

# KELLY A. GRAY

---

12 Sycamore Knolls, South Hadley, MA 01075w413-835-1311(cell)wgray@umass.edu

## EDUCATION

---

### Doctorate of Education in Educational Policy and Leadership

*University of Massachusetts Amherst*

September 2014

*Amherst, MA*

Dissertation- Liberal Smarts: Using Constructivist Career Development to Restore Power to the Liberal Arts

### Masters of Education in Educational Policy and Research Administration

*University of Massachusetts Amherst*

May 2003

*Amherst, MA*

### Bachelor of Science in Health Administration

*Quinnipiac University*

May 2000

*Hamden, CT*

## PROFESSIONAL EXPERIENCE

---

### Associate Dean of Students for Student Life

*University of Massachusetts Amherst*

*August 2014 – Present*

*Amherst, MA*

- Oversee student life, student services, and case management for the Dean of Students Office. Supervise two full-time case managers, two 20-hour graduate student assistants, and functionally supervise the front-desk staff in regards to the student in-take process and the use of CARE and VOICE (CRM and Student Tracking Databases).
- Advocate for students in academic and personal crisis by assisting students in the development of an action plan to achieve student success and by helping students navigate campus resources and support services.
- Manage the University's Assessment and Case Team (ACT), which coordinates services and support for high-risk students. Responsible for the monitoring, tracking, and reporting of ACT students to ensure the ACT committee meets the standards of FERPA, HIPAA, Title IX, Clery Act, etc.
- Develop, implement, evaluate, and actively monitor the Dean of Students Office On-Call and Student Crisis Response protocols. Collaborate with Residential Life, University Police, and The Center for Counseling and Psychological Services to ensure efficient and effective response to all on-call situations.
- Participate in the University On-Call System as a Dean on Call, coordinating care and response with campus partners. Monitor on-call incidents to ensure proper protocol is followed, issue interim suspensions and campus restrictions to students who are an imminent risk to the community, call parents/guardians when necessary, and serve a liaison to local medical facilities. Communicate sensitive and high-priority situations directly to the Vice Chancellor of Student Affairs and other campus stakeholders.
- Direct, implement, and evaluate student services policies, processes, and procedures including the undergraduate short-term loan and collections program, in-state residency classification, and the University Withdrawal process.
- Chair the Student Services Committee, which includes representatives from various offices within Student Affairs and Administrative Affairs. Provide direction and structure in the coordination of services and the sharing of information to provide better customer service to students.
- Direct, manage, and supervise the University Helpline, a student-operated phone bank that provides customer service for university students and their families during the summer. Calls include overflow from the Bursar's Office and Financial Aid, as well as direct calls from students seeking assistance as they transition to the University. In Summer 2014, initiated a new program to make calls out to all new first-generation students to welcome them to UMass Amherst and to go over any "holds" they may have on their accounts prior to the start of the semester.
- Serve as a University Conduct Officer as needed, assisting the Dean of Students Conduct Team with Conduct Agreement meetings, sanction hearing, and follow-up meetings to monitor the progress of educational sanctions. Responsible for making decisions that include University suspension and expulsion.
- Coordinate and implement the Dean of Students Assessment plan, which includes participation in the Division of Student Affairs and Campus Life Five-Year Program Review.

## PROFESSIONAL EXPERIENCE CONTINUED

---

### Assistant Dean of Students

August 2012 – July 2014

University of Massachusetts Amherst

Amherst, MA

- Advocated for students in academic and personal crisis by working to connect students to University resources (i.e. Center for Women and Community, University Police, Academic Deans/Advisors, University Health Services, Center for Counseling and Psychological Health, Residential Life and Student Services, etc.).
- Upheld the University of Massachusetts Amherst Code of Conduct by facilitating conduct agreement meetings and sanction hearings, making decisions that included Housing Removal, University Suspensions, and Expulsions.
- Supervised the Coordinator of Veteran Services and collaborate with stakeholders to create and implement a strategic plan for veteran and active military student support. This includes oversight of a Veterans Services Center, which provides resources and certifies students receiving educational benefits from the Department of Veterans Affairs.
- Serve as the University Residency Officer, reviewing and making decisions regarding eligibility for in-state tuition for currently enrolled students.
- Coordinate, implement, and track the short-term emergency loan program, which is available to undergraduate students at the University.
- Managed the University In-Semester Withdrawal process for the Dean of Students Office. Responsibilities included meeting with students and families, coordinating with University Health Services and Academic Deans, serving as final signature for withdrawals, and tracking withdrawal paperwork and semester statistics.

### Undergraduate Success Coordinator

January 2010 – July 2012

University of Massachusetts Amherst

Amherst, MA

- Developed a strategic plan for student success within the College of Humanities and Fine Arts (CHFA) that includes on-going assessment, evaluation, and the creation and implementation of newly designed events and initiatives.
- Initiated yearly exiting senior focus groups to obtain a comprehensive understanding of the CHFA student experience, which included 19 academic majors/minors and approximately 3,000 students.
- Exhibited knowledge of quantitative assessment by designing web-based and paper/pencil surveys, analyzing data using SPSS/PASW software, and presenting findings to key stakeholders in various oral and written formats.
- Expanded the reach of the CHFA Advising Center by establishing new and creative methods of communication, such as, the CHFA Facebook Page, The Scribe: The CHFA Advising Center Newsletter, and Tales of a Transfer Student: The CHFA Transfer Student Blog. Hired, trained, and supervised three undergraduate students in order to ensure student voice and perspective in these projects.
- Hired, trained, and supervised summer graduate students in their practicum experience. Directed them on research projects, report writing, the development of new programs, and the designing of program evaluation plans.
- Managed a student success budget of \$50,000. Ensured that funds were spent in accordance of the goals outlined in the student success strategic plan, as well as university and state policies.

### First Year Experience Specialist

June 2006-January 2010

University of Massachusetts Amherst

Amherst, MA

- Collaborated with academic partners for various living and learning communities including honors, major specific, undeclared, and general education Residential Academic Programs (RAPs).
- Developed and coordinated academic success services offered in the residence halls for over 1,500 first-year students.
- Supervised, trained, and evaluated two graduate student assistants and indirectly supervised twenty-one peer mentors.
- Executed quantitative and qualitative evaluation of the Residential First Year Experience Program.
- Designed and presented RFYE Fall/Spring Open Houses and NSO sessions for audiences of up to 1,000.

## PROFESSIONAL EXPERIENCE CONTINUED

---

### Residence Hall Coordinator

San Diego State University

July 2003-May 2005

San Diego, CA

- Directed the operation of two co-educational residence halls housing approximately 400 students, 1 graduate staff member, and approximately 20 undergraduate student staff members.
- Managed a 24-hour security desk and resource office.
- Served in an on-call duty rotation and responded to policy violations, crisis situations, and evening and weekend maintenance issues for a residential population of 7,000 students.
- Enforced university policies and conducted educational disciplinary hearings with residential students.

### Resident Director

Franklin Pierce College

August 2000-June 2001

Rindge, NH

- Managed the overall operation of a co-educational residence hall of 180 first-year students.
- Directly supervised and evaluated a staff of seven resident assistants.
- Participated in a campus duty rotation, enforced policy, acted as the on-site supervisor for campus security officers, and responded to crisis situations for a student population of 1,700.

## TEACHING EXPERIENCE

---

Higher Education Practicum Course, UMass Amherst, Instructor	Fall 2013, 2014, & 2015
On the Road to Success: Enhancing the Professional You, UMass Amherst, Instructor	Spring 2011 to Fall 2013
Principles and Practices of Student Affairs, UMass Amherst, Teaching Assistant	Fall 2009
O.A.S.I.S., UMass Amherst, Instructor	Fall 2006, 2007, & 2008
College Student Personnel, SDSU, Co-Instructor	Fall 2003, 2004, & 2005
University Seminar, SDSU, Instructor	Fall 2003 & 2004

## Highlighted University Committees

---

Assessment and Care Team, Chair	Fall 2014 – Present
Student Services Committee, Chair	Fall 2012 – Present
Student Affairs Assessment Council, Member	Spring 2013 - Present
Sophomore Experience Taskforce, Member (Chair of the Welcome Back Event)	Spring 2011 –Fall 2012

## PEER-REVIEWED CONFERENCE PRESENTATIONS

---

- Gray, K.A., McLellen, K., & Vargas, A. (2012, September). *Organized Chaos: Using Logic Models to Design Student Success Programming*. Presented at the Student Success Conference at the University of Massachusetts Amherst.
- Gray, K.A. & Nagi, K.A. (2011, September). *Understanding the Transitional Needs of Transfer Students*. Presented at the Student Success Conference at the University of Massachusetts Amherst.
- Gray, K.A. (2011, February). *SurveyMonkey: Friend or Foe?* Presented at NACADA Region 1, Burlington, VT.
- Barnes, B.J., Williams, E.A., and Gray, K.A. (2008, March). *Traits of Millennial Students: Meaningful or Misleading?* Paper presented at the American Education Research Association Annual Meeting, New York, NY.
- Gray, K.A. & Farrell, J. (2007, November). *Transition Times Two: Preparing First-Year Students for the Sophomore Year*. Presented at the National Resource Center for the First Year Experience, The 14<sup>th</sup> National Conference for Students in Transition, Cincinnati, OH

## HONORS AND AWARDS

---

REDI Go Team Award, Division of Student Affairs and Campus Life, UMass Amherst	2013-2014
Honorary Member of the Golden Key National Honors Society, UMass Amherst	2012-2013
Outstanding Staff, Mortar Board (Student Nominated), SDSU	2005-2006
Exceptional New Professional for the Division of Student Affairs, SDSU	2003-2004
Honorary Advisor of the National Residence Hall Honorary, UMass Amherst	2002-2003