

Christy M. Gilfert
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EDUCATION

Doctor of Philosophy, Educational Psychology 2010
Capella University, Minneapolis, MN
GPA: 3.82

Dissertation: Attending Community College, Parenting Satisfaction, and Academic Performance

Master of Science, Educational Psychology 2004
Capella University, Minneapolis, MN
GPA: 3.70

Bachelor of Arts, Psychology 1999
Rollins College, Winter Park, FL
GPA: 3.81 *Magna Cum Laude*
Psi Chi Honor Society

PROFESSIONAL EXPERIENCE

Associate Dean, Enrollment Management & Student Affairs July 2007 – Present
Edison State College, Punta Gorda, FL

- Decreased waiting time for students needing academic and financial aid advising by implementing an appointment system and screening questions
- Streamlined the admission and registration process by developing a checklist for students
- Improved communication by keeping staff updated through regular emails and monthly staff meetings
- Increased staff morale by putting in place an informal communication system and opportunities for socializing outside the workplace
- Maintained all student services, maximized coverage, and oversaw necessary student activities through peak registration and large student enrollment growth
- Empowered staff by regularly asking for suggestions to improve the department, listening to staff concerns, and following through on ideas and resolutions
- Conducted the first department-wide training
- Hired new staff members
- Serve as the Student Code of Conduct Administrator
- Oversee the Academic Success Center including the writing lab, math lab, college prep lab, accounting lab, computer science lab, speech lab, career services, and student success workshops
- Oversee student life program

PROFESSIONAL EXPERIENCE CONTINUED

Associate Dean, Enrollment Management & Student Affairs continued

- Member of the Residency Appeal Committee which reviews student residency appeals
- Work with international students who want to attend the institution and complete SEVIS process
- Make admissions decisions for students who have been convicted of felonies
- Complete unit planning for all areas under supervision in line with the College's mission and strategic goals and ensure continuous improvement through assessment, leadership and team work
- In charge of all aspects of behavioral intervention with students including student referrals to counseling and faculty and staff referrals for student monitoring
- Developed the first combined recruitment and marketing strategic plan
- Serve as budget administrator for all student services areas and develop and manage campus student activity fee allocations
- Work with student services department coordinators to develop and execute annual unit plans

Academic Advising Specialist 2002 – July 2007

Edison State College, Punta Gorda, FL

- Meet with students to develop education plans for academic coursework
- Help students with personal and work-related issues as they pertain to their academic achievement
- Work with students to make sure they have met all requirements for graduation
- Consistently receive positive feedback from students
- Frequently receive student advising referrals from lead faculty in nursing and business

Information & Recruitment Specialist 2001 – 2002

Edison State College, Fort Myers, FL

- Developed student recruitment strategies for the three county area
- Delivered presentations regarding the College's programs
- Worked with businesses and community organizations to promote Edison State College

Paraprofessional, Peer Tutorial Program 2000 – 2001

Edison State College, Fort Myers, FL

- Coordinated the Peer Tutorial Program at Edison State College by organizing and maintaining tutor and tutee schedules
- Developed and executed the design and function of the program
- Managed approximately thirty tutors per semester
- Encouraged and supported tutor relations with faculty, staff, and all departments on campus

PROFESSIONAL EXPERIENCE CONTINUED

Student Services Specialist 1999 – 2000

Edison State College, Punta Gorda, FL

- Admitted students to Edison State College
- Registered students for their academic coursework while facilitating a student-centered learning environment

Senior Admissions Intern 1998 – 1999

Rollins College, Winter Park, FL

- Interviewed prospective students
- Acquainted students with campus dynamics and admissions criteria
- Executed all work necessary to run an accepted student telephone retention activity

Assistant Orientation Director 1998 – 1999

Rollins College, Winter Park, FL

- Assisted in planning, coordinating, and executing Freshmen Orientation
- Conducted preparatory training for student mentors involved in Orientation and the Rollins College Conference including direct supervision of up to fifty mentors per semester

TEACHING EXPERIENCE

Adjunct Instructor 2005 – Present

Edison State College, Punta Gorda, FL

Courses Taught: General Psychology I, Human Growth and Development & Child Psychology

- Taught 16-week and 6-week courses of 25 to 35 students from diverse traditional and nontraditional populations
- Developed lectures, PowerPoint presentations, quizzes, examinations and interactive, hands-on learning activities
- Became certified to teach online courses via the WebCT platform
- Consistently received excellent student reviews and comments
- Consistently received positive comments from the Adjunct Faculty Coordinator

Continuing Education Instructor 1999 – 2000

Edison State College, Punta Gorda, FL

Course Taught: Study Skills

- Taught 6-week courses to middle school and high school students
- Developed lectures, study guides and interactive, hands-on learning activities
- Unified a diverse group of students toward a common learning goal

PRESENTATIONS

Student Services Workshop for Faculty: Behavioral Intervention, presented to Edison State College Charlotte Campus full-time and adjunct faculty, 2012.

Are You Smarter than a First Time in College Student?, presented to Edison State College faculty and staff during Fall District Convocation, 2011.

Student Services Workshop for Faculty: Engagement, Success and Collaboration, presented to Edison State College Charlotte Campus full-time and adjunct faculty, 2010.

Student Services Workshop for Faculty: Information You Need to Know, presented to Edison State College Charlotte Campus full-time and adjunct faculty, 2009.

Student Services Workshop for Faculty: Working Together to Achieve Student Success, presented to Edison State College Charlotte Campus full-time and adjunct faculty, 2008.

Get the Scoop on ESC Charlotte, presented to high school guidance counselors from Charlotte County during the District High School Guidance Counselor's Workshop, 2008-2010.

Edison State College Charlotte Campus Orientation, presented to new students entering Edison State College, 2007 to present.

Mock Class: A Bit of the Best of Psychology, presented to Junior Leadership Charlotte members during Edison State College Education Day, 2006 to 2010.

Preparing for Your Future: Options in Higher Education, presented to eighth grade students from various middle schools in Charlotte County, 2003 to 2008.

Steps to Becoming an Edison State College Student, presented to prospective students at Charlotte High School, Port Charlotte High School, Lemon Bay High School and North Port High School, 2002 to present.

The Benefits of Attending Edison State College, presented to dual enrollment and eighth grade students at Lemon Bay High School and Punta Gorda Middle School, 2005 and 2006.

PUBLICATIONS

Gilfert, C. (2011, June 26). Conquer your fears and excel through education. *Charlotte Sun Herald*, Our Town.

Gilfert, C. (2009, September 27). Tough times allow us to shine brightest. *Charlotte Sun Herald*, Our Town.

Gilfert, C. (2006, June 4). Early Bird Registration at Edison College. *Charlotte Sun Herald*, Our Town.

Gilfert, C. (2006, February 19). Edison College psychology students learn about aging and disabilities through experience. *Charlotte Sun Herald*, Our Town.

PUBLICATIONS CONTINUED

Gilfert, C. (2005, August 1). Edison College Charlotte Campus Fall Preview. *Charlotte Sun Herald*, Our Town.

Gilfert, C. (2005, July 24). The best way to predict you future is to create it. *Charlotte Sun Herald*, Our Town.

Gilfert, C. (2004). *Edison State College, Charlotte Campus accelerated programs*. Edison State College: Punta Gorda, FL.

INSTITUTIONAL SERVICE

Edison State College, Punta Gorda, FL

- **District Enrollment Management Committee**
 - Examine registration policies and procedures
 - Examine enrollment data
 - **District Enrollment Management Marketing Subcommittee**
 - Analyze student communication content and timeline
- **District *First Year Experience* Student Support Committee, Co-Chair**
 - Co-chaired a group of 10 people to determine how to implement suggestions resulting from the College's Foundations of Excellence report
 - Examined areas such as academic advising, early alert, academic success center initiatives, declaration of major, and student engagement
- **District Foundations of Excellence Organization Dimension Committee, Co-Chair**
 - Co-chaired a group of 15 people who examined how the College's organizational structure supported first-year students
 - Wrote a summary report of findings and recommendations
- **District Academic Standards Committee**
 - Helped write the Campus Civility, Academic Integrity, Conflict of Interest, Course Substitution, Late Drop/Add and Challenge Exam policies
- **Charlotte Campus Advisory Council, Secretary**
 - Responsible for taking meeting minutes and for writing all external communications
 - Offered ideas and worked with Council members to better the campus community

INSTITUTIONAL SERVICE CONTINUED

- **Charlotte Campus Marketing Task Force**
 - Contributed to the brainstorming and development of new marketing techniques
 - Developed, executed, and managed the *You've Been Spotted* marketing campaign

- **Charlotte Campus Student Services Quality Team**
 - Participated in an initiative to improve the customer service and processes of the student services department
 - Followed through on all ideas and tasks assigned as a result of Quality Team

- **Charlotte Campus *First Year Experience* Development Team**
 - Coordinator and designer of the Peer Mentor program
 - Responsible for Peer Mentor training and follow up

- **Charlotte Campus Recruitment Committee, Chair**
 - Visit local high schools, community organizations, and businesses to recruit students
 - Design, organize, coordinate, and carry out on campus recruitment events such as *Middle School Visits, Fall Preview, Early Bird Registration, Charlotte Campus Open House, and CSI: Charlotte*
 - Manage and coordinate a committee of three staff members to implement and execute a comprehensive recruitment plan

- **Charlotte Campus Graduation Committee, Chair**
 - Develop graduation rehearsal
 - Manage a committee of 5-7 staff members to implement and execute graduation rehearsal
 - Ensure a smooth and well-run graduation ceremony

- **District Student Services Council**
 - Ensure district policy and procedure consistency across all campuses
 - Develop new programs to improve student services across the district

- **Deans' Council**
 - Represented student services in academic issues such as curriculum development, class scheduling procedures, and student petitions

INSTITUTIONAL SERVICE CONTINUED

- **Charlotte Campus Tobacco-Free Task Force, Chair**
 - Oversee the task force which implemented a tobacco-free campus
 - First public college or university in Florida to go 100 percent tobacco-free
 - Coordinate community and campus publicity, program development, policy development and roll-out plan

- **SACS-COC Quality Enhancement Plan, Chair Student Success Strategies**
 - Chaired a group of 10 people who developed the student learning outcomes and assessments for the Student Success Strategies component of our QEP plan (developed a First Time in College Student success course and professional development for all staff)

- **District Performance Management Committee**
 - Helped create a new staff evaluation form and process

- **District Student Assessment Committee**
 - Assisted in the development of student learning outcomes and assessments for all areas of student services

- **SACS-COC Response Team, Co-Chair Institutional Effectiveness: Administrative Support**
 - Reviewed all administrative support unit plans for 2011/2012 and made recommendations for improvements
 - Worked with unit plan managers and Institutional Research to improve existing administrative support unit plans and write a narrative response to SACS recommendation

PROFESSIONAL MEMBERSHIPS

Association of Florida Colleges (formerly Florida Association of Community Colleges)

- Member 1999 – Present
- Edison State College Branch, Secretary/Treasurer 2004 – 2006

American Psychological Association

- Member 2007 – 2008

American Association of Collegiate Registrars and Admissions Officers

- Member 2007- Present

PROFESSIONAL DEVELOPMENT 2010-2011

The National Behavioral Intervention Team Association: Conference and Campus Threat Management Institute

- Certificate of Completion 2011

Edison State College Teaching and Learning Center: Critical Thinking in the QEP

- Certificate of Completion 2011

Edison State College Teaching and Learning Center: QEP Committee Workshop with Stuart Hunter

- Certificate of Completion 2011

Charlotte County Chamber of Commerce Leadership Charlotte 2011

Innovative Educators: Assessing the Effectiveness of Your Academic Advising Program Webinar 2011

American Association of Collegiate Registrars and Admissions Officers: Update Your Knowledge of FERPA: What You Really Need to Know About the Revised Regulations Webinar 2011

National Resource Center for the First-Year Experience and Students in Transition: 30th Annual Conference on the First Year Experience 2011

Fred Pryor: Essential Skills for First Time Managers Workshop 2011

Innovative Educators: The Top Ten Most Successful Recruitment Strategies Webinar 2010

National Institute for Staff and Organizational Development: Closing the Gap between High School and College 2010

Franklin Covey: Seven Habits of Highly Effective People Seminar 2010

League for Innovation: Innovations Conference 2010

American College Personnel Association: Bridging the Gap between Institutional Research and Student Affairs Webinar 2010

COMMUNITY SERVICE

American Cancer Society

- Board of Trustees 2010 – Present
- Relay for Life Team Captain 2010 - Present

United Way Day of Caring

- Project Coordinator 2010 – Present

Phi Theta Kappa Honor Society, Alpha Tau Eta Chapter

- Advisor 2007 - Present