

MELISSA M. YOUNG, Ed.D.

360 Howard Rd. Pittsview, AL 36871 | 334-704-7491 | young_melissa@columbusstate.edu

EDUCATION

Columbus State University

Doctor of Education: Curriculum & Leadership in Higher Education Administration 2021

Chaminade University of Honolulu

Master of Education 2006

Chaminade University of Honolulu

B.A. in Psychology 2003

Magna Cum Laude

ADMINISTRATIVE APPOINTMENTS

Columbus State University

Director of Advising 2021-present
Interim Director of Advising 2020-2021

Provides data-informed, intensive, and proactive services to 7000+ students by supervising 20 professional advisors and other support staff while also coordinating with faculty advisors in academic departments, Enrollment Management, Student Life and Development, and Office of Registrar. Collaborates closely with the provost's office to contribute to the institution's retention, progression, and graduation efforts, SACS-COC interim report and reaffirmation, and USG Initiatives such as Complete College Georgia and Momentum Approach.

- Develops and implements strategic plans, in alignment with the university's strategic plan and USG Momentum Approach.
- Serves as SACS-COC writer for several standards and served as a LeadQEP Evaluator for SACS-COC.
- Implements technologies, such as Salesforce, EAB Navigate, and Smart Guidance to foster stronger student engagement and more accurate data collection.
- Trains and develops professional advising staff and faculty advisors.
- Oversees the implementation of grants for providing support services for under-resourced students, such as Gear Up (Federal grant aimed at helping more underrepresented students obtain post-secondary education; principal investigator), SIP Grant (Federal grant aimed at improving services for at-risk student populations); co-principal investigator), and Embark (State program homeless and foster youth; point of contact), and Boost (childcare assistance for students; point of contact)
- Manages \$700,782 departmental budget, as well as budgets associated with Gear Up, Embark, and SIP.
- Partners with University System of Georgia to implement Salesforce at South Georgia State College and other USG institutions as lead trainer.
- Coordinates dual enrollment program.

Assistant Director of Advising & Dual Enrollment Coordinator 2018-2020

- Coordinated dual enrollment program.
- Supervised professional academic advisors, graduate assistants, and other student workers.
- Provided training for professional advisors and faculty advisors for EAB Navigate, Degree Works, and other University systems and processes.
- Collaborated with enrollment management, registrar, and orientation team to facilitate new student orientations.

Academic Advisor, Dual Enrollment 2017-2018

- Advised and advocated for dual enrollment students.
- Coordinated submission of program documents for admission and continuation in the program
- Supervised & mentored graduate assistant advisor.
- Obtained approval for dual-enrollment course offerings.
- Served as a liaison between the university and high school counselors, staff, and parents.

Academic Advisor, MSN, FNP & RN-BSN Programs 2013 - 2017

- Advised students on degree requirements.
- Developed program map specific for individual students.
- Evaluated transcripts to determine standing in the program.
- Coordinated courses to ensure adequate offerings available which aided in retention, progression, and graduation (RPG)
- Tracked student data regarding RPG.

Transfer Counselor 2013-2013

- Evaluated transcripts for incoming transfer students to determine course equivalence.
- Processed transient permission requests,
- Reviewed and processed readmission applications for students on academic exclusion
- Worked with students and advisors during orientation to facilitate registration for incoming students.

Chaminade University of Honolulu

Program Coordinator for AEOP

2009-2012

- Managed off-campus satellite office as a one-stop shop serving adult students in fifteen different majors.
- Supervised faculty & staff involved in the program.
- Advised students on the available degree programs and course offerings.
- Evaluated transcripts and military experience as applicable to the programs offered.
- Registered students in courses
- Marketed programs.
- Served as a liaison between the military education officials and university main campus.

Program Coordinator & Field Services Director for AEOP

2001-2007

- Coordinated field services placement for Education majors in the Adult Evening and Online Program
- Managed off-campus satellite office as a one-stop shop serving adult students in fifteen different majors.
- Supervised faculty & staff involved in the program.
- Advised students on the available degree programs and course offerings.
- Evaluated transcripts and military experience as applicable to the programs offered.
- Registered students in courses
- Marketed programs.
- Served as a liaison between the military education officials and university main campus.

Mililani Middle School

Special Education Instructor & Department Chair

2007-2009

- Created and implemented individualized educational programs based on students' needs and abilities in collaboration with general education teachers, parents, administration, and support staff.
- Provided differentiated instruction based on students' ability in language arts, mathematics.
- Modified course material for general education courses based on students' abilities assessed student learning and adapt instruction as needed.
- Coordinated the SPED departmental budget/expenses; staff training and focus group meetings.

ACADEMIC APPOINTMENTS

Columbus State University

Part-time Faculty-Doctoral Program

2023-present

Part-time Faculty-Psychology

2019-2021

Develop syllabi, course content, and assess students' learning outcomes in various courses to include Institutional Research and Assessment, Academic Affairs, Student Services, and General Psychology.

Part-time Faculty-First Year Experience Program

2016-2018

Developed syllabi, course content, and assess students' learning outcomes in various courses to include Freshman Seminar and Life & Career Planning.

Chaminade University of Honolulu

Adjunct Instructor-Online for Teacher Education Department

2007-2018

Developed syllabi, course content, and assess students' learning outcomes in various courses to include Educational Psychology, Children's Literature, Managing School Environments, and Classroom Assessment.

PUBLICATIONS

Young, M. (2021). *Relationship between grit, academic mindset, first-year GPA, and perceptions related to persistence for non-traditional college students*. Retrieved from https://cseupress.columbusstate.edu/theses_dissertations/450

Young, M., Koch, K., & McHenry, J. (2021). *University support status: Holistic student success in lieu of punitive exclusionary practices*. Proceedings of the 17th Annual National Symposium on Student Retention.

Hawkins, A., Frander, E., Young, M., & Deal, K. (2017). *Reflection on retention: An evaluation study on minority students' success in an online nursing program*. Perspectives in Learning, 16 (1). Retrieved from <http://csuepress.columbusstate.edu/pil/vol16/iss1/5>

PRESENTATIONS

- 2022 "Advancing academic advising: New Approaches", **Complete College America 2022 Annual Convening: Breakthrough**, Atlanta, GA
- 2021 "Momentum Approach: Enhancing the co-curricular experience", Creativity & Innovation Forum Fall 2021, Columbus State University, Columbus, GA
- 2021 "University support status: Holistic student success in lieu of punitive exclusionary practices", National Symposium on Student Retention, Virtual
- 2021 "Momentum Approach-What is it, and how does it include me?", Creativity & Innovation Forum Spring 2021, Columbus State University, Columbus, GA
- 2020 "Advising for momentum", USG Momentum Summit III
- 2020 "Leveraging momentum approach for retention", USG EM Summit, Georgia Highlands College, Rome GA
- 2020 "Mindset, momentum, & retention", Creativity & Innovation Forum Fall 2020, Columbus State University, Columbus, GA
- 2019 "Dual connections", USG Dual Enrollment Summit, Middle GA State University, Macon, GA
- 2019 "Centralized advising-The Good, the bad, & the voodoo", NACADA Region 4 Conference, Mobile, AL
- 2018 "Academic renewal", USG Adult Learner Symposium, Columbus, GA
- 2018 "Program maps" Co-Presenter Webinar for Complete College GA, Columbus State University
- 2014 *Planning for success: Program mapping & intrusive advising for professional students*, 15 to Finish State Conference, Macon, GA

SERVICE TO THE UNIVERSITY

RACAD, Chair Elect (2024-25)
Academic Council
JED Mental Health Initiative Team
Welcome Week Planning Committee
Academic Advising Committee
Retention, Graduation, and Progression Committee
Momentum Planning and Implementation Team
Create Care Team
SACSCOC Steering Committee
Strategic Plan Taskforce
Academic Master Planning Steering Committee
Enrollment Management Leadership Team
LEAP Council
Gateway to Completion Steering Committee
Awards Committee, College of Education & Health Professionals
Policy Committee, School of Nursing

AWARDS

2023 Partnership Award, Division of Student Life
2022 President's Staff Collaboration Award
2020 LeadCSU Graduate
2020 Elev8 Graduate
2019 Presidential Staff Excellence Award
2018 QEP Fellow

VOLUNTEER EXPERIENCE

Chair, General Studies & Biology Advisory Board for Columbus Technical College
Mentor, NACADA
Court Appointed Special Advocate for Foster Care Children

MEMBERSHIPS

Salesforce Trailhead
NACADA
PSI CHI
DELTA EPSILON SIGMA