**Demetrius D. Richmond, Ph.D.**

**6508 Harris River Way | Charlotte, NC 28269**

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**SUMMARY OF QUALIFICATIONS, 16+ years:**

* Highly self-motivated, creative, and versatile higher education scholar practitioner with 16+ years of experience in: diversity-equity-inclusion, student support services (undergraduate and graduate), academic advising & student success, student services, communication studies, strategic planning, DEI programming and initiatives, student retention, campus programming, leadership development, teaching, office operations & functions, student affairs administration, budgeting, assessment, and constituency relations.
* Ability to query and analyze data to aid in the development of retention strategies
* Especially skilled as a multi-tasker, advocate, and communicator in diverse spaces.
* Experience in cross-cultural programming and working with all types of students
* Experience working in the area of diversity & inclusion in a complex institutional environment preferred
* Experience in strategic planning and policy development
* Excellent supervision and community relations skills
* Experienced in collaborating with others to create & maintain inclusive and engaging work environments;
* Managing financial processes and development of budgets
* Strong skills in planning and implementing high quality educational initiatives in a university setting (graduate and undergraduate)
* Strong student advocate, advisor, mentor, and educator
* Class instruction and facilitation with college-level & high school students
* Supervision of undergraduate students, graduate students and full-time staff
* Assessment experience via academic affairs and student affairs
* Graphic publication and program marketing;
* Public speaking, effective communication, and instruction on student success strategies
* Serving and advising at-risk college students (graduate and undergraduate level)

**EDUCATION**

* **Ph.D**. **December 2012, Higher Education Administration- University of TN- Knoxville**
	+ Dissertation Committee:Dr. E. Grady Bogue
* **M.A. 2004, Communication Studies, University of Arkansas- Fayetteville**
* **B.A. 2001, Speech Communication/Telecommunication University of Central Arkansas**

**PROFESSIONAL ACADEMIC EXPERIENCE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**UNC Charlotte: College of Health & Human Services**

**Charlotte, North Carolina**

**January 2020- October 2023**

**CHHS Advising Center**

**Position Title: Director of CHHS Advising**

* + **Inaugural Director -** provide leadership, vision, direction, advocacy, and supervision for the CHHS Advising Center. (CHHSAC)
		- Responsible for academic unit focused on effective academic advising, student success, and recruitment/retention for 2,500 undergraduate students (staff of 8, including 4 academic advisors, 1 Systems Specialist, peer advisors, and student workers)
	+ Leadership and administrative oversight to the CHHS Advising Center staff; administration of SOAR; participation in EXLPORE, attendance at University Advising Directors Council; AAIT: CHHS All College meetings & other related advising meetings
	+ Lead assessment & curriculum efforts related to: Student assessment, analysis, and reporting related to advising campaigns, 49er Rebound data, first year curriculum involvement with Prospect for Success Faculty Coordinator; in collaboration with the Director of Student Success and Assessment – assessment, analysis and strategies for first year retention, CHHS transfer student program, etc.
	+ Direct Advising - Provides direct academic advising to a caseload of 300+ students in CHHS pre-majors, using the developmental approach and best practices for undergraduate majors.
		- Majors- Nursing, Social Work, Public Health Sciences, Kinesiology, & Health Systems Management
		- Minors- Public Health & Gerontology
	+ Supervise, onboard, and train the academic advising staff and student workers in the CHHS Advising Center
	+ Manage the CHHS Advising Center operations
	+ Providing direct academic advising using best advising practices toward student success, retention, and graduation.
	+ Maintain a caseload of 300+ academic advisees
	+ Responsible for the organization and implementation of SOAR, EXPLORE, supervising the 49er Rebound Program, the transfer student advising program, and other programs originating from student recruitment, orientation, and advising needs.
	+ Lead student assessment, recruitment, monitor advising campaign results, and creation/development of curriculum/programs for pre-majors and HSMT students (up to 89 credits).
	+ Serves as a resource for faculty, staff, and students in CHHS with regard to academic policies. Teaching is optional.
	+ Provides leadership in creation of student programs/courses to assist our incoming students; examines and disseminates student assessments
	+ **Key Accomplishments**
		- Successfully restructured & adjusted the CHHS Advising Center operation to a quarantined virtual format for 1-on-1 and drop in advising.
		- Maintained the functional unit of our office with significant staffing turnover and shifts due to Covid-19 impact.
		- Improved team dynamics in terms of openness, trust, collaboration, and communicative connections.
		- Sustained office infrastructure and built team synergy in the midst of a Covid-19 climate.
		- Successfully shifted to a virtual advising unit within a 2- week time period and still serve our student population.
		- Re-designed and implemented a new virtual Summer SOAR Orientation experience for our incoming class.
		- Completed the first drafts of our CHHS Advising Center Internal Policies & Procedures Manual for the undergraduate advising efforts.
		- CHHS Advising Center (CHHSAC) Participation & Enrollment Growth
			* Increased CHHS Advising center participation and student enrollment by an overall 8%
			* Increased student visits by 150% percent
			* Facilitated significant Change of Major increases by 60%
		- Expanded student programming by hiring Peer Advisors, Federal Student Workers, and Student Ambassadors.
		- Established an organizational culture of communication, accountability and consistency.
		- Improved communication channels with the addition of: Covid Update Messaging, Welcome Back E: Letters & Videos, Monthly Update Messages
		- Improved unit branding via website revisions and updates
		- Implemented more student recognition efforts to celebrate student successes
		- Implemented inaugural student programming on coping strategies & well- being.
		- Advocated for and successfully acquired funding for new Academic Advisor position a Graduate Intern Case Manager position in CHHSAC

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**UNC Charlotte: College of Liberal Arts & Sciences**

**Charlotte, North Carolina**

**January 2020- Present**

**Position Title: Adjunct Faculty: Africana Studies Department**

* Responsible for teaching and facilitating sections of LBST 2101 (AFR) : Leadership in African American Communities (100 students per class) and the AFRS 2161: African American Experience Since 1865 courses
* Designed curriculum focusing on basic concepts in African American history in the US 18th, 19th, 20th, & 21st Centuries, leadership theories & literature, concepts in African American leadership historically & contemporarily, seminal written works that examine leadership in the African American community, definitions of African American leadership from a historical and contemporary perspective, & leadership styles…and organizing/presenting public messages before an audience.
* Evaluated student development and classroom performance.
* Developed own syllabus, lecture notes, teaching assignments and all class activities

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**Northeastern University: Bouve College- Health Sciences Boston, Massachusetts**

**October 2017- January 2020 (2.5 years)**

**Office of Student Services**

**Position Title: Assistant Dean of Student Services**

* Provided executive level leadership, vision, direction, advocacy, and supervision for the Bouvé Office of Student Services (OSS), a comprehensive student success center, that houses two fast-paced and complex units:
	+ Undergraduate Office of Student Services - The administrative management of effective academic advising, student success, and recruitment/retention for 2,000 undergraduate students (staff of 8 , including academic advisors/coordinators in Boston, MA (main office), Charlotte, NC Campus, and Burlington, MA Campus)
	+ Office of Graduate Student Services - Planning, developing, organizing, supervising and evaluating all segments of graduate student services unit serving 2,000 graduate students (staff of 2) Administrative Services include: Graduation Clearance, Registration, International Student Processing, PhD Funding & Awards, Academic Probation, Leaves of Absence, Petitions, Graduate Status & Grade Review, and Commencement Ceremonies
* Supervised, organized, and facilitated the daily operations and financial performance of the Office of Student Services team in an extremely fast paced and complex environment that interfaces with all offices across campus.
* Provided leadership and vision to the professional advising staff, as well as the College faculty on advising issues.
* Lead College-wide initiatives designed to both support and promote student growth and self-reliance within the University community and the students’ chosen profession.
* **Key Accomplishments**
	+ Lead special projects and goals set by OSS and the Dean’s Office for undergraduate and graduate student success.
		- First Year Seminar Course Revision- Lead the college in the revision of the college-wide First Year Seminar course for all first year students. (17 sections)
		- Bouvé Master’s Commencement Ceremony – Serve as Committee Chair and lead the coordination and planning for the inaugural Bouvé Commencement Ceremony.
		- Office Re-Design – Lead the unit in remodeling and redesigning the physical space of the Office of Student Services to be more conducive to staff productivity. This included, laying new carpet, designing new signage for the front welcome office, installing new cubicles to accommodate more staff, and maintaining positive work relationships with staff immersed in the changes.
		- Created and Expanded Staff Liaison Programming Responsibilities- Focusing on more programming efforts to expand our Bouvé student experience, we added more programmatic efforts to our staff’s responsibilities. These included: Diversity & Inclusion Programs, Research Efforts, Scholarships & Awards Programs, Honor’s Collaboration, First Year Seminar, and Commencement. Each academic advisor now serves as an OSS liaison in one of these roles.
		- OSS Office Procedures Manual- created and updated an internal manual that streamlines internal processes, procedures, and updates for academic policies for the undergraduate and graduate realms within the office.
		- Undergraduate Students of Color Mixer & Alumni Scholarship- collaborated with the Office of Development to establish the inaugural community dinner, and alumni panel for our underrepresented student populations. We were able to introduce the first ever Syverain Minority Scholarship in the Bouve College of Health Sciences.
		- Expanded Graduate Student Success Efforts – coordinate and implement the first ever graduate student satisfaction/experience survey and graduation surveys…which led to the inaugural Graduate Student Fall Mixer & Networking Events. This also led to OSS participating in all graduate student orientation across the college.
	+ Responsible for general oversight of all advising related activities, summer orientation, academic appeals/review of students, graduation clearance, adherence to progression policies, FACT early alerts, and system development.
	+ Supervised 11 full-time professional staff and develop training programs for advisors to ensure that the college’s advising of students is of high quality, student centered and effective to support students through graduation/retention.
	+ Reviewed, interpreted, and updated academic policies for effectiveness and make recommendations for policy changes.
	+ First-Year Experience: Expanded programming related to the administrative and direct service responsibilities in the management of the first-year student services.
	+ Assessed, advised, and evaluated the academic progress of all first-year students in accordance with the college academic policies and procedures.
	+ Collaborated with faculty and interface with university personnel as it relates to student development, academic issues, and administrative responsibilities to enhance retention of first-year students.
	+ Assess, advise, and evaluate undecided open option students and provisional code students in the internal transfer process and assist them in the formulation of career decisions.
	+ Interact with campus resources to assist students and work closely with faculty and department chairs on student issues and curriculum changes.
	+ Identify areas of academic policies that need to be developed and/or refined and work with the Curriculum Committee and Academic Standing Committee and other faculty to facilitate policy and progression changes as needed.
	+ Provide data analysis for comprehensive understanding of academic issues across departments.
	+ The development and oversight of the operating budget for the office in addition to the budget for related grants and first-year experience programs and services.
	+ Responsible for the hiring, training and supervision of undergraduate and graduate academic advisors and student coordinators
	+ Set priorities for the office, student programs and professional academic advising staff and the office manager.
	+ Recruited, retained, developed, and provided managerial and administrative oversight of all staff within the Office of Student Services areas of responsibility.
	+ Created a working environment that supports the ongoing professional growth and development of all staff, high morale, and optimal job satisfaction.
	+ Facilitated resolution of conflicts and issues that emerge.
	+ Provided leadership in the implementation of regular staff meetings, in-service training and promoting and providing resources for professional development.
	+ Developed, implemented, and monitored compliance with policies and procedures mandated by the College and NU.
	+ Served as administrative liaison with NU Admissions (where appropriate), Retention Committee, Academic Appeals Committee, and other College and NU committees.

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**Dream Launch LLC - Executive Team Founding Member**

**Aug 2018 – Present**

Dream Launch is a web-based consulting company that provides leadership training, personal and professional development services to individuals and organizations. The partners are a dynamic group of individuals who are eager to share their life and professional experiences to help enlighten, educate and ignite the next generation of under-represented leaders.

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** North Carolina State University: College of Education**

 **June 2013 – October 2017**

**Position Title: Director of Graduate Student Mentoring & Success; Teaching Assistant Professor, ELPHD**

* **Graduate Student Support Services- Inaugural Director:** Establish official unit infrastructure and strategize on policies/procedures, budget, mission, vision, and objectives of the new Office of Graduate Student Support Services in the College of Education, serving 1,100 graduate students.
* Lead the College of Education in graduate student support services and assessing graduate recruitment, retention, and graduation rates
* Serve as interim supervisor for the Director of Advising and the Director of Student Engagement/Diversity-Equity-Inclusion Coordinator in the office of Student Success & Advising Center, while also supervising a full-time administrative support staff and Graduate assistant positions.
* Lead the college (with faculty) in socializing new graduate students into the College of Education (i.e. organize and lead orientation sessions, share expectations, lead students through websites, lead students through SIS and GSOARS)
* Foster a community of adult learners in the College of Education with graduate students Mentor, counsel, and serve graduate students with a special emphasis on doctoral students through the post-coursework and dissertation phase
* Provide direct counsel and mentorship to graduate students on a range of issues including, but not limited to: academic progress, academic program policies, career plans, accessibility, community standards, dissertation process; committee work, etc., in order to assist them in making appropriate choices and decisions.
* Create, establish, coordinate, and facilitate admissions process for Dean’s Graduate Student Advisory Board (GSAB)
* GSAB staff advisor- responsible for college-wide graduate support and retention programming to include:
	+ Spring and Fall College-Wide Mixers
	+ New Graduate Students: PackaPalooza Meet-up
	+ Professional Development Workshops
	+ Resume/Curriculum Vita Development
	+ Funding Graduate Student Research
	+ Scholarship & Sanity: Work Life Balance
	+ Mentoring & Graduate Student Success
	+ Conference Presentations: Success Strategies
	+ Students of Color Spring Mixer and Recognition
	+ Academic Support Groups
	+ GradPack Parent Group- for graduate students with children
	+ Distance Learner Support Group- for students in distance education programs
	+ Graduate Students of Color Support Group
	+ Dissertation Writing/Accountability Group (midweek & weekend)
	+ Graduate Town hall meetings with the Dean
* Assist with undergraduate advising, recruitment & retention programs
	+ CED New Student Orientation (Summer)
	+ CED Prospective Student Showcase Event
	+ Passport to Success Mentoring Program
	+ Interim supervisor for the Director of Advising
	+ Retention programming (i.e. Undergraduate/Graduate Mentoring round table sessions)
* Coordinate, develop and implement college wide programming designed to support and empower graduate student success (i.e. writing groups, writing space, professional development series, faculty/students sessions)
* Make strategic recommendations for future programs, resources, and services.
* Collaborate with Academic Affairs, and Student Life, Career Services, and the Graduate School to develop and implement professional development activities for graduate students.
* Seek funding for graduate students and graduate programs
* Work with faculty to develop assessment of programs and assist with the implementation and interpretation of assessment of programs. Report findings of program assessments for the purpose of improving programs.
* Facilitate departmental and class lectures on effective graduate mentoring
* Course Topics Taught in the Department of Leadership, Policy, and Adult/Higher Education –
	+ Student Affairs Program Planning
	+ Diverse Issues in Higher Education
	+ Qualitative Research with a focus on case study research and data analysis
* Coordinate college visits and lead the Visit NC State recruitment weekend initiative for the college
* Create and co-facilitate CED Dissertation Writing Support Groups for the college (mid-week and weekend)
* Serve as centralized unit for prospective graduate students by facilitating interest meetings and individual career counseling sessions
* Facilitate graduate school admissions workshops
* Develop, plan, budget, organize, coordinate, promote, evaluate, assess, and report the inaugural and annual College of Education Graduate Student Open House & Drive-In Conference on graduate access and success
* Coordinate and maintain monthly “Grad-Matters” E-Letter to 1,100 graduate students in the College.
* Serve on CED Graduate Studies Committee- that reviews graduate courses and curricula and makes recommendations to the Dean regarding College graduate program policies and procedures
* Coordinate and facilitate the college-wide and departmental professional development visits of Building Future Faculty participants
* Establish, create, and disseminate the Graduate Student Exit Survey each semester that measures graduate student perceptions, satisfaction, and time to degree completion
* Facilitate graduate admissions campus recruitment visits to surrounding regional institutions ( Shaw University, North Carolina A&T, North Carolina Central, UNC: Chapel Hill, Duke University, Virginia State University, Morgan State University Meredith College, Howard)
* Establish collaborative recruitment relationship with the Higher Education Administration department through graduate recruitment fair visits and the HEA Campus Recruitment Weekend
* Serve as graduate faculty and teaching assistant professor on dissertation committees.
* Review and discuss retention/completion rates with CED academic departments and Graduate Studies Committee
* Review and discuss recruitment models and needs with CED academic departments
* Create, establish, and implement the inaugural and annual CED College-Wide Graduate Student Orientation (for all new graduate students in the CED)
* Provide 1-on-1 advising, mentoring and coaching to graduate students across the college
* Facilitate support initiatives for students graduate students of color across the college (Graduate Students of Color Mixers and support groups)
* Establish weekly writing space and place for graduate students to partake in academic writing.
* **Key Accomplishments –**
	+ Established official unit infrastructure, policies/procedures, budget, mission, vision, and objectives of the new Office of Graduate Student Support Services (GSSS) in the College of Education, serving 1,100 graduate students
	+ Established Graduate Student Exit survey given to all graduates each semester and utilized data in strategic plans and college-wide initiatives
	+ Increased graduate student participation by 40% across the college
	+ Strategically planned, developed, implemented, and evaluated a new College-wide Orientation for all new graduate students in the college.
	+ Graduate Student Drive-in Conference and Open House - Strategically established, facilitated and assessed this college-wide initiative designed to increase the number of graduate students from under-represented groups, particularly at the doctoral level.
	+ Established new assessment model for GSSS
	+ Implemented assessment surveys for all office initiatives and programs
	+ Established, coordinated, disseminated, and analyzed semesterly Graduate Student Exit Survey given to all graduates. This data was analyzed and used for strategic plans. It was also provided annually via department head reports focusing on graduate student recruitment, retention rates, advising satisfaction and other student-based experiences and trends
	+ Increased graduate student participation (30%) in 1-on-1 counseling, coaching, and advising sessions within the GSSS.
	+ Established new relationships with academic departments (department heads, program coordinators) related to graduate student recruitment & retention. (i.e. Program Coordinator Brown Bag Discussions)
	+ College-Wide Graduate Recruitment Model ( Lead)
		- * Created and implement a college-wide graduate recruitment model that includes: Procuring a series of grants from the Graduate School (Innovative Recruitment Grant, Diversity Recruitment Grants)
			* Creating and implementing a series of college-wide Graduate Open Houses each semester
			* Crafting online Open House Webinars
			* Compiling and distributing a “Graduate Recruitment Best Practices” Guide to program coordinators in various program areas of study
			* Discussing and strategizing on target enrollment data that includes a tracking database for prospective students
* Collaborating with academic program units on recruitment strategies
* Strategically planned and established college-wide hallmark events:
	+ Graduate Student College Wide Mixers
	+ Professional Development Series Workshops
	+ Scholarship & Sanity: Work, Life, Balance
	+ From Coursework to Publications
	+ Resume/CV 101 Workshop
	+ Funding Your Graduate Research
	+ UnPACKing with a Professional Lunch Series- monthly lunch sessions with faculty, staff, and students
	+ Dissertation Writing Groups
* Strategized, planned, and advised the Graduate Student Advisory Board
* Established and increased GSSS office budget by 40%
* Strategically planned and implemented the first ever Graduate Student Climate Survey with a focus on diversity and inclusion for graduate students and their experiences.
* Assisted with the CED PhD Re-Design with a focus on strategic efforts for graduate student experiences. This was the college’s first ever Ph.D. redesign and restructuring.
* Assist and serve as advisor for the re-establishment of the Black Graduate Student Association

**Summer 2017 North Carolina State University Department of Interdisciplinary Studies-Africana Studies**

**Position Title: Faculty/Instructor: Leadership in African American Communities**

* Responsible for teaching and facilitating AFS: 344 Leadership in African American Communities. (35 students per class)
* Designed curriculum focusing on the intersection of the African American experience/history and leadership themes, literature, theories, and models
* Evaluated student development and classroom performance.
* Developed own syllabus, lecture notes, teaching assignments and all class activities

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**Shaw University Department of Mass Communications**

**January 2013 – May 2017 (4 years)**

Position Title: Adjunct Faculty (Public Speaking)

* Responsible for teaching and facilitating 2 sections of Communication 210: Public Speaking. (35 students per class)
* Designed curriculum focusing on basic concepts in interpersonal, small group, and public communication, researching, analyzing, organizing, and presenting public messages before an audience.
* Evaluated student development and classroom performance.
* Developed own syllabus, lecture notes, teaching assignments and all class activities

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**UT-Knoxville: Office of Student Services & Academic Advising**

**Knoxville, TN**

**June 2011 – June 2013**

**Position Title:** Coordinator (III) of Retention, Recruitment, & Equity in Academic Advising

* Provide comprehensive academic advising, career counseling, and support services for caseload of 300+ undergraduate students in Undergraduate Majors and Teacher Licensure (Kinesiology, Recreation & Sport Management, Retail & Consumer Science, Hotel Restaurant & Tourism, Nutrition, and Teacher Licensure)
* Ensure successful performance, retention, and graduation of a designated caseload of students in all majors in CEHHS.
* Serve as Recruitment Coordinator for CEHHS departments and majors: Coordinate undergraduate and graduate recruitment initiatives for the college departments at city, state, and regional level.
* Establish an environment sensitive to the needs of students with varied backgrounds such as race, disability, gender, religion and socio-economic status that increased retention.
* Serve as one of the retention advisors for "at risk" students and students on academic probation
* Serve as college-wide recruiter for Teacher Education, Kinesiology, Nutrition, and Child/Family Studies undergraduate programs.
* Coordinate retention initiatives for various majors in the college focusing on retention and graduation of diverse groups. (UT Top 25 Initiative)
* CEHHS UT Lead Summer Institute Summer Bridge: First Year Studies Instructor-
	+ Responsible for teaching and advising first generation, low income, and/or academically unprepared college freshmen on college experience.
	+ Created curriculum focusing on transition to college, learning styles, study skills, money /time management, diversity, campus involvement, and test taking.
* Created “semesterly” academic plans and behavioral contracts on students with academic probation issues such as time management, depression, conflict mediation, academic success skills, eating disorders and other crisis situations and followed up with students in one- on one- meetings while utilizing other on campus contacts and resources.
* Assist college department heads and upper administration on setting benchmarks and retention initiatives for the Vol-Vision- Top 25 Initiative as it relates to recruiting and retaining more graduate students of color.
* Serve as co-primary contact for Tennessee Higher Education Commission (THEC) Diversity in Teaching Grant funded by the Tennessee Higher Education Commission
* Serve as mentor and primary contact for THEC Grant Recipient graduate students
* Serve as co-primary contact for the Charles Lattimer Diversity in Teaching Scholarship, which includes selection process and disbursement.
* Represent the College of Education, Health, and Human Sciences at career fairs, transfer day events, and Undergraduate Admissions open house events.
* Provide comprehensive support to minority students in college majors
* Assist in the coordination of new student and transfer student orientation & academic advising
* Assist with creating and updating departmental brochures and literature
* Coordinate scholarship selection committee for two scholarship programs
* Serve on Teacher Licensure scholarship selection committee  Advise the Dean’s Undergraduate Advisory Board and Dean’s Graduate Advisory Board (Top 25 Initiative, Annual 5K College 5K Run, Departmental Study Room Project)
* Advise departmental student groups: Black Educators of Tomorrow and Key Club
* Serve as campus advisor for Student African American Brotherhood (S.A.A.B) and People of Style & Education (POSE)
* **Key Accomplishments**
	+ Established new HS contacts across the State of TN for annual recruitment trips
	+ Updated and streamlined academic advising training models and binders for new staff and student workers
	+ Increased undergraduate advising contacts by 4%
	+ Established, created, and coordinated new faculty orientations and semester networking opportunities
	+ Established new assessment model for Student Services Advising Center (SSAC)-
		- Establish, coordinate, disseminate, and analyze annual undergraduate graduation survey that provided annual department head reports focusing on undergraduate student recruitment, transfer, retention rates, major selection, advising satisfaction and other student-based experiences and trends
	+ Increased graduate student participation in counseling and advising within the SSAC.
* Established new relationships and workshops for academic departments related to graduate student recruitment & retention.

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**UT-Office of Minority Student Affairs/Black Cultural Center**

**May 2008 – May 2011**

Position Title: Assistant Director for Inclusion, Diversity, Equity, & Access: Education & Programming

* Interpreted, recognized and established an environment sensitive to the needs of students with varied backgrounds such as race, disability, gender, religion and socio-economic status.
* Served as streamlined OMSA programming function of entire office- Developed, planned, budgeted, coordinated, promoted, evaluated, assessed, and reported on all OMSA program events with over a $180,000 budget
* Supervised and evaluated the performance of 2 Graduate Assistants, 1 Academic Support Coordinator, and 5 student workers
* Advised student organizations: Black Cultural Programming Committee (45 member programming board), Native American Student Association (NASA), People of Style & Education (POSE) Modeling Troupe, Black Graduate & Professional Student Association (BGPSA), and Love United Gospel Choir (LUGC)
* Developed long term plans and annual goals for the Office of Minority Student Affairs
* Directed the Black Cultural Center in maternity leave absence of Director (2 semesters)
* Served as departmental assessment liaison, responsible for the coordination and implementation of all office learning outcomes, strategic goals, and assessment of office programs, services, and student participation using Student Voice and other qualitative assessment approaches
* Developed Campus wide programs to enhance diversity via diversity events, classes, and workshops
* Supervised Minority Achievement Program (M.A.P.), a 40+ peer mentoring program for the 300+ incoming minority students
* Responsible for creating committee developmental training focusing on event planning, leadership, effective communication, and mentoring.
* Established working relationships with various administrative offices on campus for payment of university bills and contracts.
* Created, developed, and streamlined all OMSA processes into a manual as a format for a program planning guide.
* Developed students in their ability to become more active, productive and collaborative within the university and global communities through leadership and career development
* Assisted in the re-structuring and re-organization of the BCPC committee: structure, membership leadership trainings, and operating format in organization.
* Counseled with students on various topics such as cultural issues, homesickness, academic issues, relationship issues, and health awareness.
* Coordinated programs with other programming committees in order to promote better relationships with the campus and local community. (i.e. Unifed Homecoming Concert)
* Negotiated contracts with speakers and booking agents
* Prepared budget proposals and justifications
* Mediated conflicts with OMSA staff via annual retreats and assisted students in finding solutions to personal, professional, and academic issues
* Coordinated new and effective search processes for Graduate Assistant positions
* Assisted in the departmental restructuring of the office as it relates to job descriptions, personnel, organizational chart, and work load.
* **Supervised Academic Support Unit**
	+ - * Book Loan Program
				+ Develop a publicity campaign to strategically market the Book Loan Program for all university students
				+ Solicited, monitored, and inventory book donations
				+ Coordinated the book supply with campus departments and bookstores
				+ Managed the application process, distribution and return of borrowed books
				+ Conducted monthly assessment and reports on the Book Loan Program
* Tutorial Program
	+ - Coordinated payroll budget over $70,000+
		- Coordinated the screening, prioritizing, and assignment of 300+ tutees
		- Supervised 54 Tutors, 5 student workers, and a Graduate student Tutor Coordinator Developed a publicity campaign to strategically market the program for all university students
		- Recruited, screened, trained, monitored, and assigned tutors
		- Conducted monthly tutor trainings, assessment, and reports on the Tutorial Program
* Supervised Computer Lab
	+ - Monitored the usage of the computer lab and report all technical difficulties to the OIT
		- Conducted monthly assessment and provide reports on the needs and/or concerns of the computer lab
* **Study Sessions, Diversity Awareness, & Success Skills Workshops**
	+ Coordinated workshops to assist with student success (effective communication, time management, diversity issues, study and test taking skills)
* **Assessment**
* Coordinated the assessment efforts of the Office of Minority Student Affairs, to include the End of Semester and Annual Reports (i.e. learning outcomes, satisfaction assessment, student engagement, Academic Services satisfaction survey)
* Served as the departmental Liaison with Student Voice
* Assessed needs of students (such as evaluate ongoing services and programs)
* **Additional Programming**
	+ Planned, coordinated, advised, executed, and assessed the annual Black Issues Conference ft. MC Lyte, Karibu Tena “Welcome Back” Celebration, Scholars Bowl Competitions, Director’s Council Monthly Meetings, 4 Hour Study Sessions, Black Graduate & Professional Student Association, Mixers/Workshops, Legends Lecture Series featuring Spike Lee and Harry Belafonte, An Evening with Alvin Ailey, Homecoming Southeastern Stompfest, Homecoming Comedy Show Ft. Mo’Nique.
	+ Created, implemented, and expanded the Multicultural Graduation Celebration and the first ever Joint Homecoming Week Concert with all programming boards on campus
* **Departmental Recruitment & Retention Through Campus & Community Outreach**
	+ Coordinated MSA participation in the University Orientation
	+ Worked with the Admissions Office to assist with Minority Student Recruitment (JUMP, Spring Fling, Open Houses, etc.)
	+ Coordinated tours of the center with appropriate personnel  Coordinated campus and community outreach programs designed to promote an appreciation and understanding of diversity
	+ Built and developed relationships with faculty and Advising Center representatives by serving on the Undergraduate Academic Advisory Committee
	+ Served on various University campus committees, task force and advisory boards as requested.
	+ The Tutorial Task Force, Champs Life skills Advisory Board, Leadership Conference Planning Committee.
* **Key Accomplishments**
	+ Updated and streamlined Academic Support Unit payroll procedures and personnel training
	+ Facilitated communication and teambuilding activities that increased staff relations, synergy, & morale
	+ Advocated for and increased budget for Minority Advisors Program (MAP)
	+ Increased MAP mentor participation by 20% (an additional 15+ mentors)
	+ Updated and improved staff trainings and retreats utilizing communication sessions and mediator activities
	+ Improved participation of tutors budy 5 . % (20+ additional tutors hired, going from 34 to 54 tutors)
	+ Expanded participation of tutees by increasing tutor/tutee matches
	+ Increased Academic Support Unit staffing and student personnel due to tutor participation increase
	+ Responsible for increase of RES Board and CAB funding by $20,000+
	+ Coordinated and implemented new infrastructure & organizational structure
	+ Increased membership by 42% (from 35 to 50+ members)
	+ Acquired new and consistent sponsorship relationship with PricewaterhouseCoopers for Homecoming Stepshow and Black Issues Conference
	+ Increased book donations by 30% (60+ books from students, faculty, & staff)
	+ Established & Implemented the Nubian Waves virtual newsletter and BGPSA Events: “Black Faculty” Panel, “What is this Paperwork About” Workshop, & “What Kind of Research Should I Do” Workshop
	+ Created & Disseminated BGPSA Graduate Student Needs Assessment Survey
	+ Created & Submitted Carl Cowan Funding Proposal for the Black Issues Carl Cowan Speaker, MC Lyte, at Black Issues Conference

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** UA-Fayetteville: TRiO Student Support Services**

 **July 2004 – July 2006**

**Position Title: Student Development Specialist &**

 **Communications Coordinator**

* Interpreted, recognized, and established an environment sensitive to the needs of students with varied backgrounds such as race, disability, gender, religion and socio-economic status.
* Ensured successful performance, retention, and graduation of a designated caseload of SSS participants through advising and counseling 100 first generation/low income students in the academic, personal, career, graduate school, and financial aid areas
* Counseled and advised students in crisis situations with issues such as suicide, depression, and domestic abuse
* Created behavioral contracts on students with various issues such as depression, conflict mediation, academic issues, eating disorders and other crisis situations and followed up with students in one on one meetings while utilizing other on campus contacts and resources.
* Provided programming to benefit the student’s overall growth and productivity and published monthly newsletters for student awareness of campus activities and issues.
* Developed, planned, budgeted, organized, coordinated, promoted, evaluated, assessed, and reported on all program events, workshops, and Academic & Cultural Enrichment activities with over a $30,000 budget
* Facilitated study skills instruction and SSS orientation workshops/courses
* Streamlined all SSS communiqués to all SSS shareholders
* Served as departmental representative in collaborative efforts with other divisions (Student Involvement & Leadership, Career Development Center, The Graduate School, University Housing, Community Standards & Ethics, Office of International Students & Scholars) to implement inter-departmental programming and enrichments
* Developed, modified, published, and/or outsourced the publishing of SSS electronic & print media including SSS website, emails, brochures, invitation cards, information flyers, posters, mail outs, folders, etc.
* Assisted in producing reports to the Department of Education and to the Dean of Students Office
* Developed and submitted weekly, quarterly, and yearly coordinator reports
* Assisted in supervising 4-5 work-study students on various office efforts and projects
* Tracked the academic progress and personal well-being of participants
* Assisted in updating and maintaining SSS website using Dreamweaver and image-editing application

**ADDITIONAL INTERNSHIPS, ASSISTANTSHIPS & TEACHING EXPERIENCES**

**August 2008-December 2008 University of Tennessee- Higher Ed. Admin.**

**Position Title - Instructor for Race & Diversity in Higher**

 **Education Course**

* Responsible for co-teaching and facilitating a class of 14 graduate students on experiences, challenges, and opportunities related to diversity and the system of higher education in America.
* Assisted with curriculum focusing on diversity issues and theory through readings, guest speakers, discussions, music, and film, while engaging issues of masculinity, race/ethnicity, gender, social justice, religion, politics, and sexuality.
* Evaluated student development and classroom performance.
* Developed own syllabus, lecture notes, teaching assignments and all class activities

**January 2009- May 2009 University of Tennessee- Africana Studies Department**

**Position Title: Instructor for Black Males in Society Class**

* Responsible for teaching and facilitating a class of 43 college students on experiences, challenges, and opportunities facing African American males in American society.
* Assisted with curriculum focusing on critical race theory through readings, guest speakers, discussions, music, and flm, while engaging issues of masculinity, race/ethnicity, culture, hip hop, religion, politics, and sexuality.
* Evaluated student development and classroom performance.
* Developed own syllabus, lecture notes, teaching assignments and all class activities

**SUBMITTED/SELECTED PAPERS AND PRESENTATIONS**

2023 Richmond, Demetrius. (2023, June). “Prioritizing Advising Unit Efforts: Compassion Fatigue &

 Academic Advising Efforts.” NC Community College Academic Advising Conference. Asheville, NC.

2023 Richmond, Demetrius. (2023, March). “Prioritizing Advising Unit Efforts: Compassion Fatigue &

 Academic Advising Efforts.” NACADA Region III Conference. Wilmington, NC.

2021 Richmond, Demetrius. (2021, October). “Dress For Your Virtual Interview & Being Your Best Self.

 Dream Launch Campus Session at UT Southwestern. Dallas, TX

2020 Richmond, Demetrius. (2020, May). Covid-19 & Higher Education: Impact, Infrastructure, &

 Implications. A Dream Launch Youtube Live Discussion Parts I, II, & III.

2020 Richmond, Demetrius. (2020, November). “Have You Thought About How You Think? Mindset

 Mastery In A Covid Era. The Lunch Series By Dream Launch. Facebook Live Session

2016 McGaskey, F. G., Walton, C. N., Richmond, Guyton, C., Freeman, S., (2016, November). “Who Can I

Run To?: The Social Support Networks of Black Males in Higher Education Administration Doctoral Programs: An Exploratory Study*.” The Western Journal of Black Studies*, Vol. 40. No. 2, 2016. (Published)

2016 Richmond. D. (April 2016). “Applying to and Financing Graduate Education: The Nuts & Bolts.” NC

State: College of Education Graduate Student Drive-In Conference & Open House. Raleigh, NC.

2016 Richmond. D. (March 2016). “Thriving at Minority Serving Institutions: Benefits, Truths, and Best

Practices.” National Association of Student Personnel Administrators (NASPA) Conference. Indianapolis, IN.

2016 Richmond. D. (March 2016). NASPA Undergraduate Pre-Conference: Small Group Facilitator.

National Association of Student Personnel Administrators (NASPA) Conference. Indianapolis, IN.

2016 Richmond. D. (March 2016). "Finding the Right Institutional Fit: Does it Matter?" National

Association of Student Personnel (NASPA ) Conference. African American Knowledge Community:

Candid Conversations Panel. Indianapolis, IN.

2015 Richmond, D. (July 2015). “College in the U.S.: Success Strategies for Chinese College Counselors.”

New Literacies Teacher Leader Institute: Suzhou North America High School. North Carolina State University, The Friday Institute, Raleigh, NC.

2015 Richmond, D. (April 2015). “Part Time vs Full Time: Succeeding on Both Paths in Graduate School.

Graduate Student Drive-In Conference & Open House, North Carolina State, College of Education, Raleigh, NC.

2014 Richmond, D. (March 2014). “Graduate School: The Inside Scoop” Panelist and Small Group

Facilitator. NASPA 2014 Undergraduate Student Conference. Baltimore, MD (Morgan State University).

2012 McGaskey, F. G., Walton, C. N., Richmond, D., Guyton, C., Cooper, T. N., & Cloud, T. (April 2012).

“Exploring the Social Support Networks of Black Male Doctoral Students in Higher Education Administration American Educational Annual (AERA) Conference, Vancouver, BC.

2009 Richmond, D., Franklin, K., Haywood, A. (2009, March). “Aspirations for the Doctorate: The Transition to Doctoral Study for African American Males. National Association of Student Personnel Administrators (N.A.S.P.A.). Seattle, WA.

2010 Richmond, D. (November 2010). “Legacies of Persistence: A Comparative Case Study on the

Institutionalization of Black Cultural Centers at Predominantly White Institutions.” National

Association of Black Cultural Centers. College Park, MD

2008 Strayhorn, T., McGaskey, F., Richmond, D. (2008, February). “Affirmative duty to succeed:

A Revisited evaluation of African American Success Programs at the University of Tennessee.”

National Association of Student Affairs Professionals (N.A.S.A.P.), Atlanta, GA

2008 Strayhorn, T., McGaskey, F., Richmond, D. (2008, February). “When Race and Gender Collide:

Assessing Retention Strategies for Students of Color.” National Association of Student Affairs

Professionals (N.A.S.A.P.), Atlanta, GA

2007 Strayhorn, T. L., Redmond, J. S., McGaskey, F., Pendergrast, S. L., Richmond, D., & Walton,

C. N. (2007, August). “Affirmative duty to succeed: An evaluation of African American Success

Programs at the University of Tennessee.” Paper presented to the University of Tennessee's

Diversity Council, Knoxville, TN.

2007 Richmond, Demetrius. “+ ” Co-presenter, National Association of Student Affairs Professionals

(N.A.S.A.P.) National Conference, Savannah, GA February.

2007 Richmond, Demetrius. “When Keeping it Real Goes Wrong: A Look at the State of Black

Greekdom on Today’s College Campus.” Lead Facilitator: University of Tennessee Black Issues

Conference, Knoxville, TN February

2004 Richmond, Demetrius. “Perform or Perish- An In-Depth Look Into Chapter/Officer

 Development.” Alpha Phi Alpha Fraternity, Inc. District Fall Leadership Conference, Little Rock,

 AR, November.

2004 Richmond, Demetrius. “Baby Boy, The Black Momma’s Boy: An examination of the movie and the

 Black Family.” Southern States Communication Association, Tampa, FL, April.

2003 Richmond, Demetrius. (co-presenter) “Communicating Effectively: Getting People To Do What You

 Want Them to Do.” Arkansas Black Students

**GUEST LECTURES/PANELS**

“College Environments & Student Success: The Case for Cultural Centers.” EAC 595 Special Topics:

College Environments, College of Education, North Carolina State University (February 2017).

“Dissertation Proposal: Development and Best Practices.” ELP 891: Problems of Research Design in

Education, College of Education, North Carolina State University. (September 2016).

“Advising and Program Planning: Best Practices,” EAC 541: Administration and Finance of Student

Affairs, Higher Education Administration Program, North Carolina State University, College of

Education (February 10, 2016).

“Fostering Inclusiveness in the Classroom,” Office of Institutional Equity & Diversity Committee,

North Carolina State University (February 27, 2016).

“Navigating and Surviving Graduate School: As a Student of Color,” Higher Education Administration

P.R.E.P. Program, North Carolina State University, College of Education. (October 1, 2015).

“Qualitative Data Analysis: The Nuts & Bolts,” ED 731: Advanced Qualitative Research and Data

Analysis in Education, Assistant Professor Lisa Bass, North Carolina State University, College of

Education. (March, 6, 2014).

“Program Planning in a Diverse Student Climate,” EAC 541: Administration and Finance of Student

Affairs, Assistant Professor Tiffany Davis, North Carolina State University. (February 19, 2014).

“Connecting The Pieces Of Leadership Through Mentoring,” Center for Student Leadership, Ethics, &

Public Service: Leadership Institute Academy Student Leadership Conference, North Carolina State

University. (February 13, 2014).

“Issues in Increasing College Student Diversity” EAC 517: Current Issues in Higher Education,

Assistant Professor Tiffany Davis, North Carolina State University, College of Education.

“Black Cultural Centers at PWIs: Surviving an Ever-Changing Climate in Higher Education,” EAC 542:

Student Characteristics & The College Environment, North Carolina State University. (February 10, 2014).

“Thinking About Graduate School? Utilizing Information, Maximizing Choices,” CPEP College of

Education: Career Preparation for Education Professionals (CPEP) Workshop Series, North Carolina

State University. (October 2, 2013).

“Introduction to Case Study Research,” ED 730: Introduction to Qualitative Research Methods,

North Carolina State University. (September 19, 2013).

**PROFESSIONAL AFFILIATIONS\_& SERVICE**

NASPA Administrators in Graduate and Professional Student Services

ACPA – College Student Educators International

National Academic Advising Association (N.A.C.A.D.A)

National Association of Student Personnel Administrators (N.A.S.P.A.) National Association of Student Affairs Professionals (N.A.S.A.P.) Knoxville Area Urban League- Young Professionals

Aspire Counselors Training Institute: 2004/2005 A.C.P.A./N.A.S.P.A./N.C.L.P. Leadership Educators Institute- 2004/2005

N.A.S.P.A. Conference Reviewer- 2004/2005/2009

N.A.S.P.A. Conference Volunteer- Tampa, FL 2004/2005

**AWARDS/ INVOLVEMENT/ LEADERSHIP ACTIVITIES**

**UNC-Charlotte Community**

CHHS Collegewide Committee on Inclusion, Diversity, Equity, & Access (IDEA)

Central Carolinas Urban League

**Boston & Northeastern University Community**

* [Dream Launch -](http://dreamlaunch.org/about-us/) created and developed a new web based consulting company that provides personal and professional development services to individuals and organizations.
* Minds Matter: Boston – serves as a mentor for first generation and low income high school students

**NC State University- Raleigh-Durham Community**

* NC State Common Reading Program – “Just Mercy” Lead Facilitator CED “Just Mercy” Panel & Symposium – Lead Facilitator
* Gender & Equity Research Symposium Judge (The Women’s Center)
* Undergraduate Inter-fraternity Institute (UIFI) Facilitator- Florida International University
* Search Committee Chair, College of Education, Director of Student Engagement
* Search Committee Chair, NC State, Multicultural Student Affairs Director
* College of Education Domestic Cultural Immersion Program- Facilitator
* NASPA Undergraduate Fellows Program (NUFP)- Mentor & Campus Partner
* College of Education Passport to Success Program- Mentor
* Alpha Phi Alpha Fraternity, Inc.- Phi Lambda Alumni Chapter
* NC State Pack Promise Academic Coach (Division of Academic/Student Affairs)
* NCCU LeaderShape - Panelist
* Enloe HS Learning Rounds Panelist
* NC State Leader of the Pack Program – Judge
* CED Brothers United in Leadership Development (BUILD) Annual Summit- Facilitator

**University of Tennessee-Knoxville Community**

* Diversity Job Fair Planning Committee- 2011
* City of Knoxville Freedom School Volunteer and Reader
* Introduction Knoxville Fall 2010 Class (a Leadership Knoxville primer)
* University of Tennessee African American Image Awards- Outstanding Staff Member of the Year 2009/2010
* University of Tennessee Division of Student Affairs- Assessment Team Liaison
* University of Tennessee Division of Student Affairs Committee: 50th Anniversary of African American Achievement 2010
* University of Tennessee Campus Climate Sub-committee- 2008 -2009
* University of Tennessee Division of Student Affairs Diversity Committee- 2008 -2009
* Guest Presenter for UT NPHC Greek Week Leadership Retreat Spring 2010
* UT Greek Leadership Impact Weekend- Lead Facilitator- Spring 2008
* Knoxville Area Chapter of the National Urban League: Young Professionals- 2007- 2012
* Division of Student Affairs Graduate Assistant Orientation Panel August 2007

**University of Arkansas-Fayetteville**

* University of Arkansas Search Committee Chair for the Enhanced Learning Center- Director- 2006
* University of Arkansas Student Affairs Leadership Educators Workgroup – 2004- 2006
* Northwest Arkansas MLK Planning Committee, Secretary- 2004-2006
* University of Arkansas Emerging Leaders, Class Facilitator-2004- 2006
* University of Arkansas- Our Campus- Diversity Certificate Program- 2005-2006
* University of Arkansas Student Involvement Outstanding RSO Organization Advisor- 2004/2005
* Alpha Phi Alpha Fraternity Alumni Chapter- Director of Education- 2004/2005
* Order of Omega Outstanding Chapter Advisor Award- 2003/2004
* Alpha Phi Alpha Fraternity, Inc., Kappa Kappa Chapter Outstanding Advisor/Alumni Brother- 2004
* University of Arkansas Spring Greek Leadership Summit, 2004, Co-coordinator & Cohort Presenter
* University of Arkansas-Dean of Students Office Male Summit, 2003, Coordinator/Presenter
* National Pan-Hellenic Council (NPHC), Graduate Advisory Council-2003/2004