

Melissa M. Young, Ed.D.
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Education

Doctor of Education-Curriculum and Leadership in Higher Education Administration
Columbus State University 2021

Master of Education 2006

Bachelor of Arts in Psychology 2003
Chaminade University

Administrative Appointments

Columbus State University

Assistant Vice President, Student Success 2024-present

Provides direct oversight to further develop, enhance, implement policies, programs, services, and strategies to achieve the University's student success goals. Develops and facilitates innovative strategies, services, activities, and opportunities that increase student engagement; student retention, progression, and graduation; academic support; and career development, as well as provide leadership in assessing the effectiveness of activities and programs designed to improve student success. Fosters collaborative partnerships with faculty, staff, administrators, academic departments/colleges, and other units to create and support an environment for student learning and academic success. Serves as the primary staff person who can work to implement significant strategies that are developed to improve students' experience.

- Provides leadership direction, strategic planning, and supervision for the following units that offer academic advising, career design and development, First-Year Experience, learning support, tutoring, and QEP.
- Builds a cohesive student success network by collaborating with academic colleges and other partners across the institution (e.g., Enrollment Services, Office of Institutional Research; the Student Affairs and University Housing).
- Provides leadership in standardizing academic advising systems and protocols to ensure students receive consistent, proactive support across all advising units, departments, schools, and colleges.
- Collaborates broadly across two campuses to promote student success in all undergraduate and graduate degree programs.
- Provides leadership to build and maintain systems for student success data, leveraging performance indicator tools, analyzing data, and sharing results on a regular basis with academic colleges and other university constituents.
- Provides leadership to strengthen the ability of student support units to make proactive, data-informed decisions through better access to vetted, timely, and operationalized data (e.g., improving support services for courses with high DFWI rates).
- Collaborates with deans, faculty, staff, relevant committees to support academic colleges to improve course and program outcomes and providing campus-wide leadership in creating structures focused on the first-year experience.
- Envisions, plans, and seeks funding for student success strategies and programs.
- Stays abreast of and disseminates state policy/legislation and best practices related to student success.
- Performing other duties as assigned.

Director, CSU ADVISE**2021-2024****Interim Director, CSU ADVISE****2020-2021**

Provided data-informed, intensive, and proactive services to 4000+ students by supervising 14 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. Worked closely with the Office of the Provost to contribute to the institution's retention, progression, and graduation efforts and USG Initiatives such as Complete College Georgia and Momentum Approach.

- Served as a project lead for the engagement with the National Institute of Student Success
- Developed and implemented strategic plans for advising unit, in alignment with the university's strategic plan and USG Momentum Approach
- Researched and implemented technologies, such as Target X to foster stronger student engagement and more accurate data collection
- Trained and developed professional advising staff and faculty advisors
- Oversaw 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)
- Managed departmental budget of over \$700,000, as well as budgets associated with Gear Up, Embark, and SIP.
- Coordinated dual enrollment program

Assistant Director, CSU ADVISE**2018-2020**

- Assisted in the centralization of academic advising units from various colleges under CSU ADVISE
- 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 advisors
- 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 Program
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**

- Evaluated transcripts to facilitate successful application of prior credit for incoming transfer students
- Managed transient requests
- Collaborated with Academic Standards Committee for readmission of students who were returning from exclusion
- Partnered with advising and student life during orientation to assist in the student onboarding experience

Chaminade University

**Program Coordinator
2009-2012**

**Program Coordinator & Field Services Director
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 15 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 (Math & Language Arts) & 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, College of Education & Health Professions 2023-present

- Develop syllabi, course content and assess students' learning outcomes for courses in the graduate programs in the college.
- Courses taught: Academic Affairs, Student Services, Introduction to Institutional Research and Assessment, and Enrollment Management (Summer 24)

Part Time Faculty, College of Letters & Sciences 2017-2021

- Developed syllabi, course content and assess students' learning outcomes for courses in the graduate programs in the college.
- Courses taught: Introduction to Psychology, Life & Career Planning, and Freshman Seminar

Chaminade University

Part Time Faculty, College of Education

- Developed syllabi, course content and assess students' learning outcomes for courses in the graduate programs in the college.
- Courses taught: Introduction to Secondary Education, Educational Psychology, and Children's Literature

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://csuepress.columbusstate.edu/theses_dissertations/450

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

2024 "Mindset focus: Midterm conversations and mindset training", Momentum Summit VII

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

University System of Georgia

Regents Advising Committee Advising Directors (RACAD) Chair (24-25)

Regents Advising Committee Advising Directors (RACAD) Co-Chair (23-24)

Regents Advising Committee Advising Directors (RACAD) Member (2020-present)

Transfer Taskforce (23-24)

Unified ERP Taskforce (23-24)

Columbus State University

National Institute for Student Success, Project Lead

Credit for Prior Learning Taskforce

Adult Learner Committee

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

Academic Master Planning Steering Committee
Enrollment Management Leadership Team
LEAP Council
Gateway to Completion Steering Committee

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

2024 SACSCOC, Onsite Committee Member
2023 SACSCOC, Onsite Committee Member & Lead QEP Evaluator
2020-present Chair, General Studies & Biology Advisory Board for Columbus Technical College
2019 & 2021 Mentor, NACADA
2019 Court Appointed Special Advocate for Foster Care Children