

# Kelle Snow

## Profile

An adaptable, ambitious, and results-driven professional with seven years of experience in learning program leadership, including STEM support and working with at-risk student populations. Proven experience in education in a variety of positions with responsibilities including: hiring and supervision, programmatic and needs-based assessment, professional development training, workshop facilitation, one-on-one learning support, and research methodologies.

### Key Qualifications:

Leadership of a learning support program	Program assessment experience in education	Mentorship and support of students	Supervision of a staff of 20+ student workers
Development of learning outcomes and curriculum	Public speaking and presentation experience	Knowledge of best practices and student interventions	Advanced Microsoft Excel, Word and database skills

## Education

**Master of Science**, Educational Psychology, May 2017  
University of Nevada, Las Vegas, Las Vegas, Nevada

**Bachelor of Arts**, English, December 2013  
University of Nevada, Las Vegas, Las Vegas, Nevada

## Related Experience

### Program Leadership and Coordination

- Recruit, interview, hire, and train supplemental instruction and tutoring staff each semester to accommodate rapid program growth
- Supervise a large staff of up to twenty-six employees, including part-time, undergraduate student workers and college work study
- Determine learning outcomes and objectives for program offerings, staff development meetings and training/workshop curriculum
- Collect data for program assessment, budget allocations, and grant-funded program expansion

### Mentorship and Student Support

- Develop individualized coaching and support plans for both K-12 and college students and student-workers who required increased levels of support
- Work one-on-one with a diverse student, staff, and faculty populations across disciplines, including many individuals who speak English as a second language
- Serve as a master-level tutor supporting students in any discipline to match them with campus resources, provide personalized study and success plans, and develop metacognitive and self-regulation skills
- Coach students in writing across disciplines, including projects outside of the classroom such as career preparation, statement letters, and scholarship applications
- Partner with faculty to serve as a guest lecturer in classrooms discussing effective study skills, academic success skills, and college-level composition and formatting techniques
- Utilize adult learning theory and self-directed learning theory to create 30-minute, day-long, and conference training with guest speakers and breakout sessions
- Partner with academic departments, including Nursing, Biology, Chemistry, and Mathematics to better understand and adapt to the needs of the diverse student population
- Coordinate to bring in expert speakers to enhance the quality and the level of audience engagement

## Assessment and Reporting

- Collect, analyze, and evaluate program data to make decisions regarding future program objectives, training curriculum, and assessment tools
- Facilitate Center for Academic Success promotion and marketing by participating as a department representative at welcome back events, “Writing Center in the Library”, “Ask Me”, “Adjunct Impact” and “Convocation” events
- Determine program objectives and develop assessment plans and reports to evaluate the progress of the programs
- Write and design program reports to reflect the achievement levels according to program objectives
- Tailor data sets and reports to various audiences including administration, academic faculty, and part-time staff
- Present data findings at faculty meetings, department meetings, and academic conferences

## Collaboration and Liaising

- Develop and collaborate with the Office of Academic Success, Student Services, and various academic departments to create the Supplemental Instruction training, marketing, budget, program materials and the online environment
- Evaluate staff and student feedback in order to create and facilitate targeted staff development for tutoring practices in cross-disciplinary skills and best practices for the tutoring profession, including Don’t Cancel That Class, customer service, referral skills, cultural inclusivity, and disability etiquette both in-person and online
- Assist with collaborative efforts between departments by participating in Convocation events as a co-presenter and by developing signage and presentation material

## Relevant Work History

<b>Associate City Director</b>	The Knowledge Society	2019-Present
<ul style="list-style-type: none"><li>• Develop and direct both in-person and online components of the STEM-based accelerator program for middle and high school students.</li><li>• Facilitate weekly in-person sessions for groups of approximately 40 students grades 8-12 focusing on emerging technologies, philosophy, mindsets, and skillsets for success in entrepreneurial and STEM industries.</li><li>• Research and understand new emerging technologies and sciences, such as artificial intelligence, brain-computer interfaces, blockchain, personalized medicine, gene editing, and more.</li><li>• Provide personalized one-on-one and small group/team mentorship to students in alignment with their personal, academic, and career goals.</li><li>• Provide feedback to students on their content, which include presentations, articles, videos, one-pagers, slide decks, newsletters, projects, and emails.</li><li>• Create high impact opportunities for students, such as hosting a speaker, setting-up themed workshops (e.g. blockchain), touring local businesses, and organizing events.</li><li>• Review applications, interview applicants, and select students for admission into the program.</li><li>• Communicate with stakeholders including parents, students, and community partners.</li></ul>		
<b>Director of Assessment and College Effectiveness</b>	University of Nevada Las Vegas, Las Vegas Nevada	2018-2019
<ul style="list-style-type: none"><li>• Direct assessment activities for College of Education and certification programs, including Special Program Area (SPA), program, and unit metrics.</li><li>• Develop and systematize processes/routines for maintaining up-to-date, comprehensive databases on key performance indicators (KPIs) associated with major College strategic, operational, and strategic goals.</li><li>• Facilitate student engagement activities by working with COE student organizations and other student engagement initiatives to develop and evaluate infrastructure and determine resource needs, including developing the inaugural Student Leadership Council.</li><li>• Develop and direct processes and routines for maintaining highly effective field placement, internship and service-learning sites across the college.</li><li>• Collect, aggregate, prepare and disseminate reports on COE assessment data for various audiences on and external to the campus.</li></ul>		

- Direct resource efficiency studies to ensure appropriate use of resources aligned with COE Tier 1 initiatives.
- Develop assessment systems and provide regular assessment data on recent graduates, alumni, and alumni employers to inform program effectiveness.

#### **Supplemental Instruction Specialist**

College of Southern Nevada, Las Vegas Nevada

2015-2017

- Supported STEM students by partnering with academic departments and faculty across campus, including Nursing, Biology, Chemistry, Mathematics, and Computer Science to better understand the needs of the student population.
- Coordinated day-to-day responsibilities including supervising up to twenty-six part-time staff members, scheduling and ensuring coverage for up to 90 weekly collaborative learning sessions, and collecting data for accurate program and employee assessment.
- Recruited, hired, and trained a full staff of SI leaders and mentors, as well as assisted with the recruitment and hiring of part-time and full-time staff for multiple learning centers within the Centers for Academic Success.
- Developed individualized coaching and support plans for both part-time Supplemental Instruction leaders and student who required increased levels of support.
- Collected, analyzed, and evaluated program data to make decisions regarding future program objectives, training curriculum, assessment tools, session practices, and hiring.
- Developed and facilitated hands-on two-day training workshop for new and returning Supplemental Instruction (SI) leaders designed to teach implementation of self-directed, and transformational learning.
- Assisted in the facilitation and development of department-wide training events and outreach functions, such as two-day staff training events, CRLA training, Science and Technology Expo, CSN Convocation, and CSN Connections.
- Conducted needs-assessment of high enrollment, low success courses to determine appropriate staffing needs in STEM, CTE and developmental math courses.
- Conducted programmatic assessment of Supplemental Instruction and all centers within Centers for Academic Success to determine effectiveness, efficiency, and impact.
- Determined program objectives and developed assessment plans and reports to evaluate the 18 learning centers, including Math Resource Centers, Reading and Writing Centers, Science Resource Centers, Communication Centers, and One-on-One Tutorial Learning Centers.
- Developed and facilitated staff training for the Don't Cancel That Class program, focusing on classroom facilitation skills, student-driven engagement activities, setting session objectives, and engaging in self-reflection and assessment.
- Partnered with the Associate Vice President of Academic Success and the grant writing office to create data-driven budget forecasts for efficient use of grant-funded financial resources and accurate requests for budget allocation.
- Engaged in professional development opportunities including academic conferences, trainings, and seminars.

#### **Training & Development Assistant**

College of Southern Nevada, Las Vegas Nevada

2014-2015

- Evaluated staff and student feedback in order to create and facilitate targeted staff development for tutoring practices in cross-disciplinary skills and best practices for the tutoring profession, including Don't Cancel That Class, customer service, referral skills, cultural inclusivity, and disability etiquette both in-person and online.
- Served as a guest lecturer in classrooms discussing effective study skills, academic success skills, and college-level composition and formatting techniques.
- Developed and collaborated with the Office of Academic Success team to create the Supplemental Instruction training, marketing, budget, program materials and the online environment.
- Gathered and analyzed data to be used in marketing and assessment initiatives within the department.
- Developed learning outcomes or enhanced pre-existing learning outcomes to design curriculum for staff development.
- Collaborated with the department director to create surveys and assessment for staff training and Canvas shells.
- Facilitated Don't Cancel That Class workshops across the disciplines.
- Coordinated with faculty and scheduled full-time and part-time staff to participate in Don't Cancel That Class sessions.
- Assisted with collaborative efforts between departments by participating in Convocation events as a co-presenter and by developing signage and presentation material.

- Worked with a diverse student, staff, and faculty population across disciplines, including many individuals who spoke English as a second language.
- Created and facilitated professional development for staff members of varying experience and education levels on best practices for working with students who pose a challenge to staff members.
- Coached students in writing across disciplines, including projects outside of the classroom such as resumes, cover letters, statement letters, and scholarship applications.
- Remained current in MLA, APA, and Chicago format, as well as the modes of academic essay writing.
- Facilitated Writing Center promotion and marketing by participating as a greeter and department representative at “Writing Center in the Library”, “Ask Me” and “Welcome Back” events.

## Work History

Associate City Director	The Knowledge Society	Present
Director of Assessment and College Effectiveness	The University of Nevada Las Vegas, Las Vegas Nevada	2018-2019
Learning and Development Specialist	The Cosmopolitan of Las Vegas, Las Vegas Nevada	2017-2018
Part-Time Instructor Graduate Assistant	University of Nevada Las Vegas, Las Vegas Nevada	2017
Supplemental Instruction Specialist	College of Southern Nevada, Las Vegas Nevada	2015-2017
Training & Development Assistant	College of Southern Nevada, Las Vegas Nevada	2014-2015
Writing Assistant	College of Southern Nevada, Las Vegas Nevada	2013-2014
Office Manager	BH Real Estate Investments	2013-2015
Office Manager	Island Springs, LLC, Las Vegas Nevada	2009-2015

## Software Skills

### Microsoft Excel

- Advanced knowledge of Excel and five years’ experience using Excel for data analysis in an education setting

### Learning Management Systems

- Experience using CANVAS, Blackboard, and ADP for online course development

### Articulate Storyline 360

- Experience using Articulate Storyline 360 to create adaptive and interactive online training content

### Qualtrics

- Three-years’ experience using Qualtrics to create and administer surveys to large populations

### Microsoft PowerPoint

- Experience developing visualizations and presentations to display data, learning outcomes, and assessment findings

## Publications and Presentations

- Author. “Keeping Student Voice in Focus: An Alternative Method to S.I. Scheduling” (2017) Synergy
- Lead Presenter. “Making the Transition to Self-Regulated Learning” (2016) – Fall 2016 CSN Convocation
- Lead Presenter. “The S.I. Domino Affect” (2016) – 2016 International Conference for Supplemental Instruction
- Team Lead. CSN Science and Technology Expo (2016) – interactive exhibit
- Co-Presenter. “What’s New in Tutorial Services” (2015) - Spring 2015 CSN Convocation.