

# ELIZABETH M. GIROIR

313 Elmwood Dr. ▪ Lafayette, LA 70503 ▪ (601) 467-1735 ▪ elizabeth.giroir@louisiana.edu

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## EDUCATIONAL BACKGROUND

- Ph.D.-Higher Education Administration May, 2009  
*The University of Southern Mississippi-Hattiesburg*
- M.Ed.-Counseling and Personnel Services August, 2002  
Emphasis-College Student Personnel  
*The University of Southern Mississippi-Hattiesburg*
- B.S.-Political Science and Public Administration May, 2001  
*University of Wisconsin-La Crosse*

## PROFESSIONAL EXPERIENCE

- Executive Director for Student Success Initiatives** Jan. 2018-Present  
*University of Louisiana at Lafayette*
- Oversee five departments related to Student Success and a 22-member staff team; departments include: Office of First-Year Experience, First-Year Seminar, Academic Success Center, The Learning Center, and the Louisiana Educate Program.
  - Directly supervise four associate directors, one academic success coach, and one administrative assistant
  - Responsible for all budget aspects within the Student Success area
  - Serve as hiring authority for associate directors and academic success coaches in Student Success
  - Contributed sections of SACS report for 2020 visit-8.1, 8.3, 12.1
  - Member of APLU Transformation Clusters Initiative
  - Member of Ruffalo Noel Levitz Strategic Enrollment Planning Committee-serve as Student Success subgroup chair
  - Oversee assessment completion for Student Success area
  - Co-Leader of the Ellucian CRM Advise Implementation Team
  - Implemented the Ruffalo Noel Levitz College Student Inventory (CSI) for first-time entering students
- Director of Student Success Special Projects** Jul. 2017- Jan. 2018  
*Arkansas Tech University*
- Administered the Ellucian CRM Advise program. Maintain all security access, collaborate across institution to develop and build reports for creating more efficient and a better understanding of student advising needs
  - Oversaw the Student Ambassador Summer Orientation Program. This program is a partnership between the Academic Advising Center and Student Success. Supervised approximately 22 student leaders who serve as tour guides to newly registered incoming freshmen. These student leaders provide 1:1 tours, pre-orientation activities, and administer assessments to new students and their families on campus
  - Directly administered the Bridge to Excellence Mentoring Program. This program matches new incoming freshmen (approximately 1600 students) with a faculty or staff member (approximately 200 mentors) to develop a mentoring relationship throughout the entire first academic year
  - Collaborated with departments across campus (Athletics, Greek Life, etc.) to determine trends in retention, develop methods to identify at-risk students and develop interventions to help students persist
  - Partnered with offices including the Academic Advising Center, Financial Aid, and Undergraduate Admissions to develop interventions for students who are at-risk of dropping out of college

**Interim Assistant Vice President for Student Success Initiatives**

Sept. 2016-Jul. 2017

***Division of Academic Affairs***

***Arkansas Tech University***

*\*\*In September, 2016 the Student Success department was moved from residing in the Division of Student Services to the Division of Academic Affairs. I was asked to manage this transition on an interim basis until a permanent replacement was identified. Some of my duties stayed the same and will be repeated in this section for ease of understanding. Some of the offices were reassigned to different departments in Student Services and some offices stayed with Student Success and moved to Academic Affairs.*

- Oversaw operations of the following Student Success areas: Norman Career Services, Doc Bryan Tutoring Center, Supplemental Instruction, Academic Coaching, Student Ambassador Summer Orientation Program, and Bridge to Excellence Mentoring Program
- Directly supervised two professional staff members and two graduate assistants; the overall Student Success staff is composed of four professional staff members, one administrative assistant, five graduate assistants, and approximately 33 student workers representing areas such as: Norman Career Services, Peer Tutors, SI Leaders, and Peer Academic Coaches
- Partnered with the Academic Advising Center to provide support as necessary. Examples of support include coordinating direct calling students to set up academic advising appointments, communicating with pilot Scholarship Probation Group to meet with their academic advisor, and discuss ways to reach out to current probation students using an intrusive advising model
- Directly administered the Bridge to Excellence Mentoring Program and Student Ambassador Summer Orientation Program
- Served on the New Student Orientation Committee with representatives from Campus Life and Dean of Students offices. This cross divisional group oversees the entire process of orientation for approximately 1600 entering freshmen
- Created tracking processes and recording all student contact as a way to track the connections with students
- Produced reports for the Vice President of Academic Affairs and the Arkansas Tech President regarding monthly student success activities and other reports as requested
- Spearheaded and managed the transition of multiple Student Success departments from the Division of Student Services to the Division of Academic Affairs. This included the remodeling and relocating of Norman Career Services and Doc Bryan Tutoring Center. Project was completed in November, 2016
- Met with students on a variety of issues related to academic and student success. Work to connect students to the appropriate resources to resolve their issue or to remove their barrier
- Collaborated regularly across divisions with the offices of Diversity and Inclusion, Financial Aid, and Student Accounts to work on and develop retention strategies
- Interacted on a daily basis with both Banner and Blackboard Course Management System
- Worked with the Associate VP for Academic Affairs to secure My Majors software and implementation. Currently working with Associate VP for Academic Affairs on the installation and deployment of Ellucian Advise CRM
- Hosted practicum students from the graduate level College Student Personnel program each semester
- Oversaw the assessment of the departments associated with Student Success
- Responsible for the Student Success budget
- Assisted the Office of Advancement with the development of student success grants
- Represented the institution at Arkansas Department of Higher Education meeting specifically focused on Complete College America “15 to Finish” initiative

**Associate Dean for Student Success**

Jul. 2014-Sept. 2016

***Division of Student Services***

***Arkansas Tech University***

- Oversaw operations of the following Student Success areas: Norman Career Services, Doc Bryan Tutoring Center, Supplemental Instruction, Academic Coaching, Parent and Family Relations, Student Ambassador Summer Orientation Program, Veteran’s Services, and Bridge to Excellence Mentoring Program
- Supervised a staff of four professional staff, one graduate assistant, and two student workers

- Co-led division wide assessment planning to move all Student Services assessment practices to the CAS Standards
- Created and maintained the budget
- Completed annual assessment report for Student Success Department
- Planned, oversaw, and executed the University's Family Day Program and associated activities
- Facilitated weekly staff meetings with professional staff and monthly 1:1 staff meetings
- Collaborated with faculty and staff on a regular basis regarding student success and meeting the needs of students

**Adjunct Instructor**

Aug. 2016-Present

*College of Professional Studies*

*Arkansas Tech University*

- Teach online undergraduate courses (one per term)
- Communicate with students in the course regarding questions on course material
- Oversee the weekly deployment of course topics during a 15-week course
- Evaluate assignments, discussion boards, quizzes and exams submitted by students

**Assistant Professor, Tenure Track**

Aug. 2011-Jul. 2014

*College of Professional Studies*

*Arkansas Tech University*

- Full time instructor in the College of Professional Studies with third year approval toward tenure process
- Taught online courses in the areas of leadership development
- Served as Faculty Advisor to 170 undergraduate students in the College of Professional Studies using a Proactive Advising model
- Completed degree audits for graduating students
- Communicated on a regular basis with students in the program
- Developed new courses for the College of Professional Studies in the areas of leadership and research
- Collected and reported enrollment data for the College of Professional Studies
- Coordinated Early Childhood Education (Associate's Degree) program; approximately 30 students
- Attended monthly Arkansas ECE Co-Hort meetings

**TECH 1001 Program Coordinator**

Jul. 2009-Jun. 2012

*Arkansas Tech University*

- Recruited approximately 25-30 faculty members to teach "Orientation to University" (TECH 1001) course
- Oversaw the creation of the resource and teaching manual for instructors
- Served as liaison with Academic Affairs in regards to the progression & assessment of the program
- Coordinated the student evaluations for course and oversaw grade appeals for the course
- Trained all instructors on course procedures, weekly topics, student characteristics, etc.
- Scheduled course offerings each semester and oversaw textbook selection for course
- Taught one or more sections of the course each semester
- Collaborated with other department heads and program coordinators of other orientation courses to provide consistency among the courses

**Institutional Research Associate**

Aug. 2008-Aug. 2011

*Arkansas Tech University*

- Fulfilled Campus Data Requests for information regarding Arkansas Tech University
- Oversaw ARGOS reporting system membership
- Wrote SQL codes for data information
- Assisted in completing campus surveys
- Provided support for departments and their accreditation efforts
- Worked closely with Arkansas Tech student evaluation data collection
- Assisted with grant applications as needed

**Director of Admissions**

Oct. 2005-Jul. 2008

***The University of Southern Mississippi***

- Served in capacity of interim co-director from Oct. 2005 to Dec. 2007 in the absence of director. Officially granted title of Director of Admissions in Jan. 2008. Performed all the aspects of director from Oct. 2005 to present.
- Maintained duties of Assistant Director of Admissions Operations
- Past member of Enrollment Management Team comprised of directors of First Year Experience, Financial Aid, Recruitment, Lucky Day Scholars, Registrar, and Associate Vice President
- Created new participation roles for admissions staff at orientation sessions
- Responsible for communicating with academic departments during orientation sessions
- Facilitated admissions appeals committee
- Noel Levitz strategic enrollment planning participant
- Reorganized and improved admissions application in cooperation with recruitment, residence life, honor's college, and Lucky Day Citizenship Foundation
- Created new format for ACCUPLACER placement testing program
- Corresponded daily with students and parents in regards to the admissions process and their admission status
- Cross trained all staff members in different facets of admissions process
- Developed staff and professional development opportunities for staff
- Implemented an undergraduate application fee
- Increased number of communications to prospective students
- Oversaw the technological needs of office
- Worked closely with recruitment on a variety of issues including campus visits, customer service, student recruitment programs, etc.
- Supervised two practicum graduate College Student Personnel (CSP) master-level students each semester by serving as site supervisors
- Conducted annual assessment reports for SACS accreditation process for Admissions Office

**Coordinator of The Leadership Scholarship Program**

Jul. 2007-Jul. 2008

***The University of Southern Mississippi***

- Oversaw program of 600 students
- Recruited faculty and staff to serve as class instructors
- Developed curriculum for freshman Leadership Scholars course
- Created new programming opportunities for all Leadership Scholars
- Served as Director for the Leadership Scholars Consortium, which is composed of a group of 5 administrators from various student affairs offices
- Co-taught a section of the Leadership Seminar
- Supervised the Leadership Mentor program for the scholars requiring extra academic guidance
- Responsible for monitoring the annual budget (approximately \$9,500) for the program
- Conducted retention studies to determine which type of Leadership Scholar is most likely to retain the scholarship

**Assistant Director of Admissions Operations**

Jul. 2005-Oct. 2005

***The University of Southern Mississippi***

- Oversaw all functions of admissions processing including application entry, application evaluation, transfer credit posting, reapplication, communications, and technology support for office
- Managed the front greeting area for prospective students
- Created admissions process for Hurricane Katrina affected students
- Supervised 1-part time and 10 full time employees
- Implemented document imaging system, Image Now, for workflow and archival processes
- Completed beginning and end of term processing-including statewide auditing process
- Coordinated the administration and reporting of ACCUPLACER placement exam

- Responsible for suspending or clearing students on probationary admissions status at end of each term

**Senior Admissions Counselor**

Jul. 2003-Jul. 2005

***The University of Southern Mississippi***

- Promoted to current position in Jan. 2005-formerly Junior Recruiter
- Recruited students through attending many college fairs, individual high school visits, and individual student visits
- Promoted Southern Miss, various scholarship opportunities, and other aspects of the university community through varying types of presentations
- Traveled extensively in Southwest Mississippi, Louisiana, and the Houston, TX area
- Assisted with recruitment efforts for the Leadership and Lucky Day Citizenship Scholarships
- Met daily with visiting families to Southern Miss
- Served as an ambassador for Southern Miss at various public events
- Organized Monthly Report summaries for entire recruiter staff
- Co-supervised 4 junior recruiters
- Assisted with Southern Miss sponsored recruitment functions such as: Honor's Day, Black and Gold Day, Leadership Scholarship Interviews, all orientation events
- Corresponded daily with prospective students and families through phone calls, emails, letters, etc.
- Managed my district according to the perceived needs of potential students
- Worked constantly with faculty and staff to recruit students to Southern Miss

**Residence Life Coordinator**

Jul. 2002-Jul. 2003

***Louisiana State University-Baton Rouge***

- Developed and maintained a co-educational living-learning environment, housing approximately 700 students, including a 150 member Information-Technology Residential College
- Worked directly with faculty associated with residential college
- Co-advised the I-Tech residential college faculty/student advisory group
- Supervised and develop a 32 member paraprofessional student staff
- Held weekly staff meetings, bi-weekly individual meetings with each staff member, and routine performance evaluations
- Facilitated all judicial affairs related to policy violations and community standards in assigned areas
- Advised Hall Government and support their programming efforts
- Served on numerous departmental meetings
- Counseled residents, staff, and parents on various issues & oversaw all administrative tasks in the hall

**GRADUATE EXPERIENCE**

**The University of Southern Mississippi**

Aug. 2001-Jul. 2002

*Graduate Assistantship*

Graduate Hall Director-McCarty Hall

*Practicum Experience*

Career Services

Office of Community Service Learning

**TEACHING EXPERIENCE**

**Arkansas Tech University**

CSP 1013 Principles of Collegiate Success

CSP 6013 Higher Ed. in Transition (Elective Course)

CSP 6143 Administration in CSP (Core Competency Course)

CSP 6883 Student Affairs Professional (Elective Course)

ECE 2991-2999 Practicum in Early Childhood Education

PS 3003 Special Problems

PS 3023 Professional Communications

PS 3143 Applied Professional Research  
PS 4003 Capstone Project  
PS 4951-4 Undergraduate Research  
PS 4993 Fundamentals of Professional Leadership  
TECH 1001 Orientation to University

**The University of Southern Mississippi**

UNV 101 University 101  
UNV 120 Leadership Seminar

**COMMITTEE INVOLVEMENT**

**University of Louisiana at Lafayette**

- General Education Committee (2018-Present)  
-Associate Deans Council (2018-Present)  
-Advising Council (2018-Present)  
-Student Success Task Force (2018-Present)  
-Campus Cupboard Committee (2018-Present)  
-Assessment Council (2018-Present)

Various Hiring Committees (2018-Present)

- Associate Director for Academic Success Center-Lead
- Associate Director for The Learning Center-Lead
- Academic Success Coach-Lead
- Associate Director for First-Year Seminar-Lead
- Coordinator of First-Year Student Programming-Lead
- Associate Director for First-Year Experience-Lead
- Dean of University Libraries
- Assistant Vice President for Institutional Effectiveness

**Arkansas Tech University**

-Cross Campus Admissions Committee (2016-2018)  
-Institutional Aid Committee (2016-2018)  
-HLC Persistence and Completion Committee (2015-2018)  
-New Student Orientation Committee (2014-2018)  
-Various hiring committees (2014-Present):

- Vice President for Student Services
- Associate Dean for Diversity and Inclusion
- Coordinator of Minority Relations (Lead)
- Director of Career Services (Lead)
- Educational Leadership Assistant Professor
- Library Director

-ATU Connection Committee (2014-2016)

-Faculty Senate (2013-2014)

- Served on Honor Code Subcommittee
- Served on Presidential Liaison Subcommittee

-New Faculty Orientation Committee (2013-2014)

-Professional Development Committee (2013-2014)

-Student Affairs Committee (2013-2014)

-Admissions, Academic Standards, & Student Honors Committee (2012-2014)

-Commencement Committee (2012-2014)

-Curriculum Committee (2012-2013)

**The University of Southern Mississippi**

-IHL State Wide Strategic Planning Team  
-I-Tech Advisory Council  
-I-Tech Customer Service Council

-I-Tech Standards Committee

-Priority Preview Orientation Planning Committee

-Multiplying Minorities Event Planning Committee

**STATE AND UNIVERSITY INVOLVEMENT**

**Leadership Tech**

Apr. 2016-Jan. 2018

*Arkansas Tech University*

- Selected as inaugural class member
- Attend and network at monthly meetings with other members from across the institution
- Develop my own personal leadership portfolio
- Learn more about the various divisions and areas of the institution

- Participate in a small group project to benefit the institution

**Bridge to Excellence Mentor**

Aug. 2009-10, 2012-2018

*Arkansas Tech University*

- Mentor 10-40 new freshmen students through their first semester of college □ Meet with each student 3 times per semester for a total of 18 student visits □ Visits include academic advisement, personal development, career planning, etc.

**Arkansas Institutional Research Organization (AIRO)**

*President Nov. 2009—Nov. 2010*

- Served as the voice of approximately 100 institutional researchers from institutions of higher learning across Arkansas to Arkansas Department of Higher Education
- Planned and executed quarterly organization meetings

*Vice President Oct. 2008-Nov. 2009*

- Elected leadership position within the association
- Coordinated annual meeting including registration, food and meeting space reservations, check-in
- Assisted in making decisions to for the betterment of institutional researchers at Arkansas public and private institutions

**Academic Advisor**

*The University of Southern Mississippi*

Aug. 2007-Jul. 2008

- Advised 9 undeclared majors through their first year of college
- Met with students at mid-semester for academic advising
- Counseled students on selecting a major

**Vice President for Admissions Counselors**

Apr. 2004-Jul. 2005

- Mississippi Association of Collegiate Registrars and Admissions Officers -(MACRAO)
- Elected leadership position within the association
- Coordinated college fairs for 350 Mississippi High Schools and 25 Community Colleges
- Supervised seven District Coordinators throughout Mississippi
- Organized and input logistical information for all high schools and community colleges
- Created, published and distributed annual listing of high school and community college contact information and college fair calendar
- Served as main contact for all guidance counselors in high schools and community colleges

**AWARDS RECEIVED**

ARBUG Diamond Award	Arkansas Blackboard Users Group	Apr. 2012
Hero of Katrina Award	The University of Southern Mississippi	May 2006
Graduate Student of the Year	Mississippi Assoc. of Housing Officers	Feb. 2002
Graduate Case Study Winner	Southeastern Assoc. of Housing Officers	Mar. 2002

**VOLUNTEER EXPERIENCE**

President	Junior Auxiliary of Russellville	May 2016-Present
Director of Religious Ed.	Assumption Catholic Church	November 2015-Present
Cookie Manager	Girls Scouts of America	October 2013-Present
First Vice President	Junior Auxiliary of Russellville	June 2015-May 2016
Chapter Secretary	Junior Auxiliary of Russellville	June 2013-May 2014
Finance Co-Chair	Junior Auxiliary of Russellville	June 2012-May 2013
Reader/Eucharistic Minister	St. Thomas Catholic Church	Jan. 2003-Jul. 2008
Secretary	Reese Creek Homeowners Assoc.	May 2007-Jul. 2008

Southern Miss Comcast Classic

Southern Miss-Student Affairs

Sept. 2003-Sept. 2006

### **PROFESSIONAL MEMBERSHIPS**

- National Association of Student Personnel Administrators, NASPA, 2002-2003; 2014-Present
- National Academic Advising Association, NACADA, 2013-2015
- American College Personnel Association, ACPA, 2012-2013
- Southern Association for Institutional Research, SAIR, 2008-2011
- Arkansas Institutional Research Organization, AIRO, 2008-2011
- Southern Association of College Student Affairs, SACSA, 2006-2011
- American Association of Collegiate Registrars and Admissions Officers, AACRAO, 2003-2008
- Mississippi Association of Collegiate Registrars and Admissions Officers, MACRAO, 2003-2008
- Southern Association of Housing Officers, SEAHO, 2001-2003
- Association of College and University Housing Officers-International, ACUHO-I, 2001-2003
- Gamma Beta Phi, Life

### **REVIEWS**

Conference Program Proposal Reviewer, National Academic Advising Association-NACADA (2019). Louisville, KY. Proposals reviewed March 15, 2019.

ATU College Student Personnel Comprehensive Exam Reviewer. (2009-2015). Russellville, AR.

Conference Program Proposal Reviewer, American Educational Research Association (AERA) Annual Meeting (2014). Washington, D.C. Proposals reviewed August 30, 2013.

Conference Program Proposal Reviewer, 32<sup>st</sup> Annual Conference on The First-Year Experience. (2013). Orlando, FL. Proposals Reviewed: October 31, 2012.

Book Reviewer, Ellis, D. (2012). *Becoming a Master Student 14e*. Boston: Wadsworth. March 1, 2012.

Conference Program Proposal Reviewer, 31<sup>st</sup> Annual Conference on The First-Year Experience. (2012). San Antonio, TX. Proposals Reviewed: Nov. 20, 2011.

### **PUBLICATIONS**

Giroir, B. & Schwehm, J. (2014). Implementing intrusive advising principles for adult learners in online programs. Retrieved from NACADA Clearinghouse Resource Web Site:

<http://www.nacada.ksu.edu/Resources/Clearinghouse/View-Articles/Implementing-Intrusive-Advising-Principlesfor-Adult-Learners-in-Online-Programs.aspx>

Giroir C. & Giroir E. (2010). Look out: Here come generation x...parents! *ACPA Transitions*, 5(3).

Giroir, C. & Giroir, E. (2010). Survivor meets the job search: Job searching tips in a tight economy. *NASPA Region IV-West Newsletter*, Summer edition.

Giroir, E. M. (2008). Motivated by money: Retention study of students who have academic scholarships versus those without academic scholarships and the effects of Emotional Intelligence (Doctoral dissertation, The University of Southern Mississippi). ProQuest Digital Dissertation database. (Publication No. AAT).



## **PRESENTATIONS**

Underwood, D. & Giroir, E. (2017). "Data analytics and student retention: Forecasting the future." Student Success Symposium, Conway, AR.

(Invited) Giroir, E. (2017). "A day in the life." Presentation for CSPA Graduate Student Organization, Arkansas Tech University, Russellville, AR.

Giroir, C. & Giroir, E. (2016). "Are you a rhino or a cow?" Partners for Student Success Conference, Hot Springs, AR.

Giroir, C. & Giroir, E. (2016). "Sunglasses, contacts, bifocals, and readers-Looking at parents through different lenses." NASPA Region IV W/E, St. Louis, MO.

Giroir, C. & Giroir, E. (2015). "The synergistic graduate assistant." NASPA Region IV West Regional Conference. Beaver Creek, CO.

Giroir, E. & Giroir, C. (2013). "Inspiring inclusion: Integrating student services for the online community." ACPA National Conference, Las Vegas, NV.

Schwehm, J & Giroir E. (2013). "The impact of the academic advising engagement model on involvement, academic self-efficacy, and perceived cohesion of online adult learners." AERC National Conference, St. Louis, MO.

Schwehm, J & Giroir, E. (2013). "Implementing intrusive advising principles for adult learners in online programs." NACADA National Conference, Salt Lake City, UT.

Giroir, C. & Giroir E. (2013) "Avoiding manic workdays: Transforming leadership skills in student affairs" NASPA Region IV-W Conference, Hot Springs, AR.

Giroir, E. M. (2012). "Did you enjoy your meal? Using assessment in orientation courses." Break-out session at The College Survival National Conference, Chicago, IL.

Giroir, E. M. (2010). "Creating your own hot mess: Hands-on approaches to student learning." Break-out session at Cengage Fall Energizer Conference, Albuquerque, NM.

(Invited) Giroir, E. M. (2009). "Put your big boy and girl pants on." Presentation for graduate students preparing for job searches, Arkansas Tech University, Russellville, AR.

(Invited) Giroir, E. M. (2006). "Listening skills." Presentation for Delta Gamma Sorority, The University of Southern Mississippi, Hattiesburg, MS.

Giroir, E. M. (2004). "Personality types." Spring Resident Assistant Training, The University of Southern Mississippi, Hattiesburg, MS.

Giroir, E. M. (2004). "A balanced diet does a leader good." Spring Resident Assistant Training, The University of Southern Mississippi, Hattiesburg, MS.

Giroir, E. M. (2003). "Stress management." Presentation for college residential housing professionals, Southeastern Association of Housing Officers, Baton Rouge, LA.

Giroir, E. M. (2003). "From a-z. it's as easy as 1-2-3." Presentation for college residential housing professionals, Southeastern Association of Housing Officers, Baton Rouge, LA.

Giroir, E. M. (2002). "Take the frustration out of programming." Presentation for residential housing resident assistants, Resident Assistant Advisory Board Conference, The University of Mississippi, Oxford, MS.

Giroir, E. M. (2002). "Snow White and the seven personalities." Presentation for residential housing resident assistants, Resident Assistant Advisory Board Conference, The University of Mississippi, Oxford, MS.

Giroir, E. M. (2002). "Supersize your leadership." Mississippi Association of Resident Hall Students Conference, Mississippi State University, Starkville, MS.

Giroir, E. M. (2002). "Keep your star shining brightly." Mississippi Association of Resident Hall Students Conference, Mississippi State University, Starkville, MS.