

Delores Williams

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Teaching Philosophy

As an instructor in Higher Education, I am an agent for student success demonstrated by utilizing multiple teaching methodologies to provide every student with the opportunity to learn in a favorable manner with a focus on the development of critical thinking and problem-solving skills. I promote a global learning environment by requiring students to view and discuss world media sources utilizing topics that support the course objectives. I believe that writing in cohesion with verbal communication are proven marketable assets that set students apart in the work environment thus I incorporate opportunities to complete professional writing assignments. Technological advances are occurring at astronomical rates thus I also believe in allowing and teaching creative, technological presentation styles to promote marketplace competitiveness. I utilize all the aforementioned to collaboratively promote student success.

Teaching Experience

Adjunct Instructor

University College
North Carolina Central University, Durham, NC
June 2017-Present
Courses taught: First Year Seminar

Adjunct Instructor

Sociology
North Carolina Central University, Durham, NC
August 2019 -Present
Courses taught: Social Problems and Principles of Sociology

Education

North Carolina Central University: Durham, North Carolina
Masters of Arts: Sociology- Summa Cum Laude, May 2014

North Carolina Central University: Durham, North Carolina
Bachelor of Arts: Sociology, Summa Cum Laude, December 2010

ECPI University: Raleigh, North Carolina
Certificate: Medical Computer Systems, October 2000

Highlights of Qualifications

- 10 plus years of higher education experience with skills in course instruction, transfer evaluation, academic advisement, student programming, academic appeals, business and auxiliary services, community outreach and partnerships

- 10 years of experience speaking with large and small groups through orientation, workshops, classroom instruction and webinars
- 10 years of instruction experience at the collegiate level (First Year Experience and Sociology-General Education)
- 6 years of experience developing and executing student transition, retention and student programming
- Excellent experience in supervising academic advising staff efficiently
- Collaborated with Academic Departments regarding curriculum updates, scheduling, student concerns and needs to maintain education standards and policies
- Profound knowledge of developing and implementing instructional curriculum
- Proficient to design and implement short- and long-term strategic planning guidelines and title III reporting

Work Experience

Coordinator of Transfer Services

North Carolina Central University, Durham, NC

February 2023-present

- Plan and participate with high profile recruitment activities, programs and events.
- Monitor the application process for Transfer Students
- Provide leadership for developing communication strategies and marketing the University to diverse groups of prospective students, parents and educators.
- Reporting on the University Strategic Plan and Title III Funding for Undergraduate Admissions, Scholarship and Student Aid, Transfer Services and New Student and Family Programs

Senior Academic Advisor

North Carolina Central University, Durham, NC

February 2019-January 2023

- Provide hiring, leadership, support and supervision for the Academic Advising staff within University College
- Provided documentation and strategic plans for department strategic plan.
- Advise a caseload ranging from 150-250 students while maintaining 85% or higher retention
- Meet and exceed student retention measures (85% or higher) each semester above the national average
- Attend department meetings, serve on committees, and assist with program development
- Serve as the Chair for University College Academic Appeals Committee reviewing documents for readmission or appeal of academic suspension or dismissal
- Chair Academic Advisor search committees to secure placement for job openings successfully hiring seven new advisors, and serve on search committees for other campus partner openings with student affairs and enrollment management
- Train and mentor incoming Academic Advisors in University College
- Provide Academic Advisor training for new hires as well as technical training on Banner, Navigate, BDM, DegreeWorks and Qualtrics, when applicable

- Assist freshman, sophomore and transfer students with course selections, curriculum guidelines and academic policies that aid in the successful orientation, registration each semester and successful transition from University College at 52 credit hours to be on track for graduation
- Supervise and direct University College programming including student orientation registration, study hall, Open House, Majors Fairs, group advising and other programs with campus partners
- Implemented strategies and procedures during the transition of my unit to remote working at the onset and throughout the pandemic
- Assisted with remote working checklist of essential digital items and equipment needed. Developed daily and weekly log for assessment of work at meeting the needs of the students
- Provided training for web-based meetings. Created check in survey for students to garner student participation and access
- Manage data set for orientation, assigned incoming students to academic advisor for registration

Academic Advisor

North Carolina Central University, Durham, NC

February 2016-February 2019

- Assist freshman, sophomore and transfer students with course selections, curriculum guidelines and academic policies that aid in the successful transition from University College at 52 credit hours to be on track for graduation
- Actively participate and lead in University College programming including student orientation preparation, advising and registration, Open House, Majors Fairs and group advising sessions
- Provided thorough documentation and follow-up with all students with special attention to at-risk students to track progression
- Liaison to academic departments so update on any changes

Adjunct Freshman Seminar Instructor

North Carolina Central University, Durham, NC

August 2017-Present

- Provide instruction, assessments and grading for freshman seminar courses to college freshman, transfer students and early college high school students
- Instruct within the guidelines of the syllabus provided to ensure that students receive the tips and tools for academic success and retention
- Provide access to the resources available to assist them with academic matriculation
- Develop unique lesson plans and assessments for student engagement to support learning
- Grade assignments with integrity and according to the guidelines of the department
- Track and record attendance

UNIV 1100: First Year Seminar

UNIV 1101: First Year Seminar Early College High School 9th Grade

Adjunct Sociology Instructor

North Carolina Central University, Durham, NC

August 2019-Present

- Provide instruction, assessment, curriculum planning, and grading for sociology courses face to face and online as part of the General Education curriculum
- Manage the classroom experience and students face to face and online
- Responsible for interpreting the syllabus and ensuring that students are learning according to the objectives provided
- Utilize multiple methods of instruction (web-base, lectures, practical activity, videos, research projects) to encompass all learning styles
- Create methods to assess skills and learning
- Grade assignments with integrity and according to the guidelines of the department
- Track and record attendance

SOCI 2100: Principles of Sociology

SOCI 2300: Social Problems

Office Clerk

North Carolina Central University, Durham, NC

August 2015-February 2016

- Assisted students, faculty, and staff with obtaining identification cards by taking photos and entering vital information into CS Gold. Assist students, faculty, and staff with meal plan selection and taking payments for meal plans, student auxiliary accounts and in office purchases using Micros
- Answer multiline phone system to assist and direct callers as necessary and operate office equipment (printer, fax, and camera) as needed

Admissions Coordinator-End-Zone Initiative Behavior and Social Sciences Degree

North Carolina Central University, Durham, NC

June 2015-07/2015 (30-day contract)

- Initiated the coordination of contacting 4,730 former students to garner their interest in completing their degrees and compelling them to reapply to the university
- Supervised a team of twelve: academic advisors, transcript evaluators and graduate assistants
- Collaborated in the building of a degree audit and supervised the evaluation of approximately 1,000 transcripts
- Collaborated with the university's public relations department to design a web page and promotional information
- Developed a creative name for the initiative (End-Zone initiative) for the Behavior and Social Sciences Degree
- Secured \$1500 in funding for the open house to promote the initiative

Field Representative

U.S. Census Bureau, Durham, NC

August 2013-March 2015

- Interviewed respondents to collect survey or census data as required for the American Community Survey

- Collected data by reading survey materials as worded, entered the data using computer assisted equipment and conducted door-to-door surveys
- Explained the purpose of the survey, confidentiality, and the importance of accurate responses
- Maintained personal payroll records that reflect hours worked, miles driven and reimbursements

Customer Service Representative

North Carolina Central University, Durham, NC

April 2009-Present (seasonal)

- Provide excellent customer service by scanning tickets, directing patrons and/or answering customer phone calls
- Solicit the sale of new or additional services or products and resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills
- Confer with customers by telephone or in person in order to provide information about products and services, take orders or cancel accounts, and obtain details of complaints
- Collect and account for cash, money orders, checks and credit cards

Certified Nursing Assistant

Croasdaile Retirement Village, Durham, NC

August 2005-April 2007 and March 2009-February 2010 (PRN)

- Provided care to patients with dementia in a skilled nursing facility
- Assisted with personal hygiene, feeding and social activity
- Collected vital signs and specimens
- Documented patient activity every two hours

Senior Claims Analyst

Cigna Healthcare, Raleigh, NC

October 2000-November 2008

- Examined claims investigated by insurance adjusters and further investigated questionable claims to determine whether to authorize payments
- Maintained claim files, such as records of settled claims and an inventory of claims requiring detailed analysis
- Prepared reports to be submitted to company's data processing department
- Processed claims within designated authority level
- Verified and analyzed data used in settling claims to ensure that claims are valid and that settlements are made according to company practices and procedures
- Worked remotely from home from 2001-2008
- Provided instructional training for new hires on claims adjustment

Certified Correctional Officer

Polk Youth Institution, Butner, NC

January 1998-October 2000

- Ensured the care, custody and control of inmates in accordance with Department policies and procedures
- Observed assigned areas and inmate activity in person and on closed-circuit monitors
- Identified inmates who have behavioral, medical or other problems so that appropriate safety and security measures may be taken
- Performed general security duties to prevent escape, disorder, rule infractions and harm to inmates, visitors and staff
- Completed search of inmates, visitors, cells and other areas for weapons and contraband
- Maintained and recorded inmate counts, cell assignments and other pertinent information was a vital component of my duties

Academic Committees

- Fostering Undergraduate Student Success Committee-Chair, North Carolina Central University (previous appointment) assisted to create new University Academic Standing Policy
- Eagle Promise Student Success Committee, North Carolina Central University (previous appointment) collaborated with campus partners to discuss improvement of student success
- Summer Orientation Planning Committee, North Carolina Central University (previous appointment) collaborated with campus partners to streamline summer orientation practices
- University College Academic Appeals Committee-Chair, North Carolina Central University (current) chair committee of 5 persons to review and decide on students return from readmission or continuing students who are not meeting academic standards

Statistical Methods Used

* SAS

* SPSS

Coursework

* The Study of Society
 * Racial and Cultural Relations
 * Advanced Statistics
 * The Teaching of Sociology
 * Issues in Sociological Gerontology
 * Crisis, Trauma and Grief

* Survey Research
 * Advanced Statistics
 * Sociological Theory
 * Technology of Data Collection and Analysis
 * Human Ecology
 * Child and Family Studies

Publications

The Socially Constructed Status of Black Women in America: A Critical Analysis Based on Major Works by Black American Sociologists. North Carolina Central University Archives. 2014. Chair: Dr. Robert Wortham

The study examined the social construction of Black women in America by analyzing and comparing major sociological works of both male and female African American sociologists utilizing the works of W.E.B. Du Bois, Ida B. Wells, E. Franklin Frazier, Joyce A. Ladner, Andrew Billingsley, and Delores Aldridge.

Graduate Assistantship

North Carolina Central University Sociology Department, Graduate Teacher Assistant, 2012-2014
As a Graduate Assistant in the Department of Sociology, I was a Teacher Assistant for Professors teaching SOCI 2000 (Society and Human Behavior) and SOCI 2100 (Principles of Sociology). Duties included creating and presenting class lectures, preparing and grading tests and assignments, uploading materials on Blackboard, assisting with lecture preparation, and providing students with assistance with statistical lab assignments.

Research Projects

“Du Bois and the Often-Forgotten Negro Woman.” (2012)

For many American Sociologists since the introduction of the discipline of Sociology in America the study of Black women has been menial. Du Bois however included the study of Black women in several of his works. This research paper served to present evidence of the formation of the Black woman’s identity in America.

“Childhood Sexual Abuse as it relates to Adolescent Pregnancy.” (2010)

This research project was a study conducted using historical information, a focus group interview and current reported data to determine if there is a correlation between sexually abused children and adolescent pregnancy.

Community Service

Grace Church of Durham Holiday Feed the Homeless and Cover Me Project: Durham, North Carolina 2012-present

I orchestrate the feeding (in a five-star table service fashion) of approximately 100-150 homeless individuals during the Thanksgiving and Christmas holidays providing meals, care packages, coats and blankets to those in the city of Durham.

Durham County Adolescent Pregnancy Prevention, Durham, North Carolina -2009-2010

I mentored teen girls who were pregnant or had children providing education on parenting skills, nutrition, and community resources.

John Avery Boys and Girls Club: Durham, NC 2008-2009

I assisted with after school supervision and tutoring of youth at the Boys and Girls Club.

Professional Affiliations

Pi Gamma Mu International Honor Society 2010

Alpha Kappa Delta International Sociology Honor Society (AKD) 2009-2014 (President 10, 11-14 school years)

American Sociological Association (ASA)

Association of Black Sociology (ABS)

Golden Key International Honor Society

North Carolina Sociological Association

Phi Eta Sigma Honor Society 2008

Awards and Scholarships

Sociology Graduate Assistant (2012-2014 assistantship)
Sociology Excellence Award for Academic Achievement
Highest GPA in Sociology Junior and Senior years

Computer/Specialized Skills

Microsoft Office (Excel, Word, PowerPoint, Outlook, Access), Google (Docs, Sheets, Slides, Forms and Classroom), Windows, Group Wise, QuickBooks, 10-Key, Medic, Cigna, ASIST, Blackboard, Banner 9, Banner SSB, CS Gold, ID Works, SPSS, SAS, Sage Peachtree, Membership Plus, MICROS, WebEx, Skype, Zoom, Navigate, BDM, EAB, Degree Works, People Admin, Qualtrics, NextGen, TES, Canvas