

Case Name: *In the Matter of* Accrediting Council for Independent Colleges and Schools

Docket No.: 16-44-O

Filing Party: Respondent, Accrediting Council for Independent Colleges and Schools

Exhibit No.: B-O-63



Accrediting Council for Independent Colleges and Schools

POSITION DESCRIPTION

May 2018

Position: President and CEO
Type: Full time, Exempt
Reports to: ACICS Board of Directors
Supervises: Vice President of Accreditation and Vice President of Operations

Position Summary:

The President and CEO is ultimately responsible for the overall operations of the Accrediting Council for Independent Colleges and Schools (ACICS) and for the implementation of the policies and visions of the Council. The President and CEO provides leadership and direction to the staff and is the primary representative of ACICS with the member institutions, governmental, educational, agencies, professional organizations, and other accrediting agencies.

Responsibilities:

- Leadership of all ACICS activities and functions
- Implementation of Council directives and actions
- Liaison to Executive Committee
- Primary spokesperson for the Council
- Develop strong relations with the USDE, state regulators, other accrediting agencies, trade associations representing career colleges, and other ACICS constituents
- Effective performance management of ACICS staff
- Interaction with ACICS accredited institutions
- Assist in development and implementation of Strategic Plan
- Travel responsibilities as required to monitor accrediting activities and meet with colleagues
- Other tasks as assigned by the Board of Directors

Qualifications:

- Earned graduate or professional degree
- Ten years management experience that includes a demonstrated understanding of the career education sector in a post-secondary environment; or ten years management of a post-secondary educational institution
- Superior leadership and interpersonal skills
- Knowledge of accreditation and compliance, research and statistics, and curricular issues
- Experience in budget development, management, and investments
- Experience with media and government relations
- Experience working with volunteer boards
- Superior oral and written communications skills

(b)(6)

5/1/18

Employee Signature & Date

(b)(6)

5/1/18

Supervisor Signature & Date



MICHELLE L. EDWARDS

KEY STRENGTHS:

Excellent oral and written communication skills
Self motivated and goal-oriented
Strong organizational, business, and financial insights
Ability to work with minimal supervision and direction

EDUCATION:

Saint Leo University – Saint Leo, Florida
Master of Business Administration
B.A. – Business Administration – Management Specialization
Minor – Human Resource Administration

HIGHLIGHTS OF PROFESSIONAL EXPERIENCE:

- 2008 - Present **Delta School of Business & Technology.** Lake Charles, LA
Dean of Academics/Corporate Secretary. Responsibilities include providing leadership, vision and direction for the development and modification of the educational programs, creating an effective environment of academic and professional excellence while meeting the key educational, compliance and financial performance targets of the school, and establishing and communicating accountabilities and performance expectations for 20 direct reports consisting of both faculty and staff.
- Duties also include maintaining strict regulatory compliance in regards to state, accreditation and Federal guidelines, developing, monitoring and implementing policies for the selection, evaluation and training of faculty and discussing any areas of concern and promoting plans of action to improve conditions when necessary. Heavily focused on evaluation and development of course and program curriculum. Design and implement yearly faculty development activities.
- 2005 - 2008 **The Chamber SWLA.** Lake Charles, LA
Vice-President, Membership. Responsibilities include recruiting new members, retaining current members, creating new programs and events to stimulate growth in southwest Louisiana, and working to create economic development opportunities within our region. Duties also include involvement with creating and managing an annual budget of over \$600K, while providing support and services to over 1000 businesses in the five parish area.
- 2004 - 2005 **Randstad North America.** Atlanta, GA.
Specialty Agent. Responsibilities include building, managing, qualifying, and maintaining a portfolio of both existing clients and prospective clients, effectively recruiting, interviewing, retaining, coaching and developing Talent (temporary employees) to help them meet their professional goals, and marketing the employee's skills, knowledge and abilities to the right companies making the best match for the Client and the Talent. The main focus of my efforts is placing high end office positions while effectively managing the profitability of my portfolio.
- 2003 - 2004 **Affordable Residential Communities.** Based in Orlando, FL. Supporting locations throughout 11 states.
Field Training Specialist. Responsibilities include training management personnel on operating standards, procedures & software programs. Duties also include developing programs, evaluating and revising processes and implementing program enhancements and procedural changes. Instrumental in creating and establishing training curriculum designed to improve operating uniformity throughout the company. Scope of training executed involved one-on-one, as well as small to large classroom environments.



MICHELLE L. EDWARDS

PROFESSIONAL EXPERIENCE CONTINUED:

- 1998 - 2003 **Kinko's Inc.** Based in Orlando, FL.
Branch Trainer. Responsibilities include training and development of new and tenured coworkers in the 11 branches in the North Florida region. Facilitate entry and mid-level classes remotely as well as out of a training center. Additional responsibilities include: scheduling, administrative support, and liaison between management and co-workers.
Territory Representative. Responsibilities include managing 50-100 active accounts. Accountable for achieving growth, penetration and retention in all named accounts. Provides effective problem-solving and solutions-based selling for on-going customer satisfaction and interacts with multiple departments to ensure proper fulfillment and satisfaction of all orders.
- 1992 - 1998 **Arthur Treacher's Inc.** National Headquarters, Jacksonville, Florida. On site support provided to all Florida locations. In addition, provided locations throughout the company with phone support.
General Manager of Operations. Other responsibilities began at the Assistant Manager Level and up. Responsible for guest services, local store marketing, scheduling, ordering, loss prevention, payroll, hiring and terminating, P&L's, inventory, and continuously recruiting and training.
Franchise and Corporate Services. Responsibilities include coordinating and executing franchisee and new manager training, daily communication with franchisees and managers, maintaining franchisee files, initiated and completed all manual updates, coordinated uniform and equipment orders, frequent QSC and audit inspections, coordinated travel and lodging agendas for Directors, assisted in HR responsibilities such as due process, wage and labor, new hires, compensation, and benefits, as well as the liaison between Directors and contractors, suppliers, and vendors during construction and new unit development.

CIVIC AND PROFESSIONAL ORGANIZATIONS:

- 2015 – Present Accrediting Council of Independent Colleges and Schools (ACICS) Board of Directors
Current Chair Board of Directors/Council
- 2010 – Present Accrediting Council of Independent Colleges and Schools (ACICS) Evaluator
Focus: Team Chair, Business Specialist, Student Relations, and Educational Activities
- Junior League of Lake Charles, Inc. Board of Directors/President
- Louisiana Association of Private Colleges and Schools (LAPCS) Board of Directors
- Leadership Southwest Louisiana Council, Alumni Relations Chair
- Big Brothers Big Sisters Lunch Buddy
- Fusion Five Board of Directors
- Campfire USA Board of Directors, Chair – Board Development
- Profit and Loss Association, Member
- Louisiana Chamber of Commerce Executives (LACCE) Board of Directors
- U.S. Chamber of Commerce Institute of Organization Management



ACCREDITING COUNCIL FOR INDEPENDENT COLLEGES AND SCHOOLS

POSITION DESCRIPTION (Revised March 2018)

Position: Accreditation Coordinator
Type: Full time, Exempt
Reports to: Vice President, Accreditation

Position Summary:

The Accreditation Coordinator is primarily responsible for serving as the Council's representative during the evaluation of institutional quality and compliance, through the onsite evaluation and internal operational processes. To perform this critical function, the Coordinator is charged with managing the logistical, institutional, and Commission-driven requirements, which ensures the effective review of institutional compliance. Further, the Coordinator is expected to develop in-depth understanding and knowledge of the standards of the *Accreditation Criteria* to be able to provide guidance to the evaluation teams and the institutions. Given the costs associated with these evaluations, the coordinator is expected to have a basic understanding of budgeting and money management.

Responsibilities:

- Gain a clear understanding of ACICS accreditation standards and how they apply to various types of institutions.
- Coordinate on-site evaluation visits to institutions.
- Set up each visit as a separate project and perform all activities as specified by ACICS to complete each project, including accurately entering and maintaining vital data in the ACICS-specified computerized accreditation management system.
- Manage a visit budget that maximizes logistical efficiency without compromising quality.
- Interact with institutions and evaluators in preparation for, and completion of, on-site evaluation visits.
- Prepare professional correspondence to institutions, appropriate state agencies, and teams in connection with each visit.
- Review, edit and finalize professionally written and prepared team reports.
- Participate in the research and development of policy and procedural items for ACICS leadership and Council consideration.
- Gain an in-depth understanding of, and support, the Campus Accountability Reporting (CAR) review, the Placement Verification Program (PVP), and other processes required to maintain institutional accreditation.
- Perform support functions for committees and subcommittees, as assigned.
- Prepare for, and attend, the IRC and Council Meetings.
- Prepare draft and/or formal notifications of Council actions to institutions, as assigned.
- Provide support services to institutions as they seek various approvals from ACICS for any institutional changes affecting their maintenance of accreditation status with ACICS.
- Conduct the review, and evaluate, the quality and compliance of substantive change applications, as assigned, for Council consideration and action.
- Other responsibilities as assigned.

Qualifications:

- Earned bachelor's degree; relevant graduate degree preferred
- **Creditworthiness**
- Ability to coordinate and effectively manage authorized travel expenses for evaluation team members
- Desire and ability to travel extensively, as required—up to 50% of the year
- Valid driver's license and clean driving record
- Two years of experience working in a project management setting, including functional competence with common office equipment, computer technology and software, and office procedures
- Demonstrated ability to prioritize, organize and meet deadlines
- Ability to build a team and function effectively in a team environment
- Effective and professional interpersonal, oral and written communications skills
- Integrity in handling sensitive and confidential information
- Ability to work with more than one functional manager in the management of each project

(b)(6) 4/5/18
Employee Signature & Date

(b)(6) 4.5.18
or Signature & Date

LATOYA T. BOYD

- Objective:** Educator and Nonprofit Management professional seeking position as an Accreditation Coordinator
- Education:** Master's in Nonprofit Management and Leadership
Date of Graduation, December 2015 (**Graduated w/Distinction**)
Capella University (Online)
- B.S in Interdisciplinary Studies/Education
Date of Graduation, December 2006 (**Valedictorian**)
Virginia State University, Petersburg, VA
- Experience:**
- November 2014-
Current *Education Coordinator/GED Instructor, Concerned Black Men National, Washington, DC*
Responsible for daily Program Operation; Develops and maintains program/progress reports for program participants and grantors (OSSE); Assists students in preparing for and obtaining their GED; Instructs Adult Students in Math, Reading, Writing, Science and Social Studies; Conducts Differentiated Instruction for GED level students; Implements daily tutoring program for Adult Basic Education and GED Prep Students; Enacts Computer Literacy component into daily instruction; Develops lesson plans in alignment with CASAS Competencies and Standards for GED classes
- July 2012-
October 2014 *Founder/Director, Women With Potential, Inc., Woodbridge, VA*
Conducted Life Skills Empowerment Program weekly at Prince William/Manassas Adult Detention Center and Rappahannock Regional Jail; Developed curriculum for topics including Job Hunting, Money Management, Healthy Relationships, Goal Setting, etc.; Assisted recently released ex-offenders in acquiring housing, clothing, food, transportation, and other basic necessities
- March 2013-
May 2014 *Mentor Training Program Coordinator, Women With Potential, Inc., Woodbridge, VA*
Conducted Mentor Training Program for new volunteer mentors; Topics included Conflict Resolution, Maintaining Appropriate Boundaries, Progress Tracking, etc.
- August 2011-
July 2012 *Grade 6 Teacher, Prince William County Public Schools, Manassas, VA*
Taught General Education and Honors Language Arts
Implemented Kagan Cooperative Learning Program for Grade 6 Teachers;
Created extra-curricular activities for staff members to increase comradery and develop positive work environment

January 2007-
June 2011 *Grade 6 Teacher Elementary and Middle School Teacher, Fairfax County PS, Fairfax, VA*
Mentor Teacher, 6th Grade Team Lead; International Baccalaureate Lead Teacher;
Taught General Education, Special Education, ESOL, and Gifted/Talented Language
Arts, Math, Science, Social Studies, Health, and Reading Remediation

Professional Development:

August 2015 OSSE Summer Professional Development Institute, Washington, DC
Week long workshop with a concentration on promoting teacher effectiveness in adult
education (various topics); also increased understanding WIOA and the AEFLA

May/June 2015 WILD Science GED Workshop, Washington, DC
Focused on employing key GED science practices, including designing investigations,
reasoning from data, and interactive/inquiry based learning

May 2015 Critical Reading Skills for the GED, Washington, DC
Emphasized best practices for implementing comprehension and complex
text analysis strategies across GED subject areas

March 2015 Fred Pryor Seminar: How To Manage People, Fairfax, VA
Learned strategies and techniques for effective program/organizational management as it
relates to personnel

March 2015 OSSE AFE Professional Development Institute, Washington, DC
Gained an understanding of the evolution of standards at the National and state levels, to
improve education and workforce development outcomes

Honors/Organizations:

2015-Current National Council of Teachers of Mathematics

2015-Current National Council of Teachers of English

2015-Current National Science Teachers Association

2015-Current American Library Association

2013-2015 President's List, Capella University

2010-2011 Team Leaders Committee, Fairfax County PS

References Available Upon Request



ACCREDITING COUNCIL FOR INDEPENDENT COLLEGES AND SCHOOLS

POSITION DESCRIPTION

Position: Vice President of Operations
Type: Full time, exempt
Reports to: President and CEO
Supervises: Accounting and IT contractors, Senior Systems Architect, and HR Generalist

Position Summary:

The Director of Operations is a member of the Senior Management team and ensures that ACICS has the proper operational controls, administrative and reporting procedures, and people systems in place to effectively grow the organization and to ensure financial strength and operating efficiency.

Responsibilities:

- Manage budgeting and resource allocation efforts alongside the other senior management team
- Ensure all technical initiatives align with the company's vision and goals
- Managing vendor relationships, including out-sourced relationships
- Establishing processes, protocols and procedures for improvement of IT service delivery and interoperability based on industry's best practices standards while maintaining the integrity of the IT subsets
- Bill and collect sustaining fees and invoice and collect visit deposits
- Preparation of monthly financial statements for the President
- Annual financial audit (will serve as a company contact to an independent auditor)
- Strategic financial input and leadership on issues of contracts and investments
- Lead effective recruiting and hiring practices and procedures necessary to recruit and hire an appropriate workforce
- Oversee payroll administration
- Negotiate with benefit providers for quality, full spectrum employee benefit programs
- Ensure benefit plans are administered in accordance with federal and state regulations and plan provisions are followed
- Direct facilities maintenance
- Coordinate space planning and use

Qualifications

- Bachelor's degree or higher in business or related field
- Understanding of business functions such as HR, Finance, IT etc.
- Demonstrable competency in strategic planning and business development
- Working knowledge of data analysis and performance/operation metrics
- Working knowledge of IT/Business infrastructure and MS Office
- Outstanding organizational and leadership abilities
- Excellent interpersonal and public speaking skills
- Aptitude in decision-making and problem-solving
- Demonstrated ability to create systems, processes, and policies for the overall financial management of a non-profit entity
- Demonstrated ability to prioritize and meet deadlines

- Ability to build and to function effectively in a team environment
- Integrity in handling sensitive and confidential information

(b)(6)
5/1/18
Employee Signature & Date

(b)(6) 5/1/18
Supervisor Signature & Date

Steven M. Gelfound

INFORMATION TECHNOLOGY EXECUTIVE

Network Design/Architecture Management	Manage \$15 million budget
Professional Microsoft Solutions	Project Management Professional
Expert Network Security Design and Architecture	LAN/WAN /IP/VPN/VOIP/Wireless Architecture
Video Conferencing Implementations	Storage/Records Management/Archival Expertise
Asset/Inventory Management	SOX /Regulatory Compliance
Security Management Expertise	Call Center Design
Strategic Planning and Expansion	Disaster Recovery/ Continuity Planning

SECURITY CLEARANCE

Top Secret

Certifications	PMP-CCSP-CCNA-CCNA Voice-INFOSEC-MCSE
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Intelligent Decisions **05/2012 - Present**

Program Manager

Program Manager for the Administrative Offices of the US Courts. Responsible for oversight and management throughout the contract. Develops cost estimates, run-rates and earned value reports as well as resource utilization for government COTR and Program Manager. Works with individual project owners (Government and Contractor) as well as individual team leads to provide project reports and ensure customer service. Expanded current contract from 10 to more than 50 FTEs, performing networking and server management, service desk, network engineering, VTC and IPT design and deployment, disaster recovery and COOP planning, network diversification, Identity Management and security services. Designed policies and architected for BYOD and MDM solutions for several customers

Symantec **11/2011 - 05/2012**

Senior Transition Manager – Americas

Oversaw project management of MSS installations/transitions and customer integration teams. Developed detailed integration and solution plans, schedules, resource planning and status reports. Conducted project reviews to identify and address issues or roadblocks. Provided high-level customer interaction including measuring and monitoring of customer satisfaction and service quality. Evaluated MSS business processes and provided recommendations resulting in new global organizational structure and internal tools development.

National Center for Missing and Exploited Children (NCMEC) **04/2003 - 11/2011**

Director, Information Technology

Managed 4 direct reports and 20 total staff who maintained enterprise solutions across 11 different locations. Established policies and procedures for implementation and support of enterprise solutions. Established the first NCMEC Security Council policies and regulations. Led selection process for the security software and hardware that ensured unauthorized access to sensitive database information. Directed, designed and managed implementation of a 24/7 call center operation that reunited missing children with their families after Hurricane Katrina in 2005. Architected and executed MPLS solution providing a fully redundant network. Researched and designed Cisco VoIP solution including critical call center application. Implemented NCMEC policy ensuring full compliance with the Sarbanes-Oxley (SOX) law requirements. Formalized enterprise Disaster recovery (DR) plan and COOP. Formalized procurement, change control, and inventory process. Directed the strategic plan allowing access to sensitive information to authorized law enforcement officials. Managed and architected several enterprise projects including Microsoft Exchange implementations, Network infrastructure implementations/upgrades, Collocation selection and implementation, Network security and monitoring, CRM, Enterprise VoIP solution with unified communications solutions, Contact center design, and lifecycle application development. Designed project plans and implementation timelines outlining major milestones and deliverables, presenting findings and recommendations with costs.

National Center for Missing and Exploited Children (NCMEC)	04/2002 - 04/2003
Information Technology Operations Manager	
Managed the implementation of all project initiatives, budgeting, personnel recruitment and performance reviews, with all day-to-day support and maintenance operations. Coordinated the implementation of a global virtual private network (VPN) using Cisco concentrators and FUNK radius servers. Directed and lead the Help Desk team in establishing formalized SLA and OLA. Managed the Help Desk and Network Support team Managers. Designed policies and procedures for organization procurement. Implemented and designed inventory control procedures. Executed the annual budget in coordination with organization and federal guidelines.	
Openwave Systems, Inc.	03/2000 - 11/2001
IT Lead Technology Specialist	
Collaborated with corporate worldwide IT departments to synchronize efforts and implement corporate goals. Installed all enterprise-wide software systems. Implemented a corporate-wide VPN network. Maintained and supported AVVID telephone and voicemail system. Provided second and third level desktop support for 2,700 employees worldwide.	
Ameristar Technologies, Inc.	02/1997 - 03/2000
Team Lead, Manager	
Managed onsite IT support at Blue Cross Blue Shield of Delaware (BCBSDE). Promoted to Manager, overseeing team of 5 desktop support specialists. Performed reviews and set goals for team members. Performed as senior member of BCBSDE team receiving all help desk tickets (i.e. hardware\software\printer problems, phone moves, and LAN troubleshooting), "triage" calls, and responsible for assigning calls to other team members. Converted 500 customers from windows 3.11 on a Novell network to Win95 on a NT4.0 network.	
EDUCATION	
Political Science, University of Delaware Management, University of Phoenix	
TECHNICAL TRAINING & CERTIFICATIONS	
<ul style="list-style-type: none"> ▪ Microsoft Certified Solutions Expert (MCSE) ▪ Cisco Certified Network Associate (CCNA) ▪ Cisco Certified Security Professional (CCSP) ▪ Information Security (INFOSEC) ▪ Certified Project Management Professional (PMP) ▪ Applied Management Certified Professional (AMCP) ▪ Information Technology Infrastructure Library (ITIL v3) ▪ Cisco ASA ▪ Nicira ▪ Swivel 	



ACCREDITING COUNCIL FOR INDEPENDENT COLLEGES AND SCHOOLS

POSITION DESCRIPTION

Position: Program Analyst
Type: Part Time, non-exempt
Reports to: VP of Accreditation

Position Summary:

The Program Analyst applies Accreditation Criteria in the processing of member applications approvals. Responsibilities include utilizing agency technology systems (remotely) in monitoring and processing incoming applications, applying agency standards in approving applications, developing appropriate correspondence to institutions, and applying agency policies in processing a variety of notifications and requests from institutions.

Responsibilities:

- Verify institutional compliance with agency policies in submission of application
- Check for accuracy, analyze and apply policies pertaining to standard requirements for various applications
- Communicate directly with institutions and produce acceptable correspondence for approval
- Produce weekly reports on the status of applications approved, in-process and not yet reviewed, and in-process and waiting for additional information from the member institutions
- Routinely communicate issues and concerns to the supervisor or peer-team members
- Support the VP of Accreditation in the presentation of Substantive Changes for the Executive Committee's review and action
- Oversee, with guidance from the VP, the Extensive Substantive Change Matrix to ensure compliance with standards
- Perform other duties as assigned by the supervisor

Qualifications

- Earned bachelor's degree from an accredited institution, master's preferred
- Good command of the English language and ability to develop acceptable business correspondence
- Ability to proofread reports and correspondence with attention to details
- Ability to meet specific deadlines and quotas
- Capable of understanding existing accreditation policies and applying them in the analysis of substantive change and non-substantive change applications
- Knowledge of database systems, including experience in data entry, report management, and security and confidentiality protocol associated with database information

(b)(6)

4/23/18

Employee Signature & Date

(b)(6)

Supervisor Signature & Date

Terri Jelinek

PROFESSIONAL SKILLS

- Program Management; Strong interpersonal skills; Developing a climate of enthusiasm
- Proficient in Microsoft Office Suite (Word, Outlook, Excel, PowerPoint), Windows and Mac; Skillful in typing
- Proficient at completing research, reporting, and information management within demanding time frames
- Comprehensive support for executive-level staff; Excel at scheduling meetings, coordinating travel
- Excellent communication skills; Outstanding organizational skills; Creative thinking; Highly dependable
- Adept at developing administrative processes that reduce redundancy and achieve organizational objectives
- Superior customer service; Time management skills; Deadline driven; Multi-media experience; Results driven

EDUCATION

Bachelor of Science, Business Management, 2007

W. P. Carey School of Business, Arizona State University, Tempe, Arizona

GPA: 3.6 Magna Cum Laude

PROFESSIONAL PROFILE

USAF Thunderbird's Community Liaison Volunteer

July 2010-Present

- Administered and directed the 2010 back-to-school event with providing over 30 local school children with required supplies and hosting the class with a meet and greet luncheon at Nellis AFB.
- Pioneered the Thunderbird's "Angel Tree" adoption program for underprivileged children.
- Skillfully led 20+ Airmen to execute the Thunderbird's family carnival; largest squadron social event in 10+ years.
- Successfully coordinated and hosted the annual Aviation Nation Hangar Party where 750+ families were entertained.

NextCare Urgent Care Internal Corporate Communications and Media Relations

October 2009-July 2010

- Provided high-level administrative support to the Vice President of Sales and Marketing and created the Vice President's 2010 brand rollout plan that was successfully delivered to over 1000 employees.
- Proactively developed NextCare's entire Target Awards Program, resulting in NextCare winning the highly coveted Better Business Bureau Ethics Award for Business of the Year.
- Coordinated the preparation, planning and follow-up of NextCare's annual sales and marketing meeting.
- Reviewed on a regular basis, NextCare's public relations/sales results and metrics.
- Responded to verbal and written enquiries from NextCare's sales team and the VP of Sales and Marketing.
- Screened, assessed and anticipated workload based on the knowledge of the Vice President's priorities.
- Partnered with Cramer-Krasselt Public Relations to secure over 16 million circulation views and over \$2 million worth of ad value via NextCare's media campaigns in just four months.
- Successfully delivered NextCare's public relations and media campaign to all 6 NextCare markets, 56 medical clinics, and 1000 employees through ongoing communication efforts.
- Established and implemented mechanisms for communication to all employees and medical providers via NextCare's monthly corporate newsletter and intranet.
- Increased employee awareness for upcoming marketing and philanthropic events and encouraged employee participation and volunteer efforts through ongoing internal communication initiatives.
- Managed NextCare's charity program for community relationships with domestic abuse shelters.

NextCare Urgent Care Arizona Outreach Specialist

May 2009-October 2009

- Developed and maintained long-term positive working relationships with diverse targeted audiences including small businesses, large national accounts, insurance payors, physicians, schools, pharmacies, hotels, senior care centers, day cares, gyms, etc.
- Generated leads, managed a sales cycle, and successfully closed sales.
- Provided weekly reporting statistics and communication on both current and upcoming objectives.
- Represented 21 Arizona NextCare Urgent Care clinics at 50,000+ consumer-attended events and health fairs in order to promote NextCare's full-scope of services.
- Assisted in the development and execution of marketing plans and programs, both short and long range, to facilitate the profit growth and expansion of the organization's programs and services.
- Represented the organization to hospitals, plans, practices, local businesses and other referral sources within Arizona.

- Assisted in developing, planning and follow-up of requirements for functions, special events, open houses, orientations, displays, tours, etc.
- Worked to ensure that the local initiatives were accomplished within NextCare's marketing budget.
- Initiated a systematic schedule and process that accomplished quantifiable goals.

MedicAlert Foundation Nonprofit Outreach Specialist

July 2007-May 2009

- Honorably selected as the first outreach representative in MedicAlert's 53-year nonprofit history.
- Developed and implemented key and effective marketing/communication plans for all of Arizona.
- Influenced/counseled case managers, hospital staff, neurologists, endocrinologists, nurses, condition associations, the Alzheimer's Association, and the general public to use and promote MedicAlert and the MedicAlert+Safe Return Program.
- Worked independently from home office to successfully create and execute weekly sales calls and weekly status reports.
- Created a grassroots approach to marketing/sales for MedicAlert Foundation.
- Conducted weekly lectures, presentations to key decision makers/general public that helped drive MedicAlert's sales.
- Averaged 7+ physician office stops/calls each day while continuously promoting MedicAlert's life saving services.



ACCREDITING COUNCIL FOR INDEPENDENT COLLEGES AND SCHOOLS

POSITION DESCRIPTION (Revised March 2018)

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Responsibilities:

- Gain a clear understanding of ACICS accreditation standards and how they apply to various types of institutions.
- Coordinate on-site evaluation visits to institutions.
- Set up each visit as a separate project and perform all activities as specified by ACICS to complete each project, including accurately entering and maintaining vital data in the ACICS-specified computerized accreditation management system.
- Manage a visit budget that maximizes logistical efficiency without compromising quality.
- Interact with institutions and evaluators in preparation for, and completion of, on-site evaluation visits.
- Prepare professional correspondence to institutions, appropriate state agencies, and teams in connection with each visit.
- Review, edit and finalize professionally written and prepared team reports.
- Participate in the research and development of policy and procedural items for ACICS leadership and Council consideration.
- Gain an in-depth understanding of, and support, the Campus Accountability Reporting (CAR) review, the Placement Verification Program (PVP), and other processes required to maintain institutional accreditation.
- Perform support functions for committees and subcommittees, as assigned.
- Prepare for, and attend, the IRC and Council Meetings.
- Prepare draft and/or formal notifications of Council actions to institutions, as assigned.
- Provide support services to institutions as they seek various approvals from ACICS for any institutional changes affecting their maintenance of accreditation status with ACICS.
- Conduct the review, and evaluate, the quality and compliance of substantive change applications, as assigned, for Council consideration and action.
- Other responsibilities as assigned.

Qualifications:

- Earned bachelor's degree; relevant graduate degree preferred
- **Creditworthiness**
- Ability to coordinate and effectively manage authorized travel expenses for evaluation team members
- Desire and ability to travel extensively, as required—up to 50% of the year
- Valid driver's license and clean driving record
- Two years of experience working in a project management setting, including functional competence with common office equipment, computer technology and software, and office procedures
- Demonstrated ability to prioritize, organize and meet deadlines
- Ability to build a team and function effectively in a team environment
- Effective and professional interpersonal, oral and written communications skills
- Integrity in handling sensitive and confidential information
- Ability to work with more than one functional manager in the management of each project

(b)(6)

4/18/18

Employee Signature & Date

(b)(6)

Supervisor Signature & Date

CATHY KOUKO

SUMMARY:

Dedicated professional with 10+ years experience in customer service, accounting and administration. Demonstrated project management and interpersonal skills. Strong organizational ability and an excellent record of completing projects according to deadlines. Adaptable and quick learner able to work on own initiative and as a team towards achievement of company's goals and objectives.

CORE COMPETENCIES AND TECHNOLOGY SKILLS:

- Ability to multitask and prioritize
- Ability to deal with confidential material
- Ability to arrange complex travel & accommodations
- Excellent analytical and problem solving skills
- Typing Speed: 55wpm
- Quick Books & ADP Payroll
- MS Office applications: Word, Excel, Outlook, PowerPoint and Access

PROFESSIONAL EXPERIENCE:

Education Assistant/Project Coordinator

NCBFAA, Washington, DC

July 2012 – April 2013

- Edited the educational database achieving 95% accuracy thereby reducing cost
- Implemented a spreadsheet program for educational credits shortening the posting period
- Participated in the development and initiation of a five-year educational project to get accredited
- Initiated and wrote the education policy and procedures manual
- Provided customer service to association members via phone, fax & email
- Managed department accounts receivables & reconciliations
- Prepared department BOD accounting reports and account analysis
- Edited and updated the educational website
- Prepared and proofread marketing materials
- Assisted with special projects as assigned by the Educational Director

Executive Secretary

September 2011 – May 2012

Helena's House Inc, Upper Marlboro, MD

- Designed and executed an Inventory system cutting costs
- Streamlined daily office operations improving efficiency
- Scheduled and conducted preliminary job application process
- Scheduled staff in the five residences
- Managed correspondence with individual families, company vendors and suppliers
- Managed the appointment calendar
- Prepared meeting notices and agendas
- Maintained office supplies and inventory
- Provided administrative support to the President

CATHY KOUKO

Contractor Accounts Associate

July 2005 – April 2011

Tri-state Home Health Agency, Washington, DC

- Eliminated over six months backlog of contractors' invoice payments to the tune of 1000 invoices per month
- Revised forms and procedures to improve efficiency and accuracy by 80%
- Reviewed all contractor invoices and verified that they complied with Medicaid policies and procedures
- Audited medicaid billing claims
- Resolved contractors' complaints, invoice discrepancies and escalated when necessary
- Prepared contractor accounts payable and assisted with employee payroll
- Provided support to the CFO as needed

VOLUNTEER WORK

Omega Gospel Mission, Washington DC

February 2008 – October 2012

- Coordinated meetings and conferences
- Coordinated travel arrangements and catering
- Managed correspondence with guest speakers and attendees
- Prepared meeting material

EDUCATION:

MBA - Project Management, Grantham University, Kansas City, MO - December 2014

Certified Hospitality Professional (CHP) & Certified Hospitality Supervisor (CHS), American Hospitality Academy, Orlando, FL

BS, Hotel and Restaurant Management, Alliant International University, San Diego, CA .



ACCREDITING COUNCIL FOR INDEPENDENT COLLEGES AND SCHOOLS

POSITION DESCRIPTION

Position: Content Editor
Type: Full time, Non-Exempt
Reports to: Manager, Policy & Institutional Compliance

Position Summary:

The Content Editor applies Council policies and procedures in editing, disseminating, and storing various accreditation-related content and actions. These materials include, but are not limited to, evaluation visit reports, Council action letters, student achievement notices, institutional actions outside of Council review, and other communications to the field. In addition, the Editor is responsible for maintaining and updating guidance documents related to visit reports, motion letters, applications, and other communication materials to align with current Council policies and procedures.

Key Responsibilities:

- Oversee the editing, dissemination, and electronic storage of on-site visit team reports with the assistance of other staff, contract editors, and the Manager of Policy & Institutional Compliance.
- Assist with the editing, dissemination, and electronic storage of Council action letters along with the notifications with these letters, and accurate and timely publication of these actions on the ACICS website.
- Assist the leadership team with the notification of Council actions to institutions, other agencies, and the general public.
- Oversee the production and dissemination of the Certificate of Accreditation to institutions and campuses that have secured initial or renewed accreditation.
- Oversee the development, maintenance, and standardization of visit report templates, motion letter templates, editing guidelines, memo templates, application templates, and other communication materials to align with Council policies and procedures.
- Oversee the development and maintenance of the Council File Review process through the electronic storage system.
- Analyze, summarize, and report on team visit report information and review.
- Assist with production and editing of Council meeting minutes and communications to the field.
- Collaborate with leadership in developing, reviewing, and updating the ACICS Policies and Procedures Manual.
- Other duties and responsibilities as assigned.

Qualifications:

- Earned bachelor's degree from an accredited institution; master's degree preferred
- Two years of experience in accreditation or other related activities
- Excellent demonstrated ability to writing and editing professional letters and reports

- At least two years of experience working in a business office setting, including functional competence with common office equipment, computer technology and software, and office procedure
- Demonstrated ability to prioritize and meet deadlines
- Ability function effectively in a team environment
- Ability to work under pressure and tight deadlines
- Effective interpersonal, oral, and written communication skills
- Integrity in handling sensitive and confidential information

(b)(6)
Employee Signature 4-5-2018

Supervi (b)(6)

LINDA J. LUNDBERG

SUMMARY

A seasoned professional with extensive experience in higher education. Expertise and experience include:

- Understanding accreditation regulations
- Interpreting and applying institutional policies and procedures
- Maintaining accurate information regarding students and programs
- Using student information systems and the Microsoft Office package
- Writing and editing reports and articles
- Making professional presentations

Detail oriented, organized, and able to multitask and meet deadlines.

EDUCATION

Doctoral courses in Higher and Adult Education—Curriculum and Teaching, secondary emphasis in Academic Management

University of Maryland, College Park, MD

M.A. in English, Charles E. Weniger Fellow

Andrews University, Berrien Springs, MI

B.A. in English; minors in Secondary Education/Home Economics, *summa cum laude*

Washington Adventist University, Takoma Park, MD (formerly Columbia Union College)

WORK EXPERIENCE

ANDREWS UNIVERSITY, Berrien Springs, MI

July 2011-June 2012

Interim Special Assistant to the Dean, School of Distance Education

GRIGGS UNIVERSITY/GRIGGS INTERNATIONAL ACADEMY, Silver Spring, MD

2006-2011

Associate Vice President for Education

WASHINGTON ADVENTIST UNIVERSITY (formerly Columbia Union College), Takoma Park, MD *1971-2006*

Executive Director of Operations , School of Graduate and Professional Studies	2006
Associate Vice President , Adult Evening Program	1998-2006
Director , Adult Evening Program	1995-1998
Associate Director , Adult Evening Program	1993-1995
Director of Development	1988-1992
Associate Director of Development	1987-1988
Assistant Dean for Admissions and Records	1985-1987
Registrar	1981-1985
Associate Director of Admissions and Records	1976-1981
Assistant Director of Admissions and Records	1972-1976
Office Assistant , Admissions and Records	1971-1972

Associate Professor of English* 1994-2006

Assistant Professor of English* 1981-1994

Instructor in English* 1972-1981

*Academic rank held concurrently with full-time non-teaching responsibilities.

PRINCE GEORGE'S COMMUNITY COLLEGE, Largo, MD

Sept.-Dec. 1992

Adjunct Faculty in English

SELECTED ACCOMPLISHMENTS

Accreditation:

- Chaired an educational programs and admissions subcommittee at Columbia Union College for a Middle States Higher Education Commission accreditation self-study report. Received commendation from the college's editors that the section required little editing because it was comprehensive and well-written.
- Assisted in preparing self-study accreditation reports for regional, national, and specialized accrediting agencies, meeting all deadlines.
- Provided training in how to prepare a self-study for a K-12 accreditation for Griggs International Academy, including entering the report into the accreditor's website portal on time. Received an email of appreciation from the principal after the school's successful reaccreditation.
- Served as an evaluating team member for a Middle States Higher Education Commission visit and as an education specialist and distance education evaluator for the Accrediting Commission for Career Schools and Colleges.

Records:

- Set up and maintained records (hard copy, microforms, and electronic) for thousands of students.
- Trained staff in maintaining privacy of student records and understanding current FERPA regulations.

Administration:

- Directed an accelerated evening degree completion program, supervising 11 staff at two sites. Received letter of appreciation from the college President when the program far exceeded enrollment and financial expectations for one year.
- Developed and implemented a system for recruiting, hiring, evaluating, and providing professional development for evening adjunct faculty. Faculty expressed appreciation for the program.
- Prepared proposals to begin an off-site location for Columbia Union College Adult Evening Program offerings, which were approved by institutional committees, the institution's Board of Trustees, the Maryland Higher Education Commission, and the Middle States Commission on Higher Education.
- Collaborated with the Chair of the Education Department at Columbia Union College to develop an accelerated bachelor's degree completion program in Elementary Education/Special Education, designed initially for paraeducators, in cooperation with a local county public school system. The program received approval at the institutional, county, and state levels and was implemented. Served as the academic advisor to the first group of students, of whom 50% graduated at the end of the two-year pilot program.
- Negotiated a tuition discount with the administration to make the program competitive and included a minimum enrollment from school system employees in any of the institution's programs to assure a satisfactory ROI to the institution.

Technology:

- Proficient in Word, Excel, PowerPoint, Outlook
- Working knowledge of using student databases, both institution-developed and commercial (COCO and Datatel)
- Working knowledge of learning management systems (Blackboard, Moodle, Desire2Learn)

Teaching (taught the following courses):

- | | |
|---|---|
| <ul style="list-style-type: none"> • Career Skills Assessment • Expository Writing • Freshman Composition and Literature | <ul style="list-style-type: none"> • Basic English • Language Study for Teachers • History of English Language and Linguistics |
|---|---|

PROFESSIONAL MEMBERSHIPS

- *Phi Delta Kappa*
- ASCD (a membership organization that develops programs, products, and services essential to the way educators learn, teach, and lead)

Past member of the following organizations:

- CAEL (Council for Adult and Experiential Learning)
- ELAN (Experiential Learning Assessment Network)
- CASE (Council for the Advancement and Support of Education)
- AACRAO (American Association of Collegiate Registrars and Admissions Officers)
- MSACRAO (Middle States Association of Collegiate Registrars and Admissions Officers)

VOLUNTEER ACTIVITIES

Elected in August 2009 as Vice Chair of the 23-member School Board of John Nevins Andrews School, a private K-8 school in Takoma Park, MD, with a student body of 175.

Chosen to serve as the Chair of a Bylaws Subcommittee of the School Board. Revisions to the Bylaws were approved by the School Board and by the constituency in 2010.



ACCREDITING COUNCIL FOR INDEPENDENT COLLEGES AND SCHOOLS

POSITION DESCRIPTION

Position: HR Generalist; Accreditation Coordinator

Type: Full Time, Exempt

Position Summary:

The HR Generalist; Accreditation Coordinator is a duo role where the incumbent performs both roles simultaneously. Their primary duty is to handle the day-to-day management of HR operations including the administration of organization policies, procedures, and programs; while also coordinating the assessment of educational institutions' compliance with ACICS standards for accreditation.

HR Generalist Responsibilities:

- Ensure the compliance of all federal and state laws and regulations
- Guarantee benefit plans are administered in accordance with federal and state regulations and that plan provisions are followed
- Execute recruitment and onboarding activities for all personnel positions
- Handle all COBRA and unemployment matters
- Oversee payroll administration
- Manage employee relations

Accreditation Coordinator Responsibilities:

- Gain a clear understanding of ACICS accreditation standards and how they are applied to various types of institutions
- Provide support services to institutions as they seek various approvals from ACICS for any institutional changes affecting their maintenance of accreditation status with ACICS
- Coordinate on-site evaluation visits to institutions including securing evaluators for visits and arranging lodging, food, and travel
- Prepare professional correspondence in connection with each visit and finalize team reports
- Review, update, classify, and arrange for archiving of institutional files in the electronic data management system for future reference
- Prepare formal notifications of Council actions to institutions
- Perform support functions for committees and subcommittees, as assigned
- Prepare for and attend Council Meetings
- Other responsibilities as assigned

Qualifications:

- PHR/SHRM-CP preferred
- Earned bachelor's degree; relevant graduate degree preferred
- Creditworthiness

- Ability to coordinate and manage personal travel expenses and authorized travel expenses for evaluation team members
- Desire and ability to travel extensively as required—from 60% to 70% of the year
- Valid driver's license and clean driving record
- Two years of experience working in a project management setting, including functional competence with common office equipment, computer technology and software, and office procedures
- Demonstrated ability to prioritize, organize and meet deadlines
- Ability to build a team and function effectively in a team environment
- Effective and professional interpersonal, oral and written communications skills
- Integrity in handling sensitive and confidential information
- Ability to work with more than one functional manager in the management of each project

Reports to:

Vice President of Operations

(b)(6)

01/11/18

Date

(b)(6)

Supervisor Signature & Date

Andre McDuffie, MS, SHRM-CP, aPHR

Education

State University of New York at Stony Brook Stony Brook, NY <i>Masters of Science in Human Resource Management</i>	August 2016
State University of New York at Geneseo Geneseo, NY <i>Bachelor of Art in Communication</i>	May 2011

Certifications

Society for Human Resource Management (SHRM) <i>Society for Human Resource - Certified Professional (SHRM-CP)</i>	December 2016
HR Certification Institute (HRCI) <i>Associate Professional in Human Resources (aPHR)</i>	August 2016

Professional Experience

Accrediting Council for Independent Colleges and Schools (ACICS) | Washington, DC **April 2013 - Present**
The largest national accrediting organization of degree granting institutions that offer programs in professional, technical, and occupational fields.

HR Generalist (July 2016 – Present)

Responsible for the day-to-day management of HR operations including the administration of organizational policies, procedures, and programs; administer and guarantee benefit plans are in accordance with federal and state regulations; oversee payroll to ensure all federal, state, and local laws are adhered.

Achievements:

- HR representative for organization while performing duties concurrently with Accreditation Coordinator role
- Served as a member of the HR Certification Institute (HRCI) Standard Setting Panel to help with the creation and the implementation of the Associate Professional in Human Resources (aPHR) certification exam
- Worked with the Vice President, and other team members of Information Technology to integrate the payroll information collection into office intranet system
- Successfully converted all Human Resource files and documents into electronic format records that were uploaded into company's SharePoint HRIS system

Accreditation Coordinator (December 2017 – Present)

Provide support services to institutions as they seek various approvals from ACICS for any institutional changes affecting their maintenance of accreditation status with ACICS; conduct each site visit as a separate project and perform all activities as specified by ACICS to complete each project.

Achievements:

- Coordinated on-site evaluation visits across the country with teams of subject matter experts
- Solid project management skills scheduling visits, building teams, handling lodging, food, transportation, and serving as ACICS representative while on site at institutions

Senior Human Resources Coordinator (June 2015 – July 2016)

Onboard new hires by providing education and training on company policies and procedures through manuals, handbooks, and presentations; processed all enrollments into the wellness and wellbeing benefits. Processed updates and terminations to the benefits plans; administered the 403B and 401A retirement plans; submitted all retirement contributions and loan payments on behalf of employees.

Achievements:

- Created and implemented a disaster contingency plan
- Served on the Quality Control Committee for organization to ensure ACICS' written and digital communications and reports had no grammatical errors

Administration Coordinator (April 2013 – June 2015)

Performed full cycle recruitment for all internal openings; assisted in the execution of Annual Conference and State Association events; acted as building tenant liaison.

Achievements:

- Recruited and filled positions ranging from executive to entry level roles
- Managed two summer interns



ACCREDITING COUNCIL FOR INDEPENDENT COLLEGES AND SCHOOLS

POSITION DESCRIPTION (May 2017)

Position: Senior Coordinator, Accreditation Compliance
Type: Full-Time, Exempt
Reports to: Manager, Policy & Institutional Compliance

Position Summary:

The Senior Accreditation of Accreditation Compliance, in the Department of Accreditation, serves as a primary staff in the review and oversight of processes affected by conditioning or adverse Council actions, as well as in the management of campus and institutional closure in a manner consistent with the expectations of the *Accreditation Criteria* and the U.S. Department of Education. Further, this individual is an experienced member of the Accreditation staff with strong understanding and interpretation of the *Accreditation Criteria* to support in-depth work in policy development and review, coordination of the Intermediate Review Committee, support of the institutional review panels, and the Council meeting deliberations.

Responsibilities:

Institutional Compliance (75%)

- Manage and monitor the campus/institutional closure application process to ensure timeliness and thoroughness of review.
- Review and approve teach-out agreements and plans to ensure compliance with the *Accreditation Criteria* and Council's expectations.
- Manage the Review Board of Appeals process to include the coordination of any cases.
- Manage the recording and review of show-cause directives and adverse actions.
- Work with management on the drafting and preparation of formal Council communication.
- Provide support and guidance to institutions concerning campus closures, teach-out agreements, responses to show-cause directives, and other related accreditation matters.
- Support the leadership team in the acknowledgement of institutional withdrawal from ACICS accreditation and other accreditation-affecting reviews.
- Recommend, following appropriate review, intent to bar actions to the Council based on evaluation of institutional closure proceedings.
- Manage external requests for information on accreditation status, institutional closure, and other ACICS actions, to all constituents.
- Manage the public notification of relevant accreditation actions including the web site notices of adverse and conditioning actions.
- Update institutional and other stakeholder information in the database to ensure accuracy and currency.
- Coordinate onsite visits, as assigned.
- Other responsibilities as assigned.

Policy Review & Council Support (25%)

- Assist in the research and development, editing, and delivery of policy materials for the Policy meeting and subsequent Council meetings.

- Support the review and preparation of findings from institutional submission of Campus Accountability Reports, Retention and Placement Improvement Plans, and Interim Accountability Reports.
- Work with the manager of institutional compliance on the coordination and oversight of the Intermediate Review Committee.
- Assist the Manager of Institutional Compliance with the preparation for Council meetings to include file review assignments, meeting minutes, and accurate recording of decisions.
- Serve as Council committee liaison, as assigned.
- Other responsibilities as assigned.

Qualifications:

- Earned bachelor's degree required
- Above average understanding of ACICS standards and accreditation criteria
- Experience and proven success with the coordination of evaluation visits
- Analytical skills pertaining to institutional compliance issues
- Demonstrated ability to prioritize and meet deadlines
- Ability to function effectively in a team environment
- Effective interpersonal, oral, and exceptional written communications skills
- Integrity in handling sensitive and confidential information

(b)(6) 3/27/18
Employee Signature & Date

(b)(6) 3/27/18
Superv & Date

Kathleen A. Morrison

EDUCATION

B.A. Elementary Education, May 2013

Concentration: Math & Science

University of North Carolina, Chapel Hill, NC

GPA: 3.74/4.00

Scholarships: Ross Foundation 2-year Scholarship

EXPERIENCE

Student Teacher, Carrboro Elementary, Carrboro NC, Spring 2013

- Full-time taught in a dual-language program
- Collaborated with a Professional Learning Community to produce integrated and student-centered lessons and activities that follow the three phases of Project-Based Learning
- Modified lessons/activities for multiple English Language Learners and other students with specified needs
- Aligned lessons/activities with Common Core Standards

Administrative Assistant, North Carolina Association of Certified Public Accountants, Morrisville NC

- Worked 16-28 hours per week in summers (2010-12) and 6-8 hours per week during school semesters (Fall 2010 - Fall 2012)
- Set up NCACPA-official seminars, webinars and conferences in online cataloging system (NetForum)
- Prepared rosters of event participants
- Reconciled event participant course forms with course rosters
- Awarded course participants with course credit
- Collected online and paper course evaluations from course participants
- Compiled and sent formal speaker evaluation letters
- Contacted course participants and speakers via phone/email about issues regarding the aforementioned
- Filled in for receptionist during breaks
- Prepared for NCACPA onsite courses by setting up for lunch and snacks and by restocking beverages

Host & To-Go Server, Mimi's Cafe, Cary NC

- Worked 12-30 hours per week (2008-2009)
- Welcomed guests and led them to their tables
- Took to-go orders on the phone and prepared them for pick-up
- Assisted busboys and servers during busier hours while directing the host staff on the flow of the restaurant
- Trained new hosts

ACTIVITIES

Alpha Phi Omega, Co-ed Service Fraternity, 2009-2013

- Completed at least 25 hours of service per semester
- Organized UNC's Campus Lost & Found and supervised those APO brothers and pledges who staffed it as Lost & Found Chair
- Pledge Class Secretary, Spring 10
- PR Chair, Fall 11
- Service Accountability Chair, Spring 12
- Lost & Found Chair, Fall 12
- Service Committee, Fall 11, Spring 12

Carolina Music Outreach/Musical Empowerment, 2009-2013

- Provided free music lessons to low-income students in the Chapel Hill-Carrboro community
- Worked with the Leadership Committee to pair students with music tutors, fundraise, plan fall and winter recitals, prepare the Musical Empowerment benefit concert, and write grant proposals
- Leadership Committee, 2009-2013
- Music tutor, 2010-2011

Lutheran Campus Ministry, 2009-2013

- Participated in three alternative service spring breaks
- Translated and acted as a guide during the Spring 11 trip to Germany
- Social Listserv Coordinator, 2012-2013, sent out weekly emails to the group detailing the events of the week

NCPIRG New Voter's Project, Fall 2012

- Assisted students on-campus with voter's registration
- Contacted students who indicated that they would be voting in the election in order to make sure all their questions about voting were answered
- Called and organized students who indicated that they were interesting in volunteering with this program

Sierra Student Coalition, 2009-2011

- Worked with other interested students to identify and educate the campus and local community about environmental dangers
- Motivated the university chancellor to create an Energy Task Force to move the university away from burning coal by 2020
- Organized and scheduled student volunteers to help with on-campus education and phone banking
- Alumni & Community Outreach Committee Coordinator 2009-2011

HONORS Degree with Distinction, May 2013
Dean's List, Fall 09, Spring 10, Fall 10, Fall 11, Spring 12, Fall 12,
Spring 13

TECHNOLOGY FAMILIARITY Dropbox
Facebook
Gmail
Google Drive
Google Sites
Microsoft Excel
Microsoft OneNote
Microsoft Outlook
Microsoft PowerPoint
Microsoft Word
Prezi
SMART Notebook
Windows Movie Maker

HOBBIES Reading
Running
Singing
Baking
Mountain Biking
DIY Crafting

REFERENCES Sharon Bryson, Chief Operating Officer at NCACPA,
Amanda Davis, Online Learning Manager at NCACPA,
Elizabeth Meunier, Supervising Teacher at Carrboro Elementary,



ACCREDITING COUNCIL FOR INDEPENDENT COLLEGES AND SCHOOLS

POSITION DESCRIPTION

Position: Senior Systems Manager

Type: Full Time, Exempt

Position Summary:

The Senior Systems Manager (SM) is responsible for providing technological expertise and support of all ACICS IT solutions. The SM serves all the ACICS staff, performing a full range of technological functions, including on-site troubleshooting, systems and interactivity design, and system maintenance. He/she should proactively evaluate new systems, enhancements and products to determine capability, functionality, integration, cost, and appropriateness for supporting both current and future operations. This includes coordinating with suppliers of hardware and software platforms, equipment, and machines, technical and professional services. The SM is also responsible for the security system and video surveillance.

Responsibilities:

- Design, deploy, monitor, maintain, upgrade, and support new and existing Windows based network; this includes hardware, software, and peripherals, including storage area networks and backup infrastructure
- Management and understanding of VMware hosts, virtual machines and 3rd party plugins. Monitors systems, servers and equipment for performance, security and stability.
- Assist with the planning, purchasing, installation, maintenance and control of computer related hardware and software throughout the organization
- Manage external vendors and suppliers
- Participate in the IT Change Management and Asset Management processes
- Manage Active Directory, user accounts, passwords, mailboxes, database, file level permissions
- Provide training on an as needed basis on a variety of IT topics to staff, such as Microsoft Office, proper network usage, and new technologies.
- Maintain inventory of all office production, computer equipment and related software
- Review all necessary IT related invoices to ensure proper charges apply
- Assist with Council Meeting and IRC preparation
- Assist with workshop, meeting, and event preparation, as needed
- Assist VP of IT
- Supervise IT Support Specialist
- Available to work on-call support as necessary
- Such other responsibilities as assigned

Proficient with:

VMware, Microsoft Server and Desktop OS, AppAssure, Backup Exec, Remote Desktop, VPN, Firewalls, and SharePoint.

Qualifications:

Training and expertise in computer technology, networking, systems administration, interactivity, software, communications, and office procedures required. Professional dress and demeanor, the ability to prioritize and meet deadlines, ability to function effectively independently as well as in a team environment, exercise of independent judgment, problem-solving skills, and excellent interpersonal, oral and written communications skills

also required. Degree preferred, but not required, ongoing professional development required. IT Certifications desired in Microsoft, VMware or Cisco

Supervised By:

Vice President of Operations

(b)(6)
04/24/17
Employee Signature & Date

(b)(6)
4-24-17
Supervisor Signature & Date

SR SYSTEMS ARCHITECT

Senior Solutions architect adept at designing and implementing effective technical business solutions. Advanced levels of technical knowledge combined with sound business vision and project management skills. Exceptional problem-solving and written and verbal communication skills, with broad understanding of SQL databases, constituent management, financial management, and related applications. Enjoy leading teams to deliver end-to-end solutions to customers.

- | | | | |
|-------------------|---------------------|--|------------------|
| Experience | Sept 2014–Present | <u>Accrediting Council for Independent Colleges and Schools</u> | Washington, DC |
| | | <i>Sr. Systems Architect</i> | |
| | | <ul style="list-style-type: none">• Review and advise on use and configuration of ACICS's systems architecture, including a wide range of foundation technology such as server and storage virtualization, performance analysis and management, and enterprise infrastructure monitoring.• Participate in the discovery, documentation and refinement of business requirements to ensure alignment with technically viable solution designs.• Work with functional subject matter experts to collect and describe both current and future capabilities, operational activities, system functions, business processes, operational and system performers, and associated data and attributes.• Identify and analyze alternative system solutions considering costs, risks, and benefits, as well as system performance, usability, scalability, reliability, and maintainability.• Responsible for definition and improvement of software development methodology and processes.• Identify technical risks and provides mitigation strategies.• Oversee the financial, membership, and accreditation system activities including EDM/Millennium document management system, Website/Ektron content management system, eBusiness/Commerce systems and Sharepoint.• Responsible for full range of accounting support functions, from simple accounting tasks to the design and execution of major projects and administration of financial application (Great Plains).• Responsible for developing applications and reports to analyze the quality and completeness of all financial and business information and reports submitted to ACICS by member institutions.• Work with VP of Finance on overseeing all accounting and budgetary functions, including A/R and A/P reconciliation, calculation and billing of annual sustaining fees, grant renewals, and visit deposits. | |
| | Sept 2007–Sept 2014 | <u>Bryant Business Solutions</u> | Millersville, MD |
| | | <i>Owner/Operator</i> | |
| | | <ul style="list-style-type: none">• Manage all phases of day to day operations of company. Direct financial management and company development.• Provide consulting services for the project management, implementation, training and ongoing support of Association Management System, Financial Systems and products.• Develop ongoing integrations from 3rd party products into business software applications.• Perform classroom and one-on-one training on AMS modules and tools• Complete full-scale conversion programming from legacy systems into new formats utilizing SQL programming.• Develop, program, test and implement complex stored procedures, triggers and processes as needed to satisfy client requirements.• Compile advanced reporting tools utilizing SQL, Crystal, Access and software specific programs to deliver required reports, extracts and data analysis.• Install, configure and document backend software to support the implementation including but not limited to: NT, SQL, SSIS, ETL, Business Objects Server, Great Plains, Quickbooks, Concur, Personify, BizTalk, Scribe and BI360 software. | |
| | July 2001–Sept 2007 | <u>Intuitive Business Concepts, LLC</u> | Columbia, MD |
| | | <i>Managing Member</i> | |
| | | <ul style="list-style-type: none">• Manage all phases of day to day operations of company. Direct financial management and company development.• Provide consulting services for the project management, implementation, training and ongoing support of iMIS Association Management System and products.• Develop ongoing integrations from 3rd party products into iMIS applications.• Perform classroom and one-on-one training on iMIS modules and tools• Complete full-scale conversion programming from legacy systems into new formats utilizing SQL programming. | |
-

- Develop, program, test and implement complex stored procedures, triggers and processes as needed to satisfy client requirements.
- Compile advanced reporting tools utilizing SQL, Crystal, Access and software specific programs to deliver required reports, extracts and data analysis.
- Install, configure and document backend software to support the implementation including but not limited to: NT, SQL, Cold Fusion, IIS, and Crystal Info Server.

April 1996–July 2001

Aronson Consulting, Inc.

Rockville, MD

Senior Technical Consultant

- Senior Technical Consultant certified in iMIS, a customer relations management, web and content management tool for the Association industry.
- Completed full-scale conversion programming from legacy systems into new formats utilizing advanced SQL programming.
- Developed, programmed, tested and implemented complex stored procedures, triggers and processes as needed to satisfy client requirements.
- Compiled advanced reporting tools utilizing SQL, Crystal, Access and software specific programs to deliver required reports, extracts and data analysis.
- Installed, configured and documented backend software to support the implementation including but not limited to: NT, SQL, Cold Fusion, IIS, and Crystal Info Server.

1992–1996

Jackson and Tull

Seabrook, MD

Finance Manager

- Managed employees in the financial unit of the Aerospace Engineering Division.
- Developed proposals in response to government and commercial RFPs.
- Developed financial procedures and directives to ensure acceptable and sound fiscal planning and control.
- Developed and monitored the execution of the financial program; reviewed and analyzed contract program objectives and the effective utilization of contract funds; developed maintained and monitored financial reporting and accounting system.
- Prepared contract budgets; developed expense projections; and was responsible for the processing, preparation, administration and control of \$260+ million in NASA contracts.

1989–1992

Jackson and Tull

Gaithersburg, MD

Senior Financial Analyst

- Coordinated all submissions into a consolidated budget and financial forecast.
- Prepared and issued regular and special reports including NASA/GSFC Form 18-42's and NASA Form 533Ms.
- Reconciled all cost and budget data with accounting system.
- Prepared estimates for cost proposal; developed and maintained financial procedures to monitor expenditures of labor, overhead, materials and other costs on project activities.
- Conducted special studies and analyses of financial practices and procedures and documented recommendations to promote efficiency in the area of financial management.
- Monitored the status of costs versus budgets to prevent cost overruns; compared costs to total budget and to milestone schedules; reviewed and audited operating budgets periodically to analyze trends affecting budget needs. Maintained financial records of operation and compiled manpower and material cost estimates.

Technical Skills

Applications/Programming Tools:

Microsoft SQL, MSDE, Sybase, Cold Fusion, IIS, Microsoft Word, Excel, Access, MS Project, PowerPoint, Great Plains, Solomon, MAS90, Quickbooks, Crystal Report Writer, iMIS, Personify, BI360, Concur, and SharePoint.

Education/ Training

University of Maryland, College Park, MD

- Management Information Services
- Howard Community College, Columbia, MD
- Business Management/Finance

References Available on Request



**ACCREDITING COUNCIL FOR INDEPENDENT COLLEGES AND
SCHOOLS**
POSITION DESCRIPTION

Position: Program Analyst I
Type: Full Time, non-exempt
Reports to: Vice President, Accreditation

Position Summary:

The Program Analyst reviews applications submitted electronically from ACICS member institutions, and researches and evaluates the contents of the application for compliance with ACICS policies and procedures for subsequent action by the Council.

Responsibilities:

- Understand the agency's *Accreditation Criteria* as it relates to the specific application processes
- Verify institutional compliance with all applicable standards in part of the review of the application submission
- Analyze and evaluate the application with the relevant *Criteria* and procedural expectations and apply policies pertaining to standard requirements for various applications
- Maintain effective communication with institutions concerning the application materials and expectations to ensure a thorough review
- Produce weekly reports on the status of applications approved, in-process and not yet reviewed, and in-process and waiting for additional information from the member institutions
- Prepare, as needed, all materials relevant to a substantive change application for the consideration of the Executive Committee, in their capacity as the Substantive Change Review Committee.
- Prepare application review communication to institutions including those needing additional information, approvals, revisions, and denials, as appropriate
- Routinely communicate issues and concerns to the supervisor as needed
- Work in group format, or as needed, to ensure applications are processed within an established timeframe and with the highest degree of accuracy
- Perform other duties as assigned

Qualifications

- Earned bachelor's degree from an accredited institution preferred or at least five years of experience in a professional setting
- Ability to utilize effective spoken and written communication

- Ability to proofread reports and correspondence with attention to details
- Ability to meet specific deadlines and quotas
- Capable of understanding existing accreditation policies and applying them in the analysis of substantive change and non-substantive change applications
- Adequate mathematical ability to verify calculations and formulas
- Knowledge of database systems, including experience in data entry, report management, and security and confidentiality protocol associated with database information

(b)(6)
Employee Signature & Date
4/5/18

(b)(6)
Supervisor Signature & Date
4/5/18

Shaniqua Y. Smith

Objective: I plan to earn a degree in business management and with that develop a chain of privately owned businesses, including restaurants and childcare facilities.

ACICS **July 2008- Present**
(Accrediting Council
For Independent Colleges
And Schools)
Washington, DC 20002

As an administrative temp my responsibilities include scanning records, demonstrating the use of industrialized scanners. Other responsibilities include, organizing membership databases, preparing box numbers for scanning and filing purposes, filing, and copying documents needed for databases. During this process I type documents and correspondence from handwritten material or other draft documentation. I have mastered all new skills being taught.

ACICS **June 2007- August 2007**
(Accrediting Council
For Independent Colleges
And Schools)
Washington, DC 20002

As an administrative temp I organized membership databases, filed newly submitted correspondence and other documents. Typing documents and correspondence from handwritten material or other draft documents was also included in my line of work. I expeditiously completed all tasks assigned.

Smoothie King **July 2005- January 2007**
College Park, MD 20740

As a shift leader I supervised fellow workers, provided superior customer service skills in a timely manner, opened and closed the store, operated the cash register, took orders, prepared smoothies, maintained store cleanliness, restocked as necessary, washed dishes, book keeping, and bank transactions.

On a voluntary basis I decorated the store for the holiday season(s).

I received \$100 dollars on three different occasions for solely earning 100% on mystery shops.

Education:

TC Williams High School, High school diploma (spring, 2007)
Cheyney University of PA (fall, 2007)

Volunteer: **fall 2005 - spring 2007**

Mount Vernon Elementary School- Taught and helped young children to read during an after school program.

TC Williams High School- After school I stayed to clean classrooms. During lunch break on occasion I would help out in the office, screening calls, greeting visitors and parents, and answering phone calls.

Software:

- Microsoft Excel
- PowerPoint
- Word Perfect

Hobbies/Personal

- Reading
- Writing
- Online Exploring
- Member of the FBLA



Accrediting Council for Independent Colleges and Schools

POSITION DESCRIPTION

May 2018

Position: Vice President of Accreditation
Type: Full time, Exempt
Reports to: President
Supervises: Accreditation Coordinators, Program Analysts, Manager of Policy and Institutional Compliance, Accreditation Support Coordinators and contract staff as assigned

Position Summary:

The Vice President of Accreditation is the senior administrator of the Department of Accreditation and is responsible for the systematic and consistent implementation of policies, procedures and ACICS accreditation standards pertaining to assessment of institutional compliance, quality assurance, policy, and quality enhancement. The Vice President of Accreditation is also responsible for ensuring Agency compliance with USDE regulations and reporting requirements.

Responsibilities:

- Direct and implement the *Accreditation Criteria*
- Provide membership information, statistical data, institutional reports, budget information, and support to other ACICS departments as requested for technology support systems development and electronic data management
- Supervise manager responsible for institutional quality assurance and provide executive direction to all aspects of the accreditation/visit process
- Supervise manager responsible for the recruitment, training and development of evaluators
- Supervise manager responsible for screening, guiding, and developing initial applicants for accreditation; training and development of accreditation coordinators; and continued development of institutions through accreditation workshops
- Supervise manager responsible for coordinating and providing all institutional services, including processing of all requests for approval of institutional changes and expansion of campuses
- Manage complaints and investigation of adverse information. as well as the ARIG
- Supervise staff responsible for the implementation and monitoring of the PVP
- Manage all campus development operations and development of internal processes and internal quality assurance
- Direct the development of criteria related to distance and non-traditional education; evaluation of international educational institutions; and assessment of consortium and contractual arrangements proposed by member institutions

- Be responsible for systematically presenting reports from the evaluation visits for Council consideration; assisting the Council in the decision-making process; and coordinating the notification of Council actions to institutions, other agencies, and the general public
- Interact with membership and the general public regarding compliance and accreditation issues
- Travel responsibilities, as needed
- Other tasks as assigned by President

Qualifications:

- Earned master's degree from an accredited institution, preferably an MBA or MPP or master's degree in higher education policy
- Ten years of experience in postsecondary educational institutional management; knowledge of and/or exposure to the management of proprietary institutions; or, ten years' experience in management positions within accrediting or governmental agencies charged with oversight of postsecondary educational institutions; or, a combination thereof
- In-depth knowledge of accreditation and compliance issues
- In-depth knowledge of accreditation of online and distance education programs
- Five years of supervisory and team building experience
- Ability to manage and coordinate multiple tasks with varied deadlines
- Ability to work effectively with professionals of diverse backgrounds and qualifications within a collegial setting
- Functional competence with common office equipment, computer technology and software, and office procedures
- Effective professional interpersonal, oral and written communications skills
- Integrity in handling sensitive and confidential information
- Ability to manage and coordinate personal travel expenses and authorized travel expenses of staff and evaluators
- Desire and ability to travel as necessary, domestically and internationally

(b)(6) 05.01.18
 Employee Signature & Date

(b)(6) 5/1/18
 Supervisor Signature & Date

Perlter Walters-Gilliam

SUMMARY OF QUALIFICATIONS

Ambitious, results-oriented business professional with proven expertise in leading strategic teams to perform quality evaluations in the quality assurance and enhancement environment. Motivated achiever offering improved operational efficiency by developing and implementing successful systems and procedures. Capabilities include:

- *Problem-solving skills*
- *Development of policies & procedures*
- *Strategic analysis*
- *Training and development*
- *Interpersonal & cross-cultural communication*
- *Accreditation compliance*
- *Project management*
- *Management of Remote Teams*
- *International Education*

EDUCATION

Robert H. Smith School of Business, University of Maryland, College Park, MD
Master of Business Administration, Leadership and Strategy focus, May 2011

State University of New York at Plattsburgh, Plattsburgh, NY
Bachelor of Science in International Business, Magna cum Laude, May 2005
Bachelor of Arts in Spanish, Magna cum Laude, May 2005

EXPERIENCE

The Accrediting Council for Independent Colleges and Schools, Washington, D.C.

2007 – Present

➤ **Vice President – Accreditation**

2016 – Present

- Oversee the department and all critical functions pertaining to accreditation, including but not limited to, policy development and implementation, institutional compliance, institutional reporting, and onsite quality assurance monitoring.
- Manage a team of accreditation, policy, institutional compliance, and institutional development staff to include remote members.
- Interact with state and federal agencies on mutual areas of interest relative to institutional performance and compliance.
- Represent the agency at the Council of Higher Education Accreditation (CHEA) and United States Department of Education (USDE) meetings and other activities.
- Work with the President on daily accreditation matters including the defense of ACICS for its recognition with the USDE.

➤ **Associate Vice President, Quality Enhancement & Training**

2015 – 2016

- Oversaw quality enhancement activities, which include various workshops, Webinars, special orientations, and training support directed at member institutional representatives, volunteer evaluators, on-site evaluation chairs, and prospective applicants for initial accreditation.
- Managed the Evaluator training and development activities, which include the recruitment, vetting, training and development of volunteer evaluators and chairs of institutional evaluation visit teams.
- Led the review and preparation of initial applications for the ACICS accreditation process to include the systematic processing of initial applications—from inquiry stage to the initial grant of accreditation stage.
- Directed the recruitment, training and development of new accreditation staff to include the development of training and enhancement activities in the areas of accreditation evaluation and criteria implementation.

➤ **Senior Manager, Quality Enhancement**

2013 - 2015

- Managed workshops and other training delivery that enhance institutional effectiveness and regulatory preparedness.
- Evaluated and determined the compliance of over institutions with accreditation standards.
- Counseled institutions, primarily initial applicants, on achieving compliance with agency regulations.
- Conducted training needs analysis to design and launched professional development activities for a team of 15 travel coordinators.
- Managed the recruitment and training of over 1200 subject matter experts in the area of accreditation evaluations.

Perlter Walters-Gilliam

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@gmail.com

- **Manager, Institutional Development** **2011 - 2013**
 - Operationalized the New Institutional Development function that resulted in a 30% membership growth
 - Consulted with potential applicants to assess eligibility and compliance, with a 95% success rate of applicants receiving the initial award during first review.
 - Explored international opportunities in countries that include Macedonia, Bahrain, India, Antigua, and Switzerland.
 - Coached and supervised a team of up to 5 junior coordinators on organizational processes and industry expectations.

- **Senior Coordinator, New Institutional Development** **2009 – 2011**
 - Managed teams of subject matter experts to conduct on site evaluation visits to more challenging institutions.
 - Initiated the systematic review and monitoring of evaluation reports to include the quality of the templates and the final reports.
 - Served as a liaison with the department's leadership on exploring potential applicants and providing support and guidance.

- **Accreditation Coordinator** **2007 - 2009**
 - Build and manage teams of subject matter experts from 4 to 15 members to conduct on site evaluation visits that assess the regulatory preparedness of institutions.
 - Managed the evaluation of more than 100 institutions that offer credentials from the non-degree to the master's degree level.
 - Worked closely with all types of institutions from single campus to large corporate school systems, with enrollments ranging from 10 - 10 000 students, and operations on-ground and online.

National Association for College Admissions Counseling, Alexandria, VA

2005 - 2006

Administrative/Program Assistant

- Supported the general management of the College Fairs programs by providing backing with the planning and execution of college fairs.
- Assisted in the development and implementation of programs that streamlined the management processes in the department.
- Managed the department's electronic database and Revenue Sharing programs.

ADDITIONAL INFORMATION

International Experience: High school Math Teacher on the island of Dominica; Semester Study Abroad in Monterrey, Mexico; Smith Global Studies to India; Business trips to India, Switzerland, Denmark, Bosnia & Herzegovina, Cayman Islands, Peru, and Taiwan; Consultations with institutions in Macedonia, Australia, India, Singapore, Jamaica, Spain, Paraguay, and Colombia to name a few.

References Furnished upon Request



ACCREDITING COUNCIL FOR INDEPENDENT COLLEGES AND SCHOOLS

POSITION DESCRIPTION

Position: Manager of Policy & Institutional Compliance
Type: Full time, exempt
Reports to: Vice President - Accreditation

Position Summary:

The Manager of Policy & Institutional Compliance is responsible for the overall management of those processes that affect Council decision making, including the policy review process, the Intermediate Review Committee, and Council sessions. These processes include critical areas of institutional compliance including administration of the ACICS Placement Verification Program (PVP) process, preparation of formal communication to institutions on behalf of the Council (team reports, teach out/campus closure letters, Council action letters, etc.), and providing relevant webinars and informational sessions to all constituents.

Key Responsibilities:

Policy: 25%

- Oversee the regular and systematic policy development, review, approval, and implementation processes
- Develop a system to enhance and improve the involvement of all constituents in policy review and drafting.
- Track and manage the research of policy issues in higher education as they relate to ACICS and its standards
- Coordinates the assignment for the research, review and drafting of policy items for the Council's consideration.
- Manages the preparation and publication of policy items at the Council meetings, along with the recording of actions and meeting minutes for follow up and final action.
- Works with leadership on the preparation and communication of the *Memorandum to the Field* as well as the hosting of the *AWARE*.

Institutional Compliance: 25%

- Oversees the collection and reporting of information through the ACICS Annual Financial Reports (AFR) and Campus Accountability Report (CAR) to identify trends for policy consideration as well as to ensure institutional compliance.
- Manages the implementation and review of the Placement Verification Program (PVP)
- Develop procedures to streamline the PVP to ensure consistency and institutional compliance.
- Develop guidance documents and training for staff and the institutions concerning the reporting of placement information, including presentations, webinars, and manuals.
- Provide guidance to critical stakeholders including staff, institutions, and state agencies, on institutional expectations on the placement verification program.

- Manage all Council actions related to institutional compliance including student achievement, the PVP, and periodic reviews.

Council Oversight: 50%

- Manages the tracking, preparation, and final communication of team reports to campuses undergoing review
- Oversees the receipt and preparation of institutional responses to inform the Council's decisions
- Manages the application, selection and oversight of the Intermediate Review Committee (IRC) to ensure compliance with ACICS and USDE regulations
- Works with leadership to assign institutional files for commissioner review as well as staff-liaison assignments
- Coordinates the file review process of the Council and manages the final review by the Council on every decision
- Works with the President to ensure the accurate and timely preparation of Council decision letters
- Prepares the Council Action Report for communication the USDE and for public notice
- Oversees the regular policy development, review, and approval process for ACICS to include staff and committee assignments, Policy Binder preparation, and final action.
- Manages staff policy review and staff policy and procedures workday
- Compiles, edits, and publishes the *Memo to the Field*
- Develops and facilitates the *AWARE* webinars as well as other webinars related to institutional compliance (Student Achievement, CAR/PVP)
- Manages the drafting, compilation and publication of minutes for the Council and its Committees

Qualifications:

- Earned bachelor's degree, master's degree preferred
- Advance knowledge of accreditation and compliance
- Ability to manage and coordinate multiple tasks
- Experience with web-based data entry forms and procedures, running database application reports, and performing back-end administrative tasks
- Demonstrated ability to organize and develop systems for tracking, prioritizing and meeting deadlines
- Ability to supervise and to build and function effectively in a team environment
- Effective interpersonal, oral and written communications skills
- Integrity in handling sensitive and confidential information

(b)(6) 4/5/18

(b)(6)
Supervisor Signature & Date 04.05.18

Karly S. Smith

PROFESSIONAL OBJECTIVE:

To obtain a challenging position that will allow me to utilize my strong organizational and communication skills, my educational background, and my ability to work well with people.

PROFESSIONAL SKILLS and QUALIFICATIONS:

- Strong oral and written communication skills
- Highly organized with detailed planning skills
- Proficient with Microsoft Office
- Excellent interpersonal skills
- Flexibility within various circumstances and environments
- Open-minded to new ideas and experiences
- Self-starter with solid time-management
- Basic conversation skills in Mandarin Chinese and Spanish
- Knowledge of international corporate and educational structures
- Strong work ethic in both individual and team settings

EDUCATION and CERTIFICATION:

Bachelor of Science in Unified Elementary and Special Education May 2005

Keuka College, Keuka Park, NY

Concentration in Family and Child Studies GPA: 3.6, Graduated *Cum Laude*

License: Maryland State Elementary Education (Grades 1-6) and Special Education (Grades 1-8)

EMPLOYMENT EXPERIENCE:

Program Coordinator of Education (Temporary)

Envision, EMI, National Youth Leadership Forum on Medicine

Vienna, VA April 2010-August 2010

- Oversaw educational programs of 400 students
- Hired, trained and managed 23 staff members
- Addressed and resolved scholar/parent/staff concerns and conflicts
- Organized curriculum and supervised implementation
- Completed various tasks in a fast-paced environment and under strict deadlines to ensure program success
- Conducted meetings and presentations for staff and conference attendees

English as a Foreign Language Teacher (Jr. & Sr. High)

Taichung City Public Schools

Taichung, Taiwan, September 2007-January 2010

- Designed curricula for varied levels and abilities
- Trained adult professionals in English communication skills
- Researched, organized, and compiled various resources and activities for use in English program
- Implemented self-created lesson plans in an effective and engaging manner
- Created content and conducted English classes for adults and children
- Developed positive professional and collaborative relationships with an all-Taiwanese staff
- Communicated effectively at a basic level with non-English speaking staff/students
- Created lesson plans, spreadsheets, and presentations using Microsoft Office programs
- Edited and revised testing drafts and written works

(b)(6) @hotmail.com

4th Grade Inclusion Teacher/ Team Leader/Yearbook Chair
Charles County Public Schools, Dr. Samuel A. Mudd Elementary
Waldorf, MD, August 2005-June 2007

- Created lesson plans and activities that motivated students and engaged them in the learning process by infusing humor and other methods of intrigue
- Kept detailed records of classroom proceedings, student actions and correspondence with parents
- Compiled data on student success and program effectiveness
- Incorporated technology into instruction
- Assessed, analyzed and reported educational data for multidisciplinary meetings
- Generated and implemented objectives, goals, indicators and procedures for Individualized Education Plans to promote student success
- As Team Leader, kept grade-level team under budget and addressed needs of staff, and planned curriculum related activities
- Managed, designed, and organized school yearbook
- PBIS (Positive Behavioral Interventions and Supports) committee member

Substitute Teacher/Preschool
Abide In the Vine Childcare Center

Owego, NY, June 2003-July 2005 (Intermittently)

- Created and planned daily instructional lessons for children ages 1-12
- Developed activities for outdoor and indoor learning experience and recreation
- Engaged various teaching strategies for working with students of different abilities
- Used principles of behavior management to work with students with emotional disorders
- Assisted supervisor with secretarial tasks

Pharmacy Associate
Eckerd Pharmacy

Owego, NY, May 2000-August 2003

- Recorded and filed confidential information using online information systems
- Problem-solved complaints in a way that suited the best interest of customers and the company
- Completed prescription and drug inventories, automation services, and other clerical duties
- Carried out customer service duties

VOLUNTEER EXPERIENCE:

American Chamber of Commerce

Taichung, Taiwan September 2007-November 2010

- Assisted in coordination of fundraising functions (book sales, golf tournaments, dinner dances) through soliciting sponsors and participants, ticket sales, scheduling, and logistical support.

Taichung International Golf Society

Taichung, Taiwan, April 2008-January 2010

- Supported the Society with help setting-up and seeing to the needs of players in their Cross Straits Challenge Tournament. Logistical support was also given for their annual year end banquets.