

# ALBERTA PHILLIPS BAXTER, M.B.A., Ed.D.

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## Career Profile

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Extensive background in higher education academic advising, technical programs, classroom instruction, student services, and career exploration. Mentor and advise students to ensure that they follow degree plans and achieve graduation within established timeframe. Support all areas of higher education and university programs and resources by collaborating with cross-functional teams to promote recruitment and various educational activities. Proficient in student development, budget oversight, and interacting with diverse student populations and promoting an appreciation for diversity and inclusion.

## Education and Certifications

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### **Ed.D., Educational Leadership with specialization in Curriculum and Instruction, 2015**

University of Phoenix | Phoenix, AZ | DISSERTATION: Understanding the Lived Experiences of Developmental Community College Students in Arkansas: A Phenomenological Study

### **Master of Business Administration, Business Administration, 2005, and B.S., Business Administration, 2002**

Arkansas State University | Jonesboro, AR

### **Certified Professional Résumé Writer, 2018 | Professional Association of Résumé Writers & Career Coaches**

## Professional Experience

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Arkansas State University, Jonesboro, AR

9/2018 – Present

### **Advisor/Instructor**

Lead academic advising and support services for the General and Interdisciplinary Studies degree programs. Identify campus resources to help students reach outlined education and career goals and resolve potential challenges.

- Managed Associate of General Studies (AGS) completion initiative by reviewing 2018-2019 student data to identify those qualified for an AGS degree.
- Advise undecided students and those experiencing extensive academic challenges in developing a flexible degree plan.
- Collaborate with departmental team to develop new curriculum for Seminar in Professional Development course.

University of Arkansas, Fayetteville, AR

2/2015 – 8/2018

### **Arkansas Promise Program Specialist/Case Manager**

Developed services, trainings, and goals in collaboration with the Project Management Team. Managed resource assistance services for families with disabled youth in St. Francis County. Created and implemented career and education plans for participants based on occupational preferences. Collaborated with learning institutions, workforce partners, and community agencies to provide educational and employment resources to students. Facilitated monthly educational trainings to increase participants' understanding of various personal and professional topics

- Served as PROMISE liaison to collaborate with school district, workforce services, and partner agency representatives.
- Developed and facilitated an Interviewing Tips workshops to staff during May 2018 Professional Development.
- Awarded Outstanding PROMISE Team Member during May 2018 Professional Development Awards Banquet.

ASU Mid-South (Mid-South Community College), West Memphis, AR

7/2014 – 1/2015

### **Career Coach, 7/2014 – 1/2015**

Coordinated career exploration and educational events for secondary students. Served as liaison between college and school districts. Conducted pre-registration sessions to recruit and enroll students into high school and concurrent enrollment courses. Developed and implemented extensive career exploration activities for freshmen seminar students. Facilitated ACT preparation, financial aid, college admissions, and career workshops.

### **Coordinator of Workforce Education, 1/2013 – 6/2014**

Oversaw daily operations for 10 adult and concurrent technical education and workforce programs. Managed and observed classroom activities and instructor facilitation. Developed and scheduled technical education courses. Reviewed and approved class schedules and curriculum documents developed by Technical Center faculty. Presented reports during advisory council meetings. Provided education and career advisement to Trade Adjustment Assistance Community College and Career Training (TAACCT) grant participants.

- Developed relationships, built rapport, and networked with business and industry professionals to collaborate on educational initiatives and coordinate internship opportunities for technical students.
- Assisted in the facilitation of Business and Industry Board meetings.

## Continued

- Supported and assisted in the planning, development, and implementation of PLA (prior learning assessment) initiatives.
- Collaborated with the Self-Study Coordinator to prepare technical staff for accreditation review.
- Facilitated orientations, campus tours, and special events to recruit students for technical programs.

East Arkansas Community College, Forrest City, AR

1/2006 – 1/2013 and 1/2015 – 2/2015

### **Career Pathways Counselor/Advisor, 1/2015 – 2/2015**

Led daily academic advising sessions with an average of 15 students. Evaluated requests for childcare and completed requisitions to ensure payment for approved applicants. Developed career plans to align with students' academic goals. Facilitated orientations for incoming students. Assisted students with completing the enrollment process for services.

East Arkansas Community College, Forrest City, AR

### **Assistant Director of Enrollment Management, 4/2011– 1/2013**

Managed student enrollment and supervised staff in collaboration with the Director of Enrollment Management. Maintained student records ensuring that they were securely stored for further analysis in the application approval process. Supported recruitment and retention strategies. Coordinated all aspects of annual graduation events. Provided academic advising and support services to students.

- Supervised and approved an average of 20 transcript requests daily.
- Evaluated 200+ transcripts and degree plans to ensure students' eligibility for graduation.
- Facilitated Enrollment Management meetings for cross-functional departmental team.

### **Career Coach Coordinator, 1/2010 – 4/2011**

Developed and implemented career and education activities for secondary students across five school districts. Led career guidance workshops to prepare students for early college programs, advanced placement, concurrent enrollment programs, high school graduation, post-secondary education, and workforce training.

### **ADSTEP Recruiter/Advisor, 10/2007 – 1/2010**

Recruited students, especially those from traditionally underrepresented and minority populations to Science, Technology, Engineering, and Math (STEM) education and careers. Facilitated an Action Team consisting of senior college management representatives and secondary school administrators, faculty, and staff to identify students interested in STEM education and careers. Developed recruitment brochures and pamphlets for each of the five concurrent and technical programs. Presented *The Power of Partnership* ADSTEP model during the 2010 annual Higher Learning Commission conference in Chicago, IL.

### **Coordinator of Literacy for Cross, St. Francis, and Lee Counties, 7/2006 – 10/2007**

Coordinated all program activities and TABE testing to ensure the daily delivery of services for enhancing the literacy skills and English language reading and speaking abilities for 50+ program participants. Recruited, trained, supervised, and supported tutors with lesson plans, tutoring, and training goals. Developed and implemented educational and ESL curriculum to enhance students' reading and comprehension and literacy skills. Facilitated literacy board meetings.

## Academic Experience

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Arkansas State University

9/2018 – Present

**Online Faculty Member:** Deliver online instruction to students enrolled in General and Interdisciplinary Studies degree programs. Develop curriculum for core departmental courses, specifically Seminar in Professional Development.

University of Phoenix

10/2010 – 5/2013

**Online Faculty Member:** Taught Foundations of Personal Finance, Critical Thinking, and Skills for Learning in an Information Age.

East Arkansas Community College, Forrest City, AR

7/2006 – 5/2011

**Adjunct Faculty/Business Instructor:** Facilitated technology and business courses to provide students with a comprehensive understanding of business, management, leadership, ethics, communication, and work processes.

## Community Service

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Grant Consultant, Boys & Girls Club of St. Francis County, 2007 | Leadership Crittenden County, 2013

## Professional Organization

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Member, Professional Association of Résumé Writers & Career Coaches, 2017 - Present