

Appendix D: Vitae/Resumes of QEP Staff

Abby Wallace
Peggy Howard
Kevin Beardmore
Lantana Bray
Stacy Edds-Ellis
David Powers
Chris Vaught

VITA

A. Personal Information

Full Name: Abby Utley Wallace

Current Rank: Professor of English

Rank Dates: Initial Appointment to Faculty: August 1, 1991

Assistant Professor Rank: July 1, 1993

Associate Professor Rank: July 1, 1997

Professor Rank: July 1, 2004

B. Education

University of Evansville, Evansville, Indiana, 1966-1970, BA June 1970,
Secondary Education Major, Social Studies Minor

Western Kentucky University, Bowling Green, Kentucky, 1974-1976,

MA, May 1976, Secondary Education Major, Social Studies Minor

Credit Hours: 30

Education: 15

English: 3

History: 12

Hours Beyond

Western Kentucky University - Graduate Credit Hours in English beyond Master's

Degree: 36

Murray State University - Graduate Credit Hours in Education beyond Master's

Degree: 3

C. Experience

Professor of English – 2004-Present

Owensboro Community and Technical College

Associate Professor of English – 1997-2004

Owensboro Community and Technical College

Assistant Professor of English – 1993-1997

Owensboro Community College

Instructor of English – 1991-1993

Owensboro Community College

Instructor – three semesters part-time teaching – Fall 1990, Spring 1991,

Summer 1991
Owensboro Community College

Teacher – Junior High School – 1970-1988
Webster County Board of Education

Margaret (Peggy) Smith Howard, R.N., B.S.N., CNOR

2140 Crestwood Drive
Owensboro, KY 42301
270.683.8202

Current Rank: Associate Professor

Initial appointment to the faculty as Instructor
Inception of KCTCS - 1998

Appointment as Assistant Professor – 1999

Promotion to Associate Professor – May 2004

Education:

College: St. Louis University
St. Louis, Missouri B.S.N. degree

Marquette University
Milwaukee, Wisconsin

Hours Beyond: Graduate studies Murray University
Western Kentucky University

Professional Development:

CNOR – renewal of certification 2002
New Chairs Seminar – University of Kentucky
Basic Assessment Strategies for Nursing Educators
Kentucky Organ Donor Association

Work Experience:

Owensboro Community & Technical College: 1997 to present
4800 New Hartford Road Owensboro, Kentucky 42303

- Division Chair, Allied Health, 2002 to present
- Program Director, Surgical Technology
- Instructor, Microbiology

Owensboro Mercy Health System: 1991 to present
811 East Parrish Avenue Owensboro, Kentucky 42303

- Staff nurse, Surgical Services: full-time until 1997
- Currently part-time P.R.N.
- Vascular team coordinator 1995-1997
- Educator, Surgical Services: 1994-1995

Owensboro Surgery Center: 1983 –1991
Cigar Factory Mall 1100 Walnut Street Owensboro, Kentucky 42301
(now Owensboro HealthSouth 1300 Breckinridge Street Owensboro)

- Operating Room Supervisor
- Materials Management
- These two positions were concurrently held

Teaching Experience:

- I have been Program Director and taught all classes in Surgical Technology since August 1997. Attended New Teacher Institute in same year and completed all requirements.
- Offered Bridge Program for Nurses in addition to Surgical Technology curriculum in 2001-2002.
- Taught informal programs while employed as Surgical Services Educator at Owensboro Mercy Health System. Responsible for orientation for all new employees, nurses, surgical technologists, anesthesia assistants and housekeeping. Length of orientation varied with position and ranged from 6 weeks to 6 months.

Awards, Recognition, Achievements:

- “Who’s Who Among American Teachers”
- Program recognized as one of top ten in country for certification exam passage rate
- Galaxy Award from the Association of Surgical Technologists

Professional Certifications, Registries, Licensures:

- Currently licensed Registered Nurse – Kentucky
- Renewed certification in 2002 as CNOR, which requires 150 Continuing Education Hours (CEU) over a five year period.

Professional Organizations:

- Association of Operating Room Nurses, Denver, Colorado
- Tri-State Chapter, AORN, Evansville, Indiana

KEVIN W. BEARDMORE

6700 Oakshire Court
Newburgh, Indiana 47630
812.853.7490 or kevin.beardmore@netzero.com

EXPERIENCE:

Dean of Enrollment Management. Owensboro Community and Technical College (OCTC), Owensboro, Kentucky, 2002-present.

- Supervise and coordinate orientation, registration, financial aid, and admission counseling on three campuses and 10-15 extended campus sites.
- Serve as co-chair of Quality Enhancement Plan committee responsible for creating the plan in anticipation of the college's reaffirmation of accreditation in 2005-06.
- Direct the strategic planning process for the college, including the maintenance of data tracked as part of the key performance indicators in the strategic and annual plan.
- Provide updates on enrollment and planning to faculty/staff
- Led the unification of student records, financial aid, and counseling services and processes of Owensboro Community College and Owensboro Technical College following consolidation.
- Coordinated the pilot of online access to student records and online registration for the Kentucky Community and Technical College System (KCTCS), Spring/Fall 2004.
- Implemented the rollout of KCTCS student e-mail accounts at the college and developed the guidelines for electronic communications with students.
- Designed and developed a web-based advising resource, Advising Central, for faculty, staff and student use, at www.octc.kctcs.edu/advise.
- Designed and developed SUNRISE: The System U Need for Registration, Information, and Student E-mail, a unified access point for available KCTCS electronic services including username activation, student e-mail, and web-based registration/information access, at www.octc.kctcs.edu/sunrise.
- Led the effort to meet Kentucky Community and Technical College enrollment goals, resulting in an enrollment of nearly 4900 students in Fall 2004.
- Designed and implemented a new early registration process for Discover College high school seniors planning to attend college after high school graduation.
- Designed and developed the EARLI (Early Assistance with Responsive Learner Interventions) System, a database that allows the tracking of communications with new students and provides key information to new student advisors on a single printout.
- Led the Title III writing process, resulting in a five-year, \$1.8 million grant, 2003-08.
- Led the writing of the response to the SACS Substantive Change site visit recommendations, resulting in the accreditation of the consolidated college in July 2003.

Director of Research and Planning. Owensboro Community College, Owensboro, Kentucky, 1999-2002.

- Coordinated the strategic planning and effectiveness processes, including the creation of the first joint Owensboro Community College and Owensboro Technical College Strategic Plan.

- Designed and implemented a Retention/Intervention Initiative, which through unified data collection and a student telecounseling effort, resulted in a savings of approximately \$50K per year in federal financial aid repayments.
- Facilitated meetings on the consolidation of the community and technical colleges' services.
- Served as the accreditation liaison to the Southern Association of Colleges and Schools, and coordinated the writing of the Substantive Change proposal to consolidate Owensboro Community College and Owensboro Technical College.
- Coordinated continuous improvement efforts, including writing the application for the Kentucky Quality Award and serving on the Kentucky Quality Award Board of Examiners, resulting in Kentucky Quality Award – Level III in 2003, the highest award level achieved by a Kentucky higher education institution.
- Coordinated the development of performance indicators for each program/unit/division.
- Coordinated the writing of the annual report for the college.
- Compiled and analyzed data for internal decision making and external information requests.

Technical Assistance/Senior Customer Care Administrator. SIGECOM. Evansville, Indiana. 1998-99.

- Directly managed a staff that grew to 21 full-time and 10 part-time members in a start up company that was adding over 2000 customers per month as of the third quarter of 1999.
- Provided technical assistance and coordinated the Customer Care team in the maintenance of residential accounts for telephone cable, and dial-up/high speed Internet service.

Science Program Coordinator. Indiana Dept. of Education, Indianapolis, Indiana. 1995-98.

- Served as spokesperson for the State of Indiana in science education, making presentations on science education to nearly two hundred different audiences over three years.
- Lead the creation of the *Indiana Science Proficiency Guide*, which was ranked as the #1 state science education standards document in the nation by the Fordham Report (1998).
- Personally presented 37 full day workshops to 2000+ people with the assistance of the Science Proficiency Guide Team members participating in the audience.
- Advised the State Board of Education, the Superintendent of Public Instruction, and members of the Indiana General Assembly on matters relating to science education.
- Created the Indiana science curriculum web page, found at www.doe.state.in.us/science

Teacher and Technology Coordinator. Conner Middle School, Hebron, Kentucky. 1992-95.

- Taught science, Grades 7 and 8, and mathematics, Grades 7.
- Coordinated the installation, networking, and maintenance of over 100 Macintosh computers, the first significant investment in computer technology by the school.

- Created and taught an Applied Technology class, primarily utilizing Lego Dacta technology.
- Created assessment items for a statewide model and guided the science department in the alignment of our curriculum to the state science assessment.

EDUCATION:

Master of Arts in Teaching. Miami University, Oxford, Ohio.

- Taught four physical science (physics, chemistry, geology, astronomy) labs per semester.
- Graduated in May 1992 with a 4.0 GPA (4.0 = A)

Bachelor of Arts in Geography. University of Arizona, Tucson, Arizona.

- Completed over 70 semester hours of science and math, with minors in math and geology.
- Graduated summa cum laude in May 1990 with a 3.9 GPA (4.0 = A)

**P. Lantana Bray
155 Grandview Drive
Hartford, KY 42347**

EDUCATION

Murray State University
Murray, Kentucky 42071
Rank I – Technical Education
Completed August 1984

Western Kentucky University
Bowling Green, Kentucky 42101
Master of Arts in Education
Graduated August 1979

Western Kentucky University
Bowling Green, Kentucky 42101
Bachelor of Science Degree – Business Education Certified
Graduated May 1975

CREDENTIALS

Standard High School Teaching Certificate
Lifetime Teaching Certification Grades 5-12
KTIP Certified Resource Teacher

Zenger Miller Certified Trainer

WORK EXPERIENCE

Dean of Admissions
Owensboro Community and Technical College
July 2003 to present

Dean of Campus Services and Enrollment Management/Registrar
Owensboro Technical College
April 2000 to present

Head of Student Services/Registrar
Owensboro Technical College
April 1998 to April 2000

Office Technology Instructor
Kentucky Tech – Daviess County Campus
August 1994 to June 1998

Office Systems Instructor – Part-time
Owensboro Community College
August 1988 to May 2000

Office Technology Instructor
Kentucky Tech – Ohio County Area Vocational Education Center
August 1976 to August 1994

LEADERSHIP

Dean of Admissions Owensboro Community and Technical College
Member of Leadership Team Owensboro Community and Technical College
Co-Chair Scholarship Committee Owensboro Community and Technical College
Supervisor of Student Services Department for Owensboro Technical College
Enrollment Management Co-chair for the Owensboro District
Chair of COE standard committee for Owensboro Technical College
COE Steering Team for Owensboro Technical College
Chair Retention Committee Owensboro Community and Technical College
Owensboro District Steering Committee
Co-chair of Owensboro Community/Technical College Student Services
Transition Committee
Chair Annual JobQuest Registration Committee
Co-chair Annual Home Tour Ohio County Hospital Auxiliary
Chair of membership drive March of Dimes
Organized and conducted Ohio County MDA drive

Stacy R. Edds-Ellis

550 Center Street, Calhoun, KY 42327 (270) 273-9723 Stacy.Edds@kctcs.edu

Professional Experience

Owensboro Community and Technical College (OCTC) Owensboro, KY

ACTIVITY DIRECTOR/SUPPLEMENTAL INSTRUCTOR FACILITATOR –Title III Grant (2003-present)

- Coordinating the development, implementation, and evaluation of all grant activities
- Cultivating and maintaining positive working relationships with faculty and staff to institutionalize new practices and improvements
- Communicating an informed understanding of grant objectives to all stakeholders
- Preparing reports and monitoring budget and grant objectives as required by federal regulations
- Serving as Professional Development Coordinator to faculty and staff
- Coordinating activities of a 5 member staff team
- Serving on numerous committees pertaining to project logistics and timelines

PROGRAM FACILITATOR-Discover College Program (2002-2003)

- Advocated Discover College program within OCTC and to community/civic groups
- Assisted in the development of partnerships and collaboration between Discover College, OCTC, and high schools located in 4 counties
- Coordinated departmental grant projects and budget
- Facilitated mentoring program with 100+ student participants
- Organized articulation process for 10 area high schools

INSTRUCTOR

- Basic Public Speaking (Fall 2002-present)
- Introduction to College (Fall 2004)

Executive Inn Rivermont – Owensboro, KY (2002)

INTERIM MARKETING DIRECTOR

- Worked with tri-state radio, newspaper, and television stations to produce ad layouts and commercials on dining venues, Showroom Lounge (seats 900), Time Out Lounge, and hotel rooms/packages
- Created promotional packages for entertainment acts
- Managed \$25,000 per month marketing budget
- Performed market analysis to determine the effectiveness of advertising plan
- Organized and promoted grand openings and other special promotions and tours
- Held responsibility for correct usage of logo and language in promotional distributions

Western Kentucky University, Office of Graduate Studies, Research and Extended Programs – Bowling Green, KY (2001-2002)

GRADUATE ASSISTANT

- Assisted in recruitment of graduate students for 16,000 student body, comprehensive, public university
- Taught freshman seminar course as an orientation and retention tool
- Developed new recruitment program targeted at education professionals, involving on-site presentation during in-service days
- Redesigned numerous departmental brochures and other promotional materials
- Organized and directed WKU Graduate Student Organization

Leadership Strategies International – Bowling Green, KY (2000 – 2001)

ADMINISTRATIVE ASSISTANT

- Performed various administrative functions for business consulting firm with broad North American client base
- Designed and created training modules
- Assisted with marketing development plan
- Maintained excellent relationship with clientele by performing follow up surveys and evaluations

Bowling Green Area Chamber of Commerce – Bowling Green, KY (2000)

INTERNSHIP--ASSISTANT TO THE DIRECTOR OF COMMUNITY DEVELOPMENT

- Prepared work on U.S. Census 2000 publicity campaign to ensure full community support and maximum response rate
- Assisted in “Buy Bowling Green First” campaign to create awareness of local shopping opportunities
- Coordinated various communication activities and served as local media contact
- Composed monthly member newsletter

Education/Credentials

Western Kentucky University

- Certificate in Leadership Studies (2004)
- Master of Arts in Organizational Communication (2002)
- Bachelor of Arts in Corporate & Organizational Communication with minor in Marketing (2000)

Owensboro Community and Technical College (professional development classes)

- Quest
- Toyota Lean Manufacturing Training
- SMART Technologies Interactive Whiteboard Training

Related Activities/Interests

- Calhoun City Council member (2004-present)
- Calhoun Renaissance on the Green, Public Relations Chair (2005-present)
- Progress on the Green/McLean County Scholars, Executive Director (2005-present)
- American Association for Women in Community Colleges, Secretary (2003-2005)
- Tomorrow’s Broadway Audience, Board Member (2003-2005)
- Owensboro Mercy Health System Gala Committee, Co-Chair Entertainment (2002)
- International Bar-B-Q Festival Board Member—Co-Chair Souvenir Sales (2003)
- USMC Key Volunteer (2002 – 2003)
- WKU, Graduate Student Organization, President (2001 – 2002)
- John D. Minton Graduate Student Award (2002)
- Big Brothers/Big Sisters of America, Volunteer (1996 – 1998), School Mentor (2001 – 2003)
- Warren County Big Sister Volunteer of the Year (2002)
- International Association of Business Communicators, VP of Public Relations (1998 – 2000)
- Graduate Studies Review Task Group, WKU (2001)
- Western Kentucky University Awards Selection Committee (2001)
- Studied International Marketing in Ireland (Summer 2000)
- Duncan Hines Festival Community Services Award (2000)
- Western Kentucky University, Department of Communication Ambassador (2000)
- Traveled throughout England as part of a literary tour, Kentucky Wesleyan College (1997)

References available upon request

DAVID POWERS

4012 Brentwood. Dr. Apt. 3
Owensboro, Ky. 42303
270-315-7115
david.powers@kctcs.edu

Education & Certification:

Western Kentucky University	Currently enrolled
Currently pursuing a masters degree in education in the area of Mental Health Counseling and Student Affairs in Higher Education	
Bachelor of Arts, Social Studies	May 1995
Brescia University Owensboro, KY.	
Honor Graduate, Salutatorian	May 1989
Frederick Fraize High School Cloverport, KY.	
Grades 7-12, Kentucky Teaching Certification	
History, Psychology, Sociology	

Professional Development in Education:

- **Workshop Presenter**, Summer 2001
Web page development
Frederick Fraize High School, Cloverport, Ky.
 - **Student Teacher**, September to December 1996
Frederick Fraize High School, Cloverport, KY.
 - **Substitute Teacher**, 1996-1997
Frederick Fraize High School, Cloverport, KY.
 - **Graduate Assistant**, Fall Semester 1996
U.S. History thru 1865, with Dr. J.B. Skaggs
-

Accomplishments:

- Frederick Fraize High School's Social Studies Department Head, four years
- Frederick Fraize High School's Kentucky State Test scores rose from an index of 38 to 71 during my first year as Head of the Social Studies Department, one of the greatest gains in the state. The following year we achieved an index of 91 on the Social Studies portion of the State Test, fourth highest in the state.
- 1998 invited to state social studies forum for improving KIRIS test scores.
- 2000 recognized by the state for participating in establishing teacher standards.
- Successfully planned and implemented instruction for subjects outside my area of expertise, for 7/8 grade At-Risk classroom, including: Middle School Level; Language Arts, Algebra, Science and Secondary Level Advanced Physical Education
- Head Coach Boy's Varsity Basketball
- Head Coach Boy's and Girl's Middle School Basketball
- All students in 7/8 At-Risk classroom rejoined regular classroom
- Curriculum alignment grades 8-12 social studies
- Member of Consolidated Planning Team at Frederick Fraize High School

Employment:

Teaching and Learning Specialist/Title III Program Facilitator, Owensboro Community and Technical College

- ✓ Coordinate the academic needs assessment of incoming students and work with Retention/Intervention Specialist to track and respond to the results of assessment through administration of placement test.
- ✓ Provide technical and study skills support to students in the Teaching/Learning Center
- ✓ Organize campus workshops and instructional activities to meet student needs and faculty requests

- ✓ Work with faculty in curriculum development and train faculty in techniques used to teach at-risk, underprepared students.
- ✓ Coordinate the acquisition and use of CAI and multimedia support materials for use in the Teaching and Learning Center.
- ✓ Work with the Title III Activity Director to assure that all objectives are accomplished as projected, within designated timelines.
- ✓ Provide leadership in faculty and staff development, selecting materials, human resources, and other resources to support on-going training in curriculum development and teaching strategies
- ✓ Supervise development of the TLC and all equipment acquisitions, including CAI, multimedia, and other support material

Youth Counselor/Juvenile Mentor, Ireland and Luzio Behavioral Services

- ✓ Assessed client needs.
- ✓ Implemented behavior modification plans and assisted with developing independent living skills.
- ✓ Instructed/advised parents of proper parenting techniques
- ✓ Assisted clients with accessing resources
- ✓ Conducted supervised visitation
- ✓ Collaborated with Department of Family and Children, area schools
- ✓ Responsible for providing documentation including treatment plans, progress notes, and closing reports

Grades 8-12 Social Studies Educator, Frederick Fraize High School

Social Studies Dept. Chairman (four years)

- ✓ Teaching Responsibilities included: American Government, Civics, Economics, Global Issues, Kentucky History, Law and Justice, Psychology, U.S. History, Sociology, World Geography World History, 8th Grade U.S. History, Functional Social Studies, and Advanced Topics In Social Studies.

7th/8th Grade Combined Classroom Teacher for At-Risk Students, Frederick Fraize Middle School

- ✓ Planned instruction for 7th and 8th grade subject areas including; Algebra, Spelling, English, U.S. History, World History, Earth and Space Science
- ✓ None of the students were retained, all rejoined their regular classroom the following school year

School to Work Program Coordinator, Cloverport Independent Schools

- ✓ Formed student representative council to the City of Cloverport
- ✓ Supervised operation of school post office
- ✓ Completed monthly progress reports for Kentucky State Department
- ✓ Planned and implemented instruction for middle school Career Awareness Class

Cloverport Summer Recreation Program Coordinator

- ✓ Developed and organized activities for children in the Cloverport community.
- ✓ Implemented and supervised all activities
- ✓ Supervised assistants

Experience in Athletics

Head Coach Boy's Varsity Basketball, Frederick Fraize High School (1998-2001)

- ✓ Developed and implemented team code of conduct, changed school colors and mascot, developed new school insignia, responsible for all medical care and administrative duties

Head Coach 7th-8th Grade Boy's Basketball, Frederick Fraize Middle School (1997-1998)

- ✓ Developed and implemented team code of conduct, responsible for medical care and administrative duties, two county championships

Coach 5th-8th Grade Boy's and Girl's Basketball, Frederick Fraize Middle School (1995-1997)

3473 Old Mill Lane
Owensboro, KY 42303

Phone: (270) 313-4855
Fax: (270) 686-4487
E-mail: Chris.Vaught@kctcs.edu

Christopher A. Vaught

Education

Aug. 2003- Current Western Kentucky University Bowling Green, KY

Master of Arts in Education, In Progress

- Anticipate graduation in Spring of 2006
- Mental Health Counseling option
- **3.9 GPA** (Grade Point Average, 4.0=A)
- 36 college credit hours completed
- Currently attempting 3 hours in the Summer 2005 semester (**39 completed hours by end of term**)
- Leads to certification as a Nationally Certified Counselor and
- Licensure as a Licensed Practicing Counselor in the state of Kentucky
- **Member** of Green River Area Mental Health Counselor's Association (GRAMHCA)
- **Member** of American Counselor's Association (ACA)

Aug. 2001- Aug. 2003 Western Kentucky University Bowling Green, KY

Bachelor of Arts

- Completed in August of 2003
- Major: Psychology, Minor: Criminology
- Nominated by faculty of the Psychology Department as **Outstanding Senior in Psychology** for 2003
- Dean's Scholar, 2002-2003
- **Member** of the Psychology Club
- **Major GPA: 3.9, Cumulative GPA: 3.5**

Jan. 2000- Dec. 2001 Owensboro Community College Owensboro, KY

Associate of Arts with Distinction

- Completed in December of 2001
- Served as **representative** of the Student Government Association, 2000-2001
- Served as **Vice President** of the Student Government Association, Fall 2001
- Served as **President** of the Student Government Association, Spring 2002
- **Co-Chairman** of Judiciary Board
- **Member** of the Student Appeals Committee
- Listed in Who's Who Among Students in American Junior Colleges, 2002 Ed.

- Nominated to receive the Omicron Delta Leadership Award
- **3.5 GPA** (Grade Point Average, 4.0=A)

Work experience

Oct. 2003- Current Owensboro Comm. & Tech. Coll. Owensboro, KY

Retention/Intervention Specialist

- Working under a Title III grant
- Track students' progress from point of application to point of completion of their goals (primary focus is on intake and the first semester)
- Maintain an electronic database allowing the tracking of students' progress (this developed into the EARLI system- Early Assistance with Responsive Learner Interventions).
- Experience using Peoplesoft & pulling data via RDM (some query-building via Cognos Impromptu as well) to build various target lists
- Intervention services as needed to increase student retention
- Execute Retention Intervention Initiative 3 times per semester
- Complete re-vamping of GE 100: Introduction to College course (10-12 sections in fall, 8-10 sections in spring)
- Designed and piloted an online version of GE 100 to reach populations unable to take the more traditional, lecture-based course
- Serve as instructor for 1-2 sessions of GE 100 per semester
- Developed a customized OCTC Student Planner that featured 24 original pages dedicated to OCTC-specific material (these were handed out free-of-charge to all students taking GE 100)
- Extensive research on student retention and first-year experience courses (reviewed 12 textbooks, many websites, and attended state-wide and nation-wide conferences)
- Guidance to faculty/staff on retention issues
- Frequently communicate with Title III Director and Enrollment Dean providing data & other resources needed in the Outcomes/Assessment process (data on course/program completions, student surveys, faculty/staff surveys, retention/stop-out rates, and all other information relevant to retention)
- Work closely with IT staff to integrate student assessment, placement, advancement, early alert, and other student information vital to the intake and advisement process, into the central computing and information system
- Work with Activity Director to make sure that Title III objectives are met in a timely manner
- First point-of-contact for students having difficulty at the college- Ascertain the problem, determine appropriate solution, and then route the student to the necessary help
- Make thousands of phone calls annually to at-risk student groups and to students who have stopped attending
- Present workshops to students on college success and utilizing online resources
- Instrumental in implementation of online student resources

(webpage additions, pilot of student email and online registration)

- Staff advisor to the Student Government Association
- Helped establish an online student help desk (octc.info@kctcs.edu) (all emails sent to this address are routed to my email address)

May 2001- Sept. 2003 Owensboro Community College Owensboro, KY

Telecounselor

- Implemented a summer retention intervention project beginning in 2001 which helped **increase enrollment by 14%** and led to OCC having the **highest retention rate** of all KY community colleges
- Advise students in selecting classes towards degree
- Coordinate and schedule all freshman orientation sessions and transfer advising sessions for all incoming students and provide individual follow-ups with these students
- Call and meet with students for recruitment purposes
- Give campus tours to high school students and prospective transfer students
- Speak to groups of high school and middle school students about the benefits of higher education and the community college system
- Handle phone calls and students on a walk-in basis in the Counseling Center who need assistance in applying for school (at OCC or other institutions for transferring students), requesting transcripts, taking our placement exam, selecting majors, and enrolling classes
- Train student workers to work in Counseling Center
- Much experience using **PeopleSoft** software

Aug. 2000- May 2001 Owensboro Community College Owensboro, KY

Computer Lab Assistance

- Assisted students in conducting online research
- Tutored students on office software such as *Word, Excel, Access, PowerPoint*
- Installed new programs and regularly updated all computers in student lab (around 30 work-stations)

Jan. 1999- July 2000 SuperStar Theatre Owensboro, KY

Assistant Manager

- Hired, scheduled, and managed all employees (approx. 20 individuals)
- Kept track of all inventory and ordered all supplies
- Helped in the opening and promotion of business
- Served as D.J. and M.C. for all events (amateur, karaoke, and open-mic nights)
- Helped write, direct, and produce television commercials
- Appeared on camera in television commercials