHUA EVERETT

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SCAN FOR ONLINE  
PORTFOLIO

## PROFESSIONAL FOCUS

Operating at the intersection of Political Science and Journalism, I am dedicated to rebuilding public trust through objective, non-partisan analysis and absolute transparency. My professional expertise lies in translating complex, high-stakes institutional frameworks into clear, audience-centered communications that drive operational efficiency and eliminate gatekeeping. Whether streamlining complex compliance reporting or researching structural government reform, my objective is to establish factual precedent and empower stakeholders through accessible, truth-driven information systems.

## TABLE OF CONTENTS

I.	Executive Profile.....	Page 2
II.	Professional Resume.....	Page 3
III.	High-Impact Writing Examples.....	Page 4
	1. Procedural Instructions: Federal Work-Study Allocation	
	2. Compliance Remediation: FAFSA Rejection Protocols	
	3. Policy Enforcement: Satisfactory Academic Progress (SAP)	
	4. Parking Transparency, Equity, and Feasible Alternatives	
IV.	Policy & Structural Research.....	Page 8
	1. Phasing Out Political Parties in the United States	
	2. The Indoctrinated Collegiate	
V.	Development & Technical Implementation.....	Page 13
	1. Authentic   HTML Editor	
	2. Central Calendar Hub	
VI.	Digital Repository & Contact Information.....	Page 14

## EXECUTIVE PROFILE

Analytical professional with a dual foundation in Political Science and Journalism, dedicated to advancing transparent, pragmatic public policy. Passionate about structural government reform, ethical information systems, and rebuilding public trust through absolute transparency and objective analysis. Proven ability to leverage contextual thinking to streamline operational efficiency and translate complex, high-stakes institutional and technical information into clear, actionable, audience-centered messaging.

### CORE COMPETENCIES

#### Operations & Compliance:

- Policy Adherence
- Strategic Planning
- Auditing & Reporting
- Process Optimization
- Complex Problem Solving
- Privacy Standards (FERPA)

#### Communication & Research:

- De-escalation
- Objective Research
- Contextual Analysis
- Public Information Liaison
- Plain-Language Translation
- High-Impact Professional Writing

#### Technical Proficiencies:

- M365 Suite
- Google Workspace
- Adobe Creative Suite
- AI Prompt Engineering
- Data Reporting (Excel/Argos)
- Front-End Development (HTML/CSS/JS)

### SELECTED KEY ACHIEVEMENTS

- Directed a comprehensive overhaul of outbound messaging systems, streamlining high-stakes information and translating complex institutional requirements to improve public understanding and create audience-centered, plain-language communications that directly drove a 35% reduction in procedural inquiries.
- Identified massive inefficiencies in complex legacy university compliance reporting processes and collaborated with a systems programmer to reduce generation time from several hours down to approximately five minutes.
- Served on the RMAFAA Training Committee for financial aid administrators, helping the team earn "Committee of the Year" by successfully launching new professional development and retention resources, as well as certification training across the region.
- Assumed control of compliance audits for three regional branches within the first month of employment, overhauling tracking systems to ensure strict state reporting accuracy and increase shared workflow efficiency.

# PROFESSIONAL RESUME

## EDUCATION

**Utah State University** | Logan, UT

Coursework toward B.A. in Political Science & Journalism

- Presented research paper, *"Phasing Out Political Parties in the United States: The Path Toward a Lasting Republic,"* at the Emerging Scholars Conference at USU—Spring 2025.
- Relevant coursework: Professional Writing; Laws of Evidence; International Relations; Comparative Politics.

## EXPERIENCE

**Student Coordinator** | Utah State University

Logan, UT | November 2022 – Present

- Assist students and families in person and via phone/email/chat by explaining procedures, answering process questions, and directing patrons to appropriate resources.
- Lead revisions to outbound communications using Campus Communicator and FormFusion, translating complex requirements into warm, plain-language, compliance-aligned messaging.
- Process and review sensitive documentation and audit files for accuracy while maintaining strict privacy standards; completed annual FERPA training for three consecutive years.
- Produced and refined recurring reports using Excel and reporting tools (including Argos), ensuring accuracy, timeliness, and clear documentation for office operations and compliance needs.
- Built an offline, local-only desktop application (Electron/HTML/CSS/JavaScript) that consolidates template creation and Word-to-HTML conversion for FormFusion-ready communications; processes template placeholders only (no PII) and is adopted by leadership/staff.
- Maintain accurate written documentation and case-like workflows under strict deadlines, ensuring records are complete, traceable, and handled with discretion.
- Recommended and implemented revisions to the federal aid offer letter, driving a 35% reduction in related phone inquiries the following semester.
- Strengthened internal compliance practices by developing student worker policies (privacy protections, attendance expectations, work-study scheduling constraints), reducing risk and improving operational consistency.
- Served on the RMASFAA training committee supporting professional development programming and retention resources for financial aid administrators, winning the Committee of the Year award for our efforts.

**Customer Service Representative** | Fox Pest Control

Logan, UT | May 2021 – September 2022

- Built Google Sheets tracking and reusable templates to monitor technicians/sales issues and improve training visibility; increased workflow efficiency by about 20% in shared reporting across the western branches.
- Processed customer payments by phone and enforced secure handling practices by preventing credit card details from being shared via text/email; redirected patrons/staff to approved channels.
- Performed audits and reporting for three Louisiana branches, improving accuracy and consistency of recurring compliance reporting.

## SKILLS & COMPETENCIES

- Building Information Modeling (BIM)
- AI Prompt Engineering
- Deadline Management
- HTML/CSS/JavaScript
- Professional Writing
- Contextual Thinking
- Customer Service
- Policy Adherence
- Records Handling
- De-escalation
- M365 Suite
- Discretion
- Adobe Acrobat
- Electron App
- ServiceNow
- FormFusion
- Calendly
- Banner

# HIGH-IMPACT WRITING EXAMPLES

## Student Communications

Clear, audience-focused communications: A collection of student/parent messages that demonstrate my writing and editing skills. I transformed complex or technical statements into warm, approachable copy with support from readability tools (i.e. Gunning Fog Index, Flesch-Kincaid Grade Level, etc.) to target an 8th–10th grade reading level and structured instructions to minimize unnecessary follow-up.

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### 1. Procedural Instructions: Federal Work-Study Allocation

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**Context:** Awarding Federal Work-Study funds.

**Writing Strategy:** Used bulleted lists to break down the navigation of a complex university portal, followed by proactive stipulations to answer FAQs before they are asked.

**Subject Line:** USU Student Financial Support: Federal Work Study Eligibility

Dear Student,

Congratulations! You are eligible for Federal Work-Study (FWS) funding for the 2026-2027 academic year. The FWS program helps open up job opportunities for undergraduate and graduate students with financial need. FWS differs from other financial aid: it is paid directly to students as wages.

Follow these steps to review your FWS award:

- Log in to your Financial Aid overview through MyUSU.
- Select the Award Year you need to review in the top right corner.
- Click on the "Aid Offer" tab.
- Scroll down to "Options to Pay Net Cost" to see your awarded FWS amount.

You are now eligible to apply for FWS positions through AGGIE Handshake. Log in, click "Jobs," then filter and select "Work-Study" to view available FWS jobs. You can also search and apply for non-FWS positions. If interviewed, tell the supervisor you are eligible for FWS funds, and they can contact our office with any questions.

Things to be aware of:

- FWS funds do not pay out as a lump sum. You will be paid twice a month like any other student employee, and the funds will partially cover your paycheck.
- FWS funds can be used for on-campus jobs or jobs paid for through USU only. We do not have enough funds to work with off-campus employers.

- You must be enrolled in class during the semester(s) you are working. Your supervisor will work with you to ensure you are not scheduled to work during class time.

If you have any questions, please call (435) 797-0173 Ext. 2 with your A# and security phrase, or come into our office (TSC 106) with a photo ID.

Go Aggies!

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## 2. Compliance Remediation: FAFSA Rejection Protocols

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**Context:** FAFSA Rejection notification.

**Writing Strategy:** Rejections cause high anxiety. I led with a reassuring tone, immediately outlined the most common simple errors to demystify the problem, and provided a highly structured 6-step resolution path.

**Subject Line:** !! USU Federal Aid: FAFSA Correction Needed

Hi Student,

We noticed that your FAFSA application has been rejected, and we want to help you get back on track so your financial aid can be processed.

Unfortunately, USU cannot fix FAFSA rejections for you. You'll need to log into studentaid.gov and make the necessary corrections yourself.

Why Was My FAFSA Rejected?

Common reasons include:

- Missing student or parent signature.
- Missing contributor consent and approval.
- Incorrect Social Security Number or name mismatch.
- Incomplete income or tax information.
- Citizenship or marital status questions left blank.

Even if your FAFSA says "Processed," it may still contain errors. Check your FAFSA Submission Summary for any "What You Must Do Next" messages.

How to Fix Your FAFSA

1. Log in to your FAFSA account at studentaid.gov.
2. Go to your Dashboard and select the FAFSA form marked "Action Required."

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3. Click "Make a Correction" and follow the prompts to add signatures, provide consent, correct information, or update schools.
4. Submit the corrected FAFSA. (If you're a dependent student, your parent must also sign electronically).
5. You will receive an updated email from studentaid.gov indicating they have processed your new FAFSA.
6. Allow 3–5 business days for USU to receive the updated FAFSA.

We're here to support you every step of the way. Please don't hesitate to reach out if you have questions.

Warm regards

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### 3. Policy Enforcement: Satisfactory Academic Progress (SAP)

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**Context:** Federal student aid suspended due to Academic Progress (SAP) or maximum credit limits.

**Writing Strategy:** Academic suspension is a sensitive topic. The copy focuses on removing shame ("academic challenges can happen for many reasons") while clearly outlining the required appeal questions to ensure the student's first response contains all necessary information for the counselor.

**Subject Line:** Reminder: You Can Still Appeal Your Federal Aid Suspension

Hi Student,

We hope you're doing well. We're following up to remind you that your federal student aid is currently on hold due to not meeting Satisfactory Academic Progress (SAP) requirements or you may be nearing (or have exceeded) the maximum number of credits allowed for your current program. We understand that academic challenges can happen for many reasons, and we want to support you in exploring options to regain your aid.

#### Appealing Your Federal Aid Suspension

If you haven't yet submitted an appeal, you can still do so by replying to this email before the appeal deadline for your current semester. Submitting your request early gives your Federal Aid Counselor time to work with you on your appeal and ensures you have options if your appeal is not approved.

In your reply, please answer the following questions to help us understand your situation:

- Was there an accident, illness, death of a relative, or other special circumstance that affected your GPA or ability to complete courses?

- Does your program require more credits than usual, involve multiple majors or degrees, or include credits from a previous major or program that no longer apply?
- Have you experienced delays due to transfer/AP/concurrent enrollment credits, submitted an appeal but need more time, or faced personal challenges that prevented earlier graduation?
- What has changed since then that will help you succeed moving forward and meet GPA and Pace requirements?

We're here to help you navigate this process and get back on track. Please don't hesitate to reach out with any questions or concerns.

Warm regards

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## 4. Policy Proposal: Strategic Enrollment Management

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### **Executive Summary**

Utah State University is located in a geographically constrained area where space near campus is limited. However, Logan overall remains a car-dependent city, and nearly all local employers, including hospitals, airports, government, and private businesses, provide free employee parking.

At USU, rising parking permit costs function as a pay-to-work requirement, particularly for employees whose salaries are constrained by legislative oversight and already lag behind regional market rates.

Maintenance issues (potholes, surface deterioration, inconsistent snow/ice removal) further undermine the credibility of annual rate increases.

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### **Key Issues**

#### **1. Transparency Gaps**

Employees lack access to foundational financial information, including:

- Parking revenue by permit type
- Operating and maintenance costs
- Garage debt schedules and payoff dates
- Capital reserve levels
- Planned maintenance and improvement projects

Without clear data, employees cannot trust or understand rate-setting decisions.

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## 2. Disproportionate Financial and Time Burdens

While bus routes technically serve rural areas, they often add 45–60 minutes to an employee's day. For many staff, especially working parents, full-time employees pursuing degrees, and those with time-sensitive family responsibilities, this is not a feasible alternative.

When the choice to get to my office becomes:

- Pay with rising parking fees, **or**
- Pay with an hour or more of my personal time daily

the system becomes inequitable. No employee should have to consider using **student loans** simply to afford parking that is required for their job.

Even when modest wage increases are approved by the legislature, annual price increases across essential expenses, including tuition for employees who are also students, can offset those gains, leaving many employees with no meaningful improvement in real take-home income.

This structure is incompatible with USU's goals when its leadership has identified **employee retention** as a key organizational priority, particularly in response to labor market changes and post-pandemic employee expectations.

The financial burden is similarly significant for hybrid employees, especially for low-salary hybrid employees—who must still maintain reliable campus access despite being on site fewer days.

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## 3. Inadequate Maintenance

Rate increases continue despite:

- Unrepaired potholes
- Deferred surface and structural upkeep
- Inconsistent winter maintenance
- Sometimes inoperable and always slow elevators

Employees do not observe reinvestment proportional to rising costs.

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## Recommendations

### 1. Publish an Annual Parking & Transportation Financial Report

Include:

- Revenue and expenditures
- Debt service timelines
- Maintenance budgets
- Capital reserves
- Cost estimates and timelines for upcoming projects

Outcome: Builds trust and supports data-driven rate-setting.

## **2. Implement a Sliding-Scale (Salary-Based) Pricing Structure**

USU already uses income-based tiers for medical insurance premiums. A similar structure should be implemented for parking, with a broader scale to reflect:

- The significant financial burden parking places on lower-wage employees
- The difference between essential, mandatory commuting and elective benefits

Possible models include:

- Salary-banded permit prices
- Percentage-of-salary caps
- Reduced-cost outer lots
- Hybrid-worker tiers
- Shared permits for alternating schedules

Outcome: Aligns parking costs with ability to pay and mirrors equity practices used elsewhere in USU's benefit system.

## **3. Establish Maintenance Standards and Public Reporting**

Implement service-level expectations such as:

- Pothole repair within X days
- Annual structural inspections with published summaries
- Seasonal snow/ice benchmarks
- Regular lighting and safety audits

Outcome: Ensures rate increases yield visible improvements.

## **4. Develop Off-Site Employee Parking with Shuttle Service**

Given space constraints near campus, USU should evaluate:

- Purchasing or leasing satellite lots outside the congestion zone

Joshua Ryan Everett

- Using our reliable Aggie Shuttle to transport employees, with an emphasis on normal office times
  - This would need to continue all year, not just during the semester
- Offering these lots at significantly reduced or no cost for employees

Many staff would willingly use such lots—provided they are feasible and time-efficient.

Outcome: Reduces demand for core campus parking while creating a truly viable alternative.

## **5. Strengthen Employee Representation in Parking Governance**

Actions:

- Add employee seats to parking advisory committees
- Require committee review and public rationale for any rate increase
- Publish meeting notes and recommendations

Outcome: Ensures policy reflects the needs of those most affected.

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## **Requested Actions**

1. Release 3–5 years of Parking & Transportation financial data for transparency.
  2. Freeze further rate increases until maintenance standards are met.
  3. Convene a task force to evaluate off-site lots and shuttle feasibility.
  4. Develop a salary-based pricing model and present options within 60–90 days.
  5. Ensure any future rate change includes:
    - documented financial need
    - clear maintenance plan
    - equity impact analysis
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## **Conclusion**

The current parking model places a disproportionate financial and time burden on employees, especially lower-wage staff and working professionals balancing family and academic commitments. Transparency, equitable pricing, and realistic alternatives are essential for USU to uphold fairness, support retention, and maintain its commitment to employees.

## **POLICY & STRUCTURAL RESEARCH**

**Title:** Phasing Out Political Parties in the United States: The Path Toward a Lasting Republic.

**The Core Problem:** The current two-party system relies on systemic factionalism, which incentivizes ideological gridlock and actively suppresses the development of pragmatic, objective legislation. This artificial division fractures the electorate and prioritizes party loyalty over the implementation of transparent, merit-based policies designed to serve the entirety of the constitutional republic.

**Methodology/Analysis:** This research utilized a constitutional and historical framework, grounding its analysis in the Framers' original warnings against the dangers of political factions. By applying dialectic reasoning and comparative political analysis, the study evaluated the operational inefficiencies of the current partisan duopoly and contrasted them with functional, non-partisan structural alternatives.

### **Proposed Structural Reforms:**

- Electoral Disintermediation: Phasing out party-controlled primaries and partisan ballot gatekeeping to establish a strictly non-partisan, merit-based electoral architecture.
- Evidence-Based Legislative Frameworks: Transitioning legislative debate from ideological posturing to dialectic reasoning, utilizing structured information systems to establish factual precedent before drafting policy.
- Independent Accountability Structures: Implementing oversight mechanisms governed by strict Public Trust Charters to ensure that policy decisions are permanently anchored to objective reality rather than factional interests.

**Access to Full Manuscript:** Full academic manuscript and citations available upon request or via the digital portfolio.

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**Title:** Fact or Fiction: The Indoctrinated Collegiate.

**The Core Problem:** There is a fine line between definitions for indoctrination. Defining what indoctrination is first, then looking for its occurrence lends credibility to the fears of parents

Joshua Ryan Everett

and politicians throughout history, but only just. It is hard to measure, and it exists, but perhaps not in the way people assume.

**Methodology/Analysis:** I used a historical analysis of news and academia from about the 1920's on. I looked at what the so-called temperature on the subject was through history, and whom the accusers were, and the evidence, if any.

**Proposed Structural Reforms:**

- Define what indoctrination looks like. As of yet, it is very different depending on who you talk to. Weigh the term against what The People want.
- Call for changes to the freedom to teach. While important, it is not so when it comes to basic subjects. Teaching English and Math should not be opportunities to sway one's beliefs. Every student in America should be able to get the same basic education, while leaving the freedom to teach to specialization.
- This mitigates risk of indoctrination, while increasing academic performance among those seeking the bare minimum.

**Access to Full Manuscript:** Full academic manuscript and citations available upon request or via the digital portfolio.

## DEVELOPMENT & TECHNICAL IMPLEMENTATION

### Development 01: "Authentic HTML" Desktop Editor

**The Operational Objective:** Standardize template formatting and HTML conversion for federal aid communications without exposing Personally Identifiable Information (PII) to external, web-based formatting utilities.

**Technical Implementation:** Engineered an offline, local-only desktop application utilizing an Electron framework with HTML, CSS, and JavaScript. The architecture strictly processes template placeholders rather than live data, ensuring absolute data privacy.

**The Impact:** Eliminated reliance on unsecured third-party web tools and established a highly controlled, consistent workflow for generating FormFusion-ready communications. The system was successfully adopted by department leadership and staff.

### Development 02: Inter-Office Communications Calendar Hub

**The Operational Objective:** Anticipate and manage sudden spikes in phone and administrative inquiries caused by disjointed outbound communications from various university departments.

**Technical Implementation:** Developed a functional, web-based synchronized calendar application designed to track and display inter-office messaging schedules in real-time.

**The Impact:** Engineered as a proactive, data-driven prototype to eliminate inter-departmental blind spots. While the system served as a proof-of-concept rather than achieving full institutional adoption, the functional prototype successfully demonstrated a scalable method for foreseeing operational bottlenecks and engineering preventative solutions.

## **DIGITAL REPOSITORY & CONTACT INFORMATION**

### **My Online Portfolio**

For comprehensive case studies, interactive project models, and a complete gallery of digital media, please access the live web portfolio at [JoshuaRyanEverett.com](http://JoshuaRyanEverett.com) through your browser, or by scanning the QR Code.

### **Full Research Access**

The complete manuscript for Phasing Out Political Parties in the United States: The Path Towards a Lasting Republic, Fact or Fiction: The Indoctrinated Collegiate, and other documentation, is available for download via my online portfolio or upon direct request.

### **My Contact Information**

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