

Gieselle D. Taylor

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Summary of Qualifications

- Fifteen-year career in higher education with expertise in student success and persistence.
- Served 11 ½ years at Metropolitan Community College – Penn Valley, providing supplemental education geared towards the success of students enrolled in developmental courses.
 - Tutor trainer experienced in running tutoring labs and student success centers.
- Led Emporia State University's achievement in obtaining student success center's first advanced Level 2 College Reading and Learning Association (CRLA) International Tutor Training Program Certification (ITTPC) in 2019.
 - Partnering with faculty, staff, and administrators on multiple projects to enhance students' academic success and creatively accomplish goals of various departments and the University.
- Six years of teaching experience at Metropolitan Community College and Colorado Technical University, combined.

EDUCATION

Master of Business Administration (MBA), Management Information Systems

Park University, Parkville, MO

Bachelor of Art (BA), Management Information Systems

Central College, Pella, IA

PROFESSIONAL EXPERIENCE

Director, Academic Center for Excellence and Success (ACES)

Emporia State University, Emporia, KS

2017-2021

Achievements

- Hired and managed vibrant team of 20+ support staff.
- Oriented and trained new and returning team members on over 17 CRLA-approved topics to increase their readiness for helping students enhance their academic success.
- Observed and evaluated individual work of 20+ support staff to provide critical feedback three times a year.
- Trained and deployed 7+ certified and advanced certified tutors to observe, critique and mentor non-certified tutors and facilitate academic development workshops 2-3 times a year.
- Coached and inspired 20+ employees, individually and as a collective body, to achieve greatest service results possible each semester.
- Collaborated with head and assistant coaches of 15 NCAA Division II teams to provide study halls, tutoring, early intervention, and data tracking to enhance the academic success of student athletes.
- Interfaced with Admissions, Student Advising Center, and Campus Student Involvement offices on more than 12 key events yearly to strategically transition students to the University, namely Black & Gold Days, Hornet Connection Days, E-experience, and Orientation Week.
- Trained 32 resident advisors (RAs) on effective workshop delivery, empowering them to facilitate programs for their residents, yearly.

- Wrote renewal application that awarded Center 3-year Level 2 International Tutor Training Program Certification (ITTPC) through College Reading and Learning Association (CRLA) in 2020.
- Developed tutor training program that gained Center its first advanced Level 2 ITTPC-CRLA certification in 2019.
- Wrote renewal application that awarded Center 3-year Level 1 International Tutor Training Program Certification (ITTPC) through College Reading and Learning Association (CRLA) in 2018.
- Tripled number of Level 1 ITTPC-CRLA certified subject matter and Writing Center tutors able to assist students struggling in undergraduate courses in 2018.
- Established embedded tutoring program that significantly enhanced students' academic success in traditionally challenging courses from 2018-2020, decreasing DFW rates by up to 15%.
- Recognized for enhancing students' academic success metrics and helping University reach all-time high retention rates 2018 through 2020.
- Fundraised to support student success initiatives not covered by state, federal, tuition and fees.
 - Secured private gift of \$25,000 to support embedded tutoring program for Physical Sciences and Biological Sciences courses in 2020.
 - Secured \$25,000 in partnership with AT&T to launch student success programs for nontraditional and underserved students in 2020.
 - Secured private gift of \$12,500 to support tutor training program for 5 consecutive years in 2019.
- Instituted successful operation of new student success center to meet needs of 5700+ students.
- Developed in-person, hybrid, online, and on-demand programming geared towards the academic success of 5,200+ undergraduate and graduate students.
- Coordinated, implemented, and supervised emergency contingency plan for Center to operate successfully remotely and in hybrid form during various stages of COVID pandemic in 2020 and 2021.

Academic Advisor, Project Success (TRIO) Student Support Services

Metropolitan Community College – Penn Valley, Kansas City, MO

2008-2017

Achievements

- Developed and launched Student Success Plan (SSP) for students needing clear structure to achieve academically, professionally, and personally that tripled student engagement over 3-year period and increased program's retention rate to (80%) in comparison with College's rate of 48%.
- Directed two very successful All-Staff Professional Development Day events in 2016 and 2017, providing leadership to 6-7 committee members in charge of securing sponsorship, keynote speakers, concurrent sessions, exhibits, health-focused activities, volunteers, and food for 90+ employees.
- Wrote plan of operation and budget of grant proposal that awarded team over \$1.8 million for 5+ years of continued service to clients in 2010 and 2015.
- Provided subject matter expertise and executive level support to campus officers and administrators while serving as Vice President (VP) and Acting President of campus' Staff Association in 2012-2014.

- Wrote portion of approved curriculum for newly developed freshman seminar course in 2012: COLLEGE 100.
- Advised and coached 125-250 students from over 20 nations, yearly.
- Hired, trained, supervised, evaluated, and coached team of seven tutors and administrative assistant while overseeing and directing daily activities of program's "Tutoring Zone".

**Student Services Specialist, Project Success (TRIO) Student Support Services
Metropolitan Community College – Penn Valley, Kansas City, MO 2006-2008**
Achievements

- Promoted for my leadership, creativity, and ability to connect well with target populations in 2008.
- Handled logistics of college success skills programming for 250 students yearly.
- Effectively evaluated program services through surveying, focus groups, and interviews to assess students and program's needs at key points in the semester.
- Continuously tracked student enrollment status and academic progress of 250 students to provide early intervention for students at risk of not persisting to degree completion.
- Successfully coordinated Summer Bridge Program for approximately 14 high school graduating seniors yearly to acclimate them to college and increase likelihood of their winning completion of college.

TEACHING EXPERIENCE

Metropolitan Community College – Penn Valley, Kansas City, MO 2012-2017
Adjunct Professor, Humanities Department

Taught face-to-face accelerated courses, proficiently and effectively using technology-based delivery system: Blackboard. Created and implemented class content for innovative freshman orientation course launched across multi-campus institution based on my success at one campus location. Mentored students on campus resources and taught college success skills such as note taking, study skills, test preparation, time management, stress management, professionalism, and etiquette. Created educational setting that facilitated learning with respect for all learning styles and appropriate accommodations for students with special needs.

Course Taught: Freshman Seminar, COLLEGE100

Colorado Technical University, North Kansas City, MO 2011-2014
Instructor, School of Business & Information Technology (IT)

Taught face-to-face and hybrid information technology (IT) classes as assigned, reviewed class content and collaborated with Program Chair to create activities that promote learning of all styles, facilitated learning inside and outside of the classroom through active participation and learning. Assessed and monitored students' development in class and provided feedback so students can quickly improve in specific areas, applied innovative teaching strategies to motivate students to successfully complete class. Kept accurate attendance for the Registration and Financial Aid offices to remain in compliance and conducted outreach to absent students to help retain and ensure the success of students' successful completion of courses.

Courses Taught:

Macroeconomics, ECON210
Fundamentals of Health Technology Systems, HIT233
Information & Technology Literacy, IT105
Introduction to Programming Logic, IT106
Database Applications with Access, IT235

Spreadsheet Applications, IT254

Metropolitan Community College – Penn Valley, Kansas City, MO **2006**
Math Tutor, Project Success (TRIO) Student Support Services

Helped first generation, low income, and disabled students learn basic to advanced mathematical concepts and theories for developmental and college-level math courses; reinforced students' knowledge and understanding of course material in one-on-one and small group settings; and prepared students for upcoming examinations and quizzes. Aided students in enhancing their academic success and the institution in increasing the number of students that successfully pass gatekeeper courses to degree completion.

Erminyan University, Yinchuan, Ningxia, China **2004**
Lecturer

Taught conversational English among other topics to 24 students. While immersing fully into Chinese culture, gained a greater awareness and appreciation for diversity. Volunteered for the Inter-Varsity Christian Fellowship Global Project's closing celebration by teaching a choreographed dance for American and Chinese participants to perform.

Course Topics Taught: American Culture: Music, American Culture: Race & Ethnicity

Central College, Pella, IA **2003**
Supplemental Instructor

Facilitated supplemental instruction (SI) sessions for 30 students enrolled in Principles of Macroeconomics, guiding students through various interactive activities to assist with their knowledge and understanding of course material. Challenged students to think critically about content and provided opportunities for students to teach their peers concepts that they understood well, creating a collaborative learning environment.

PUBLICATIONS AND PRESENTATIONS

- Taylor, Gieselle. "Comprehensive and Engaging Tutor Training That's Manageable for Learning Centers." College Reading and Learning Association Annual Conference, New Orleans, LA, 2019.
- Taylor, Gieselle and Kristi Bolen. "An Adaptive Approach to Providing Successful Student Services." College Reading and Learning Association Regional Conference, Ashley, NE, 2019.
- Taylor, Gieselle. "Increasing Student Engagement and Retention While Preparing Students for Transfer to a 4-Year College or University." Missouri Academic Advising Association, Lake Ozark, MO, 2016.
- Taylor, Gieselle. "Increasing Student Engagement and Retention through a Customized Student Success Plan (SSP)." National Academic Advising Association Region VII Conference, Rogers, AR, 2012.
- Taylor, Gieselle. "Female Leadership." Metropolitan Community College – Penn Valley, Multicultural Leadership Symposium, Kansas City, MO, 2012.
- Taylor, Gieselle. "Female Leadership." Metropolitan Community College – Penn Valley, Multicultural Leadership Symposium, Kansas City, MO, 2011.
- Taylor, Gieselle. "Transitioning to the Next Step and the Highs and Lows of Career Success Lecture." University of Missouri-Kansas City (UMKC), TRIO Upward Bound, Kansas City, MO, 2011.
- Taylor, Gieselle. "Dare to Dream." American Business Women's Association (ABWA), Educational Scholarship Event, Kansas City, KS, 2005.
- Taylor, Gieselle. "Data Management Principles." On file, Qualifications and Curriculum Authority, E-Business Group, London, England, 2004.
- Taylor, Gieselle. "QCA Data Standards Catalogue. On file, Qualifications and Curriculum Authority, E-Business Group, London, England, 2004.

INSTITUTIONAL SERVICE

- Member, Satisfactory Academic Progress Committee, Emporia State University (2018-2021)
- Member, Unclassified Professionals Senate, Emporia State University (2018-2021)
- Chair, Administrative Specialist Hiring Committee, Emporia State University (2019)
- Member, TRIO Student Support Services Assistant Director Hiring Committee, Emporia State University (2019)
- Member, Veterans Services Committee, Emporia State University (2018-2019)
- Member, Academic Advisor Hiring Committee, Emporia State University (2018)
- Member, Orientation Committee, Emporia State University (2018)
- Member, Retention Action Team, Emporia State University (2017-Present)
- Member, Student Affairs Council, Emporia State University (2017-Present)
- Member, President's Strategic Planning Committee, Metropolitan Community College (2017)
- Co-Chair, All-Staff Professional Development Day, Metropolitan Community College (2016-2017)
- Board Member and Treasurer, Educational Opportunity Center, Metropolitan Community College (2015-2016)
- Member, FOCUS Student Success Subcommittee, Metropolitan Community College (2015-16)
- Member, Title III – FOCUS Grant Advisory Board, Metropolitan Community College (2014-17)
- Member, Strategic Enrollment Management (SEM) – Retention/Persistence Committee, Metropolitan Community College (2012)
- Vice President, Penn Valley Staff Association, Metropolitan Community College (2012-2014)
- Staff Advisor, Campus Crusade for Christ, Metropolitan Community College (2008-2014)
- Member, New Student Orientation Committee, Metropolitan Community College (2008)
- Group Leader, Missouri Community College Day Rally for Education (2007)

PROFESSIONAL SERVICE

- National Association of Student Personnel Administrators (NASPA) Conference Volunteer (2019)
- NACADA Region VII Conference Planning Committee Member and Proposals Chair (2013-2014)
- NACADA Undecided/Exploratory Students Commission Member (2013)
- NACADA Research Committee Member (2012-2014)

MEMBERSHIPS / AFFILIATIONS

- American Business Women's Association (ABWA)
- College Reading and Learning Association (CRLA)
- National Academic Advising Association (NACADA)
- National Association of Student Personnel Administrators (NASPA)

RECOGNITION AND HONORS

- ESU Buzzin Radio Guest, KVOE, (2021)
- ESU Buzzin Radio Guest, KVOE, (2019)
- ESU Buzzin Radio Guest, KVOE, (2018)
- Metropolitan Community College – Penn Valley, Scholar's Celebration Mistress of Ceremonies (MC), (2016)
- Metropolitan Community College – Penn Valley, Employee of the Month (2015)

LICENSES AND CERTIFICATIONS

- Lean Six Sigma Yellow Belt, University of Dayton, 2019
- Supervisory Development Program Certificate of Completion, Emporia State University, 2019
- IT Fundamentals Certification, CompTIA, 2016

- Supervisor Development Program, Kansas City Professional Development Council (KCPDC), 2012
- Student Services Institute, National Association of Student Personnel Administrators (NASPA), 2010-11
- Assessment of Student Needs, Proven Retention and Graduation Strategies, and the Use of Educational Technology, Southeastern Association of Educational Opportunity Program Personnel (SAEOPP), 2009
- Legislative, Regulatory and Budget Management Training, Lewis-Clark State College (LCSC) and Northwest Association of Special Programs (NASP), 2008
- Record Keeping, Reporting Student and Project Performance, and Evaluation of Project Performance for the Design and Operation of a Model TRIO Project, Southeastern Association of Educational Opportunity Program Personnel (SAEOPP), 2007

TECHNICAL SKILLS

Languages: C.O.B.O.L., Java, Oracle SQL, HTML

Applications: Microsoft Office, PeopleSoft, Banner, Hobsons Agilegrad, Starfish

Learning Management Systems (LMS): Blackboard, Canvas, Angel

Remote Communication Collaboration Applications: Microsoft Teams, Zoom, Google Suite, Trello

STUDY ABROAD EXPERIENCE:

London, England, United Kingdom (UK) – Fall 2004

Researched and analyzed laws protecting data within QCA, the public sector, and the UK; explored the prominent data interchange process between QCA and its partners and gained an appreciation for the UK's public sector agenda for information systems; learned responsibilities and procedures of the Data Protection Officer and Business Analyst positions; engaged in many aspects of British workplace environment and culture.

Accomplishments:

- Improved a set of data management principles for the Corporate Data Manager and staff's use.
- Developed the "QCA Data Standards Catalogue" for common data items within QCA's major database systems.