

CAREER SUMMARY

Terminal degree in educational policy with a focus on post-secondary leadership. Career interests involve college choice, academic advising/planning, and campus-wide retention initiatives. Research interests focus on exploring effective ways of monitoring and measuring student success as well as evaluating strategies for early interventions to improve student success outcomes. Comfortable in self-directed and collaborative work environments. Offering a diversity of skills including:

- Ability to Plan & Manage Multiple Projects
- Expertise in Written & Verbal Communication
- Experience in Classroom Instruction
- Skilled in Program Evaluation & Assessment
- Resourceful in Problem Solving
- Advising and/or Counseling Skills

PROFESSIONAL EXPERIENCE

Tennessee Tech University, Cookeville, TN (Current Enrollment: 11,339)

Assistant Vice-President for Student Success (Jan 2016 – Present)

Responsibilities: Provide leadership for the Office of Advisement Services and the Office of Academic Services. Work closely with the Associate Vice-President for Enrollment Management & Student Success and the Assistant Vice-President for Recruitment to create an institutional strategic enrollment management plan. Oversee the [Flight Path](#) early intervention retention program. Provide continued guidance and development of the university's multiple campus wide student success technology tools. Continued responsibility for the ongoing progress and assessment of current student success initiatives including the [Provost's Micro Grants for Student Success program](#), the Tennessee Board of Regents' Completion Academy & the Tennessee Higher Education Commission's [TNReconnect+Complete](#). Serve as the EMSS representative in Academic Affairs Executive Council in the Associate Vice-President's absences.

Director of [Retention Services](#) (Nov 2013 – Jan 2016)

Responsibilities: Implemented Flight Path early intervention program targeted to address chronic absenteeism of first-year students. Solely responsible for the continued operation of the Flight Path program including: training, documentation, faculty correspondence, student interventions with and outside of Residential Life staff. Serve as Program Owner for campus-wide implementation and utilization of EAB's Student Success Collaborative advising software. Assess student success issues such as DFW rates in high enrollment and foundation courses, course bottlenecks during registration & identifying at-risk students early.

Accomplishments

- Provided retention-based interventions to approximately 600 students during the 2014-2015 academic year based on attendance data received via Flight Path.
- Facilitated a 6.32% increase in the percentage of freshmen completing 80% of the credit hours attempted during their first Fall semester when comparing the Fall 2012 cohort to the Fall 2014 cohort.
- Awarded \$47,530 during the 2014-2015 academic year as coordinator of the Provost's selection committee for the Micro Grants for Student Success initiative.
- Collaborated with Admissions, Orientation and Advisement Services to execute pre-enrollment for freshmen course registration during summer orientation.
- Successfully completed the campus-wide implementation of the [Student Success Collaborative](#) advising software program.
- Provided logistical support to the Registrar's Office during the implementation of Ellucian Banner electronic course waitlist.
- Selected by the Provost to serve on taskforces for TBR Completion Academy & TN Reconnect+Complete state initiatives.
- Designed and delivered orientation sessions to parents and first-time full-time freshmen on student success and retention.
- Provide training to professional advising staff on methods to maximize the impact of advising technology (Student Success Collaborative, DegreeWorks and College Scheduler) on student success outcomes.
- Compose various assessment and evaluation reports for the Office of Enrollment Management and Student Success including the EMSS Annual Report and the [Flight Plan](#) institutional strategic plan progress updates.
- Created an orientation session for adjunct faculty, instructors and lecturers to facilitate transition to campus and integration into student success initiatives.
- Collaborating with the Math department, Learning Support and the Provost's Office on the improved delivery of co-requisite remediation for disciplines requiring algebra-based math.

Tennessee Board of Regents, Nashville, TN

2014 Fellow – [Maxine Smith Fellowship Program](#) (Feb – Sept 2014)

Responsibilities: Assigned a mentor to collaborate with throughout the program to enhance the fellow's academic and professional credentials. Attend Fellows meetings to observe and participate in decision-making opportunities at the institutional, senior administrative and governing board levels. Complete a research project and presentation focusing on an opportunity for improvement for the state or an individual institution.

Accomplishments:

- Developed a mentoring relationship with former TBR Chancellor John Morgan (retired 1/2016).
- Attended TBR planning meetings addressing several statewide strategic initiatives including access to success, architected choice, articulated pathways, data driven decision-making.
- Participated in informational sessions on various higher education administration topics from TBR vice-chancellors.
- Completed a white paper on the Board's data warehousing project: "[Greater than the sum of its parts: How to effectively use system-level data warehousing in higher education](#)".

Tennessee Tech University, Cookeville, TN

Advisor/Counselor, College of Education (Jan 2008 – Nov 2013)

Responsibilities: Monitored the academic progress of approximately 450 students in six bachelor degree programs of Exercise Science including over 180 pre-professional health majors, 80 teacher licensure candidates & certifying over 90 varsity athletes for NCAA competition. Provided summer orientation and registration workshops for first-time freshmen & their parents.

Accomplishments:

- Achieved a 6% increase in first-time full-time freshmen retention in the Exercise Science department over a four-year period.
- Facilitated a 164% increase in bachelor's degrees in Exercise Science conferred over a four-year period.
- Hired & trained graduate students as support staff for course registration, advising & prospective student visits.
- Collaborated with Exercise Science faculty to address registration bottlenecks by improving the identification of high-demand courses within the department and diversifying delivery methods such as increased online sections & summer course options.
- Integral in the creation of the College of Education Student Success Center's first student handbook.

Daymar Institute (fka Draughons Junior College), Murfreesboro, TN (Approx enrollment: 500)

Student Services Coordinator (Dec 2006 – Dec 2007)

Responsibilities: Provide leadership for the school's student services division. Counseled at-risk students to assist in managing personal, academic and financial difficulties. Supervised the Re-Entry Coordinator in recruiting former students to enroll in school again. Tracked attendance and academic progress for the entire campus to improve campus retention. Organized and executed campus activities.

Accomplishments:

- Served as Interim Director of Education responsible for course scheduling as well as faculty hiring, orientation & training.
- Primary coordinator of graduation ceremonies including the selection of the venue & speaker selection as well as purchasing.
- Created two new student engagement events to provide support to at-risk students: a student community resources fair, and an internal Holiday Angel Tree for students' families, & organized campus-wide fundraiser for student emergencies.

Cumberland University, Lebanon, TN (Current Enrollment: 1,481)

Intern – Office of Advancement / Alumni Affairs (Oct 2006 – Nov 2006)

Responsibilities: Recruited, interviewed and supervised 10 student workers that staffed a three week-long phonathon. Composed updated job descriptions, policies and procedures for the alumni board and its officers. Developed training materials and donor correspondence for the Annual Fund Phonathon. Constructed a comprehensive plan to incorporate athletics into the existing development office agenda.

DaVita Inc (fka Gambro Healthcare), Brentwood, TN

Accounts Payable Specialist (2001 – 2006)

EDUCATION

Doctorate of Education, Higher Education Leadership and Policy Vanderbilt University, Nashville, TN

- [Capstone Research](#): “Living the Mission: Knowing Your Students & Tracking Milestones towards Student Success at Nashville State Community College”

Master’s of Educational Leadership, Administration & Supervision (Higher Education) Middle Tennessee State University, Murfreesboro, TN

Bachelor of Arts, Psychology (*Minor in English*) Duke University, Durham, NC

PROFESSIONAL DEVELOPMENT

Reviewer: 2015 NACADA Region 3 conference proposal review committee.

Participant: Enhancing IPAS Processes using Behavioral Science – ideas42 for the Gates Foundation Planning Grant. May – December 2014.

Attendee: EAB Student Success Collaborative National Summit (Washington, D.C.). December 2014.

Attendee: CSRDE - The National Symposium on Student Retention (Louisville, KY). November 2014.

Attendee: Best Practices for Student Success – Inclusion and Retention Summit (Murfreesboro, TN). February 2014.

Attendee: Noel-Levitz Enrollment Management workshop (Nashville, TN). January 2014.

Attendee: Women in Higher Education in Tennessee (WHET) 2013 Annual Conference (Murfreesboro, TN). October 2013.

Attendee: Retention Summit 2013 All Aboard! Inclusion, Interaction, Intervention (Murfreesboro, TN). February 2013.

Attendee: 2012 National Academic Advising Association National Conference (Nashville, TN). October 2012.

Attendee: 7th Annual Hawaii International Conference on Education (Honolulu, HI). January 2009.

Attendee: Banner Student Account/Enrollment Basics (Cookeville, TN). December 2008.

Attendee: iLearn Training – Class Set-up & Orientation (Cookeville, TN). September 2008.

Attendee: Strengths-Based Advising – Taking It to the Next Level with ‘Appreciative Advising’ webinar. (Cookeville, TN). September 2008.

Attendee: Banner Student – Advising New Students for Fall (Cookeville, TN). June 2008.

Attendee: Banner Student – Self-Service & Advising (Cookeville, TN). April 2008.

UNIVERSITY AND COMMUNITY INVOLVMENT

Advisor (2014 – present): Delta Sigma Theta (Tennessee Tech University)

Member (2015 - present): UNIV Connections Program Redesign ad-hoc committee (Tennessee Tech University)

Member (2014 – present): Tennessee Association for Student Success and Retention (TASSR)

Member (2014 – present): Quality Enhancement Plan (QEP) committee (Tennessee Tech University)

Member (2013 – present): Women in Higher Education in Tennessee (WHET)

Member (2012 – present): National Academic Advising Association (NACADA)

Chair (2014 – 2015) / Member (2009 – 2015): Commission on the Status of Blacks (Tennessee Tech University)

Member (2014 – 2015): Enrollment Management Taskforce of Recruitment and Retention (Tennessee Tech Univ)

Member (2013): Flight Plan Strategic Planning Committee – Undergraduate Student Experience (Tenn Tech Univ)

Member (2011 – 2013): Ready 2 Teach Problem Based Learning (PBL) Taskforce (Tennessee Tech University)

Member (2008 – 2013): College of Education Scholarship Committee (Tennessee Tech University)

Member (2010 – 2011): NCATE Standard 4 Review Committee (Tennessee Tech University)

Participant (2009 – 2010): UNIV 1020 Curriculum Design & Retention Study (Tennessee Tech University)

Volunteer Interviewer (2003-2006): Alumni Admissions Board (Duke University)

Contributor to the “Edgehill 2000” - University School of Nashville’s quarterly alumni publication

Winner of the 2004 Tennessean Summer Writing Competition

Head Coach for Smoky Mountain Juniors Volleyball Club 18-3s (2001 – 2002)

PUBLICATIONS AND PRESENTATIONS

- Irvin, M. Rev. of *Understanding and addressing commuter student needs*, by J. Patrick Biddix, ed. NACADA Journal, 36, June 2016. Print and Online: <http://www.nacada.ksu.edu/Resources/Journal/Current-Past-Book-Reviews/articleType/ArticleView/articleId/4483/Understanding-and-addressing-commuter-student-needs.aspx> .
- Mullis, A. & Irvin, M. (November 2015). *Fostering collaboration: Course pre-enrollment before orientation*. Presentation at the Association for Orientation, Transition, Retention in Higher Education 2015 annual conference.
- Irvin, M. & Longmire, J. (August 2015). *Minimizing transfer shock: Five essential conversations to have with transfer students*. Presentation at the Alabama/Mississippi NACADA state drive-in conference in Orange Beach, AL.
- Irvin, M. (April 2015). *Making the pieces fit: Knowing your role in the student success equation*. Student Affairs professional development enrichment session, Motlow State Community College, Tullahoma, TN.
- Irvin, M. & Longmire, J. (February 2015). *Minimizing transfer shock: Five essential conversations to have with transfer students*. Presentation at the Tennessee NACADA state drive-in conference in Knoxville, TN.
- Irvin, M. (September 2014). *Greater than the sum of its parts: How to effectively use system-level data warehousing in higher education*. 2014 Maxine Smith Fellows presentation at the September 2014 Tennessee Board of Regents board meeting, Nashville, TN.
- Irvin, M & Washington, T. (July 2014). Exploring Leading Indicators at NSCC [Webinar]. In the Tennessee Board of Regents Access 2 Success network series, Nashville, TN.
- Irvin, M., & Mells, D. (May 2014). *Advising as a Rosetta Stone – Translating Academic Expectations into Better Academic Decisions*. Presentation at the 2014 Memphis in May Student Affairs conference, Memphis, TN.
- Irvin, M., & Mells, D. (Nov 2013). *Advising as a Rosetta Stone – Translating Academic Expectations into Better Academic Decisions*. Presentation at the 2013 Tennessee Access and Success Network conference, Chattanooga, TN.
- Irvin, M. (May 2013). *Time's A Wastin': Building Academic Momentum towards Student Success*. Poster presentation at the NACADA Region 3 conference, Greenville, SC.
- Irvin, M. (Winter 2012). *A new attitude: Rethinking advisor interactions with parents*. Academic Advising Today, 35(4), <http://www.nacada.ksu.edu/Resources/Academic-Advising-Today/View-Articles/A-New-Attitude-Rethinking-Advisor-Interactions-with-Parents-.aspx>

COURSES TAUGHT

Tennessee Tech University

FOED 2011	Introduction to Teaching and Technology	Fall 2009 – present
FOED 1822	Freshman Field Experience/Orientation	Fall 2009 – 2013
EXPW 4064	Coaching Volleyball	Fall 2010
UNIV 1020	First Year Connections	Fall 2008 – 2009

RELATED SKILLS

Proficient with SunGuard Banner Student (Native and Self Service functions)
Knowledgeable with DegreeWorks degree audit software
Involved in implementation and training for EAB Student Success Collaborative and College Scheduler
Expertise using Microsoft Word for report writing, documentation and correspondence
Skilled with presentation software including Microsoft PowerPoint, Prezi and Keynote
Comfortable with Excel, SPSS and SAS for quantitative data analysis
Experienced with Desire2Learn (iLearn) web-based classroom instructional software