

WILLIAM ROBERT LEE

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OBJECTIVE

Determined student affairs professional and educator providing empowerment and resource assistance to all college students with experience in disability services, career counseling, case management, and first-year experience.

EDUCATION

Azusa Pacific University (APU), Azusa, CA

Master's of Science, College Counseling and Student Development

May 2021

- **Relevant Coursework:** Role of Diversity and Inclusive Practices, Counseling 1 and 2, Career Counseling, Adult Development Theory, Co-Curricular Programming, Qualitative and Quantitative Research, Program Evaluation

California State Polytechnic University, Pomona (CPP), Pomona, CA

Bachelor's of Science, Mathematics, Education Specialist and Secondary Teacher Preparation/Pure Option

- **Relevant Coursework:** SRC Teaching/Lesson Plans, Curriculum Development, Educational Psychology, Classroom Management, Differentiation Intervention & Transition Planning, IEP Development

HIGHER EDUCATION EXPERIENCE

Behavioral and Social Science & STEM Meta-Major Success Coach

December 2020 - Present

Counseling Department, El Camino College, Torrance CA

- Tracking student progress according to Guided Pathways utilizing SharePoint to support and maintain records of two assigned Meta-Major caseloads and four English IAS sections resulting in increased retention outcome rates
- Outreaching as first-contact for counseling via email, phone, Starfish, and email ensuring that each student submitted financial aid, are part of a cohort, have basic needs resources, are not on probation, and are passing
- Advising students utilizing success strategies and student learning outcomes like leveraging peer mentoring, personal responsibility, navigating the university, time management, organization, goal setting, and Personal Insight Questions
- Managing faculty flags and referrals for over 500 students by collaborating with appropriate programs and Student Support Services like the Health Services, Food Pantry, CalFresh, disability services, and emergency grant
- Overseeing the development and implementation of virtual early intervention programming by creating workflows and toolkits for Counseling including digital materials, group educational planning, and handout guides
- Advising students to enroll in mandatory and prerequisite courses to complete an educational goal, along with creating referrals to meet with their counselor to complete their comprehensive academic plan to stay on track

Career Counselor Graduate Intern

November 2020 - Present

Career Center, University of California, Riverside CA

- Advising undergraduates, graduates, and alumni on resumes, cover letters, CV, Handshake, graduate school application essays, personal statements, and LinkedIn to improve their professional image and be career-ready
- Co-facilitating the ASPIRE Career Development Project (Abilities-focused Students: Planning, Informing, Resource building, Exploring employment) Blackboard iLearning course in career exploration and leadership
- Conducted and supported over eight virtual workshops on career development topics (Resume, Cover Letter Interviewing, LinkedIn, Networking Etiquette and Job Search) to increase job attainment and prospects
- Assisting students with vocational exploration using Career Insider, Glassdoor, O*NET, Handshake, LinkedIn, WhatCanIDoWithThisMajor.com, and Occupational Outlook Handbook to narrow interests, fields, and industries
- Administering career assessment tools (Myers Briggs, Strengths Finder, Focus2, CareerLeader, and Strong Interest Inventory) to increase student self-awareness as preparation to inform major and career decisions for students

Graduate Assistant for Disability Services

June 2019 - May 2020

Accessibility and Disability Resources, Azusa Pacific University, Azusa CA

- Fulfilled classroom accommodation requests with specialization in note-taking, assistive technology, and alternate media supporting student strengths and barriers towards equity in the classroom for over 450 students
- Designed holistic one-on-one academic coaching sessions of over 15 students with individualized instruction and student learning outcomes towards self-advocacy, self-efficacy, and persistence resulting in 97% attainment of SLO's
- Compiled students' documentation of IEP, Section 504, medical reports, and psychoeducational reports for over 125 new applicants with temporary and permanent disabilities in accordance with FERPA with our new online application

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- Built faculty online training module on confidentiality, allyship, and person-first language to address the campus culture, along with a student orientation on self-advocating, accessing accommodations, and self-regulation
- Overhauled technology by providing alternative media and an online application with Bookshare referrals, AccessText, conversion software, QR code Check-In, and text-to-speech of Kurzweil or NaturalReaders.com
- Identified and addressed the problem with miscommunication by creating a handbook on ADR procedures for faculty and students resulting in 72% better communication about reasonable accommodations based on survey data
- Chaired an interview committee to interview student workers for classroom assistant and note-taker positions resulting in over 15 hires and meeting over 98% of accommodation requests including implementation of transcription software
- Event planned Disability Awareness Week centered on the student's voice by networking with STRONG, an organization for students with chronic illness, advertising the event on social media, and coordinating logistics online

Graduate Assistant and Co-Facilitator for First-Year Experience Program

June 2019 - May 2020

Academic Success Center, Azusa, CA

- Facilitated a group of 10 students through learning activities and workbooks to navigate the campus and schedule over 7 meetings with university support services like tutoring, academic advising, career center, faculty, etc.
- Guided and presented to over 75 exploring students at multiple events in panel format using my story as an undergraduate to assist with navigating resources on campus to increase retention rates resulting in 45 referrals
- Instructed and facilitated multiple lessons to a class of over 60 probationary transfer students for a retention program based on First-Year Experience (FYE) resulting in a 97% retention rate
- Delegated and supervised graduate assistants to academically coach groups of 12 students translating into a 94% average of students meeting their learning outcomes and returning to the school Spring semester
- Systemized the attendance and learning outcome data-taking process utilizing Excel to increase accountability and frequency of data collection leading to a 50- 55% increase in student grades

PRIMARY EDUCATION EXPERIENCE

K-12 Classroom Assistant and Behavior Interventionist, Pomona USD, CA

August 2016- May 2019

- Assisted teachers with over thirty-three students with academic and behavioral learning outcomes by taking data and using evidence-based practices to reach goals set resulting in 100% positive outcomes and goal attainment.
- Observed and contributed to lesson plan implementation with an emphasis on differentiation in the practice, checking for understanding, and assessment of student learning steps with mild to moderate and moderate to severe students
- Implemented behavioral plans and modifications for students with autism and ADHD with positive reinforcement and praise, behavior charts, and tactile task & reward charts with students preferred activities to increase time on task

Advancement Via Individual Determination (AVID) Tutor and Peer Mentor

August 2009- June 2015

Colton Unified School District, Bloomington, CA

- Facilitated group tutoring with consistent positive quarterly reviews through the implementation of AVID curriculum and training raising classroom grades during the 2015-2016 school year by 31% across all grades
- Reviewed college applications, FAFSA, Personal Statements, etc. for marginalized students to gain admission to four-year universities leading to 98% of seniors receiving an acceptance letter from the 2013 to 2014 school year
- Program awarded AVID (Advanced Via Individual Determination) National Demonstration School validation for two consecutive four-year periods, where tutors undergo evaluations including being videotaped in groups

OTHER LEADERSHIP EXPERIENCE

Rancho Santiago Academy Internship

February 2021 - Present

Office of Diversity, Equity, and Inclusion, RSCCD, Santa Ana, CA

- Received mentorship in synchronous and asynchronous 10-week training program with active engagement meeting with two assigned mentors in DSPTS about assistive technology, pathways to becoming tenured, and database utilization
- Recognized the wide range of community college students' academic preparedness, learning styles, and backgrounds including the diversity in serving at an all-access college Parenting Students, Formerly Incarcerated and Foster Youth

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- Reaffirmed social justice framework to reach the appropriate level of racial, social, and cultural awareness necessary to serve the community college student population effectively and be aware of our own privilege, bias, and identities

Personal Caregiver

June 2012 - Present

Bloomington, CA

- Caring for elderly grandmother as full-time live-in help 24/7 with food preparation and dietary restrictions leading to reduced blood pressure and sodium levels, along with better cholesterol levels, water, and fiber intake
- Oversee physical therapy routine, transportation, care plan, dietary restrictions, personal hygiene, recreational activities, and housekeeping duties leading to no emergency hospital visits in seven years
- Advocate for elderly due to loss of communication skills in phone calls and during appointments giving a voice to those who do not have one addressing concerns 96% of the time at her capability level

American College Personnel Association (ACPA) Ambassador

September 2019 - June 2020

The National Center for Higher Education, District of Columbia, Washington D.C.

- Created and built connections with my institution, program, and the ACPA, a prominent student affairs organization, by setting up networking opportunities resulting in a 200% increase in membership
- Established bi-yearly information sessions about the annual ACPA conference ensuring the CCSD program equally represents ACPA programming alongside NASPA to better outreach to both first-and-second years
- Recruited and retained members in the professional development organizations using social media leading to a 20% increase in student conference attendance who otherwise would not have gone, including 75% first-timers

VOLUNTEER EXPERIENCE

Career Counseling Mentor

January 2021 - Present

Cal Poly Pomona Bronco Mentoring Network, Pomona, CA

- Supported three incoming mathematics students with their career and involvement exploration including work and research opportunities, informational interviews, career assessments, networking, and leadership opportunities
- Developed goals to encourage self-advocacy, accountability, and academic growth towards their academic goals

Meal Preparation Team and Homeless Shelter Supporter

May 2008 - Present

Path of Life Ministries Family Emergency Shelter, Riverside, California

- Maintained community relationships programming bi-monthly meals for over forty-five homeless individuals improving successful employment by 37% in 2018 through fellowship, networking, and career coaching.

National Association of Letter Carriers' Stamp Out Hunger Food Drive

May 2007 - Present

Upland Post Office, Upland, California

- Supervised annual collection of food for San Bernardino County food banks as part of a national event effort to assist with food insecurity resulting in a record quarter-million pounds of food raised in 2017 at the Upland office.

RESEARCH EXPERIENCE

Program Evaluation, *mixed methods assessing community college FYE and Guided Pathways initiative*

April 2021

Qualitative Research, *Mentorship with 1st Generation Students of Color in Higher Education*

September 2020

AWARDS AND RECOGNITION

Sharyn Slavin Miller Scholarship Recipient, NASPA Western Regional Conference Portland

November 2019

Scholarship, President's Council Scholar, *Commitment to Education and Low SES Students*

December 2018

Graduate, ARCHES (Achievement, Retention, and Commitment to Higher Education Success)

June 2016

- TRiO Student Support Service SSS program specifically for students with disabilities

PRESENTATIONS

Workshop, Counseling 2: *Grief and Bereavement Among College Students/* coping during COVID-19 **November 2020**
 Presenter, CCSD Poster Symposium: *Social Media a Barrier to the Three Dimensions of Self-Authorship* **October 2019**
 Presenter, Ed Specialist Poster Symposium: *Multi-Tiered Literacy/Mathematics Assessment and Intervention* **April 2019**

CONFERENCES, WORKSHOPS, AND RETREATS

Attendee, Rancho Santiago Community College District Senate Board Meetings **April, March 2021**
 Attendee, El Camino College Incoming Student Group Educational Planning Workshop **February 2021**
 Group Facilitator & Attendee, Mater Dolorosa CCSD Faith and Spirituality Retreat **October 2020, September 2019**
 Attendee, USC Community College Counselor Conference **December 2019**
 Attendee, Western Regional Careers in Student Affairs Day or WRCSAD **October 2019**

PROFESSIONAL DEVELOPMENT AND CERTIFICATES

Certificate, *@One Certificate*, Online Network of Educators **August 2021**
 Certificate, *Rancho Academy California Community College Leaders Certificate* **May 2021**

- Rancho Santiago Community College District - Office of Diversity, Equity, & Inclusion

 Certificate, *Developing Community College Leaders Certificate*, Rancho Academy **April 2021**
 Certificate, *Online Canvas Completion Certificate* **March 2021**
 Certificate, *disAbility Ally Training*, UCR's Special Disability Resource Center (SCRD) **February 2021**
 Certificate, Strengths-Oriented Higher Education "*Strengths Finder Assessment*" Certificate **December 2020**
 Certificate, *Safety in Curricular Setting Certificate*, assisting students in crisis/ APU Care Form **October 2019**
 Certificate, *Dreamer Ally Network Certificate*, CPP's Student Demand for Equality in Education (AB540) **May 2019**
 Certificate, *Disability Ally Certificate*, CPP's Disability Resource Center **March 2018**

RELEVANT SOFTWARE

<u>Disability-Related Software</u>	<u>Database/ Case Management</u>	<u>Virtual Communication</u>
Screen Reader Programs (JAWS)	Starfish	Cranium Café
Text-to-Speech: Kurzweil	ConexED	Zoom
Conversion Software	Handshake	MS Office365
Optical character recognition (OCR)	LinkedIn	PowerPoint
Magnification software	Learning Management Systems	Excel
Bookshare	(LMSs)	Word
AccessText	Blackboard	Outlook
Google Extensions: Grammarly, Read	Canvas	Microsoft Teams
& Write, RocketReadability, Scribble	ClassDojo	Social media- Instagram, Twitter, FB
Formstack	SPSS/Qualtrics/Microsoft Forms	Canva

PROFESSIONAL AFFILIATIONS

- Rancho Santiago Community College Academy 2021 Cohort **February 2021 - April 2021**
- National Association of Student Personnel Administrators (NASPA) **October 2019 - Present**
- American College Personnel Association (ACPA) **November 2019 - Present**
- The Association for Orientation, Transition, Retention in Higher Education (NODA) **October 2019 - October 2020**