

## Rachel E. Smith

### Summary of Skills and Experience

As a higher education professional, I have experience writing the 10-Year Compliance Certification Report for the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC). I have partnered with academic units to produce reports for various specialized accrediting organizations and to ensure consistency across institutional documents submitted to external stakeholders. I also serve as a consultant for SACSCOC institutions completing their Fifth-Year Reports. These experiences have required me to collaborate with faculty and administrators to improve policies and procedures, communicate new standards and requirements, develop processes, and solve problems—thus ensuring the production of quality programs and services for all institutional constituents. Additionally, I have overseen the assessment of student learning outcomes and goals/objectives for academic programs, academic departments, and non-academic departments at all levels.

### Core Competencies

I am proficient in qualitative and quantitative data analysis, writing and editing institutional and specialized accreditation reports, and synthesizing data and research. I have used SPSS, Qualtrics, Discoverer, Cognos, and accreditation content management systems, such as Weave and Taskstream/Planning & Self Study by Watermark.

### Education

**William & Mary:** Ph.D. in Educational Policy, Planning and Leadership, Fall 2020 to present

**Regent University:** Master of Theological Studies

**William & Mary:** B.A. in Linguistics and Sociology

### Professional Experience

#### **Institutional and Specialized Accreditation Consultant, Summer 2021 to present**

I partnered with Christopher Newport University (SACSCOC Fifth-Year Report, Quality Enhancement Plan (QEP) Impact Report), Regent University (various specialized accreditation reports), and William & Mary (SACSCOC Fifth-Year Report, QEP Impact Report) to ensure compliance with accreditation standards, and to edit and format documents.

#### **Regent University**

*Assistant Director of Assessment and Compliance, Office of Institutional Analytics, July 2017 to August 2020*

- Partnered with Director of Assessment and Compliance to lead the 2019 SACSCOC Reaffirmation, which included serving as a primary writer and editor for the Compliance Certification Report and QEP Report, and coordinating the Site Visit
- Reviewed and edited specialized accreditation documents, to include Network of Schools of Public Policy, Affairs, and Administration (NASPAA); The Council for Accreditation of Counseling & Related Educational Programs (CACREP); Commission on Collegiate Nursing Education (CCNE); The Association of Theological Schools (ATS); and American Bar Association (ABA)
- Developed processes and forms for institutional assessment of SLOs for academic programs (all levels) and goals/objectives for academic and non-academic departments
- Trained faculty and staff in assessment software (Weave) and assessment practices
- Distributed, analyzed, and prepared report for annual Graduate Exit Survey

- Analyzed student outcomes data for website publication using institutional data analysis software (Discoverer, Cognos)
- Created student outcomes webpage

*Doctoral Programs Manager, School of Divinity, January 2016 to June 2017*

- Aided doctoral students from matriculation to graduation, to include academic advising, registration, processing of academic petitions, and processing final copies of dissertations
- Planned, organized, and implemented semesterly, two-week Ph.D. residency

*Master's Program Manager, School of Divinity, August 2015 to January 2016*

- Aided master's degree students from matriculation to graduation, to include academic advising, registration, processing of academic petitions
- Created course schedules for School of Divinity degree programs for submission to Registrar
- Processed data for ATS reports: Graduating Student Questionnaire and Annual ATS Report

*Academic Advisor, School of Divinity, August 2014 to August 2015*

- Assisted approximately 330 graduate students in Master of Arts in Practical Theology, Master of Divinity, Master of Theological Studies, Ph.D. in Renewal Studies, and various non-degree programs with registration, degree planning, academic petitions, transfer credit and advanced standing evaluations, withdrawal forms, and change of degree program forms

### Academic Experience

#### **William & Mary**

*Graduate Research Assistant to Dr. Reginald Wilkerson, Fall 2022 to present*

- Researched black, male principals in K-12 education, creating annotated bibliographies and literature reviews, and editing research articles

*Social Science Research Methods Center (SSRMC), Director of Operations, Fall 2020 to Spring 2022*

- Created systems and processes for seamless management of SSRMC; created new manual for student workers
- Oversaw the semesterly Omnibus Survey, to include survey development in Qualtrics, survey distribution, and distribution of results to researchers
- Organized and hosted a virtual student research presentation for Undergraduate Research Symposium (Spring 2022) and a virtual webinar on SMARTRIQS (Spring 2021)

*William & Mary Educational Review, Managing Editor, Fall 2021 to Spring 2022*

- Organized and managed processes related to review of academic journal articles, to include selection of lead reviewers and reviewers, creation of article review schedule, developing training resources for reviewers, and managing articles in ScholarWorks (BePress) system
- Replaced existing training resources with easy-to-understand videos and documents

*Internationalization at William & Mary (Faculty Group): Third Iteration of Longitudinal Study, Fall 2021 to Spring 2022*

- Worked with one faculty member and two students to interview William & Mary faculty about their experiences in internationalization during the COVID-19 pandemic

- Coded interviews and collaborated with research team to write papers for presentations and publications

**Council for Higher Education Accreditation (CHEA), Fellow, Summer 2021**

- As the first CHEA Fellow, I partnered with the Vice President for Accreditation and Recognition to develop a process for creating an accreditor database.
- Created CHEA Fellow Manual to assist future Fellows
- Edited and provided constructive feedback to CHEA Recognition of Accrediting Organizations Policy and Procedures Manual
- Engaged in CHEA Recognition process

**UNESCO International Institute for Higher Education, North American Student Representative, Summer 2021**

- Wrote concept note for policy paper, "Quality and Relevance of Higher Education," addressing skills gap and employability, development of relevant programs, and job preparation
- Participated in focus group with students from Europe, Asia-Pacific, Africa, and Latin America

**Conference Presentations**

Birtley, L., Paredes, T., & **Smith, R.** (May 2022). Responding to Challenging SACSCOC Standards. Panelist at the 2022 Virginia Regional Accreditation Symposium, Virtual.

Eddy, P., Giscombe, D., Liu, J., & **Smith, R.** (April 2022). Internationalization of Higher Education During the COVID-19 Pandemic: A Case Study of William & Mary. Presented at the 2022 Annual Conference of the American Educational Research Association, Virtual.

**Smith, R.** (December 2018). Fusing 11 to Make 7: Synthesizing 11 Narratives to Respond to 7.1. Presented at the 2018 Annual Meeting of SACSCOC, New Orleans, LA.

**Professional Memberships**

**Virginia Regional Assessment Group**, Board Member, May 2022 to present

**Awards and Honors**

**President's Award**, Regent University, December 2017

**Employee of the Month**, Regent University, May 2017

**Zondervan Theology Book Award**, May 2016

**Volunteer Work**

**Reading Tutor** (Norfolk Public Schools), Life Enrichment Center, November 2022 to present