

Gregory Bailey

Professional Experience

Director of Undergraduate Programs, November 2016-Present

Interim Assistant Dean for Undergraduate Programs, September 2017-January 2018

American University's Kogod School of Business, Washington, DC

- Supervised a staff of two Assistant Directors, two Academic Advisors, and a Senior Administrative Assistant who served an undergraduate population of roughly 1200 students
- Ensured Undergraduate Programs functioned smoothly by maintaining adequate coverage, updating processes when necessary, incorporating technology, and eliminating redundancies to maintain an average 94% student satisfaction rate
- Led the entire undergraduate student lifecycle, from recruitment, orientation, advising, retention, through graduation—including probation and dismissals
- Oversaw the budget for the Office of Undergraduate Programs
- Advised students when issues were escalated by an Academic Advisor
- Advocated for Kogod's interests to high-level figures, including Vice Provosts, the Registrar, Associate Deans, and Deans
- Reviewed academic policy, proposed changes when necessary, and implemented changes
- Recruited both internal students and external students through various events, workshops, and preview days
- Assisted faculty with course proposals for the new AU Core general education program and finalized integral aspects of the new curriculum implementation
- Managed course enrollment to ensure offerings met the needs of both students and the faculty
- Implemented an electronic waiting system which reduced congestion in the lobby and improved the student experience
- Developed and delivered the IAP Success Summit, an onboarding workshop for this population of international students entering through a partnership program provided by Shorelight Education
- Conducted an annual transcript review of all undergraduate business students to ensure satisfactory academic progress, compliance with regulations, and eligibility for degrees to be awarded
- Worked with students in the Bachelor-Master program, which allows credits to be shared between their undergraduate and graduate degrees

Associate Director of Undergraduate Programs, July 2014-October 2016

American University's Kogod School of Business, Washington, DC

- Served as the lead academic advisor for undergraduate programs
- Represented the interests of Undergraduate Programs and our students at the monthly Advising Leads Meeting
- Conducted new student orientation sessions for both parents and students
- Oversaw retention initiatives, including identifying and meeting with at-risk students, collaborating with other Retention Leads across campus, and running regular retention reports

- Coached students from special populations, such as academic probation, international dual degree programs, and learning services programs
- Certified eligibility for over 70 student athletes under both AU and NCAA regulations
- Developed and delivered the Options and Values presentation in conjunction with the Kogod Center for Career Development

Academic Advisor, November 2011-June 2014

American University's Kogod School of Business, Washington, DC

- Managed a caseload of approximately 300 students
- Advised students in five separate majors offered by the Kogod School of Business
- Diffused tense situations involving both parents and students in a calm and productive manner
- Implemented the online graduation clearance form, which removed barriers for students for students to register for their final semester
- Worked with students via phone, Skype, email, and in person to discuss academic and personal issues
- Navigated transfer students through the entire transfer process, from acceptance to registration
- Ensured students are maintaining academic progress by monitoring and updating Degree Audit Reports
- Streamlined advising processes by creating an orientation make-up quiz, which increased advisor productivity while still providing students with the valuable information they need
- Collaborated with various Kogod departments, such as the KCCD, K-LAB, Marketing, and Admissions to achieve both advising related goals as well as supporting the overall Kogod mission and vision
- Communicated regularly with cross-campus partners, such as the Registrar's Office, Honors Program, Transfer Articulation Team, Admissions, ASAC, Athletics, ISSS, and other advising units for clarification on various policies and to ensure students have access to necessary resources

Graduate Counselor, August 2009-December 2010

University of Illinois at Urbana-Champaign Office of Minority Student Affairs, Champaign, IL

- Conducted meetings with students to discuss academic, financial, and personal issues
- Worked with underrepresented students to ensure their specific needs were met
- Referred students to a variety of campus resources
- Mentored students throughout their first year of college
- Maintained electronic and hard-copy files of each student

Admissions Advisor, July 2008-April 2009

Harrington College of Design, Chicago, IL

- Recruited prospective students and assisted with admissions decisions
- Led guided tours of the school for prospective students and their families
- Conducted candidate interviews in person, over the phone, and via the internet
- Collaborated with campus departments to accomplish goals and meet student needs
- Responsible for maintaining student files throughout the admission process

Education

Master of Education, Human Resource Education, December 2010
University of Illinois at Urbana-Champaign

Bachelor of Arts, Speech Communication, May 2007
University of Illinois at Urbana-Champaign

Conference Presentations

Adding Up the Pieces of your Education, December 2015
District of Columbia College Personnel Association

- This presentation provided an overview on how to coach students through the variety of options they have including double majors, dual degrees, five-year programs, graduate programs, and employment

The Team Advising Model, December 2014
District of Columbia College Personnel Association

- This presentation covered our unique team advising model, how it works, its benefits, and how to implement it at another institution

Awards

Excellence in Advising Award for Collaboration, May 2018
American University

- The Excellence in Advising Award for Collaboration is awarded to an advisor or team of advisors who have demonstrated collaboration across units to break down silos

Advisor of the Year Award, March 2015
American University

- The Advisor of the Year Award is awarded to one undergraduate advisor who has demonstrated outstanding advising. Nominations come from students, faculty, and staff

University Customer Focus Award, May 2013
American University

- The University Customer Focus Award is awarded to staff who have demonstrated outstanding customer service

Skills

Computer: Word, Excel, PowerPoint, Ellucian Colleague, MicroStrategy BI, I-Support, social media, and a variety of CRM software