

MERLYNETTE V. GRIFFIN

CAREER OBJECTIVE

University Ombudsperson with Northern Illinois University

SUMMARY OF QUALIFICATIONS

- Energetic individual who possesses integrity, a strong work ethic and ability to think strategically, learn quickly, develop expertise, and offer immediate contributions in organizational development and operations
- Highly articulate and persuasive communicator who promotes a positive and productive work environment
- Employs an analytical approach to problem identification, assessment, management, and resolution
- Capable of completing high-level projects independently or within a team
- Exhibit professionalism; works to exceed expectations; displays maturity in situations; exercises prudent judgment; maintains effective performance; demonstrates comfort with competing priorities
- Experienced in preparing and maintaining accurate records, assessing needs, and contributing to time effectiveness and operating efficiency; results-driven
- Proven record of strong negotiating skills; strong analytical, financial, strategic, and planning skills
- Excellent analytical, problem solving and negotiation skills; ability to reconcile employee relations' issues

EDUCATION

Master of Education in Counseling, CACREP, Emphasis: **Clinical Mental Health**, Northern Illinois University, DeKalb, IL **May 2014**

Master of Public Health, Emphasis: **Health Education/Promotion**, Northern Illinois University, DeKalb, IL **August 2007**

Bachelor of General Studies, Concentration: **Liberal Arts and Sciences**, Northern Illinois University, DeKalb, IL **May 2005**

SKILLS

Technical: Microsoft Office; Outlook; OnBase; Blackboard; ACCESS; Internet Applications

PROFESSIONAL EXPERIENCE

Interim University Ombudsperson. Office of the President. Northern Illinois University. DeKalb, IL August 2022- Present

- Provide confidential and informal assistance to members of the university community, including students, faculty, and staff experiencing conflict by actively listening and understanding issues while remaining neutral
- Act as a source of information by obtaining and providing relevant university policies and procedures to assist in responding to individuals' questions, and assist in the resolution of concerns
- Collaborate with campus partners to develop strategies and programming for resolving systemic concerns while supporting the university community; and refers individuals to appropriate campus resources, such as the Office of the President, Human Resources, and Student Conduct
- Administer the operation of the office; and ensure the integrity of the office is maintained through independence, fair process, impartiality, confidentiality, and timely attention to the resolution of issues while treating people with dignity and respect
- Maintain active professional membership in the International Ombuds Association; and engage in professional development training-completed a Cook County Court approved 40-hour mediation skills training program

Nursing Academic Advising Coordinator. School of Nursing. Northern Illinois University. DeKalb, IL October 2017- August 2022

- Provided leadership for all aspects of academic advisement for admitted nursing students including the admissions process for undergraduate nursing applicants
- Monitored and updated information pertaining to the nursing program both externally for prospective students and internally for university administration
- Translated current nursing regulatory requirements into admissions and program administration policy by applying best nursing education practices to curricular development and refinement decisions in collaboration with faculty and School curriculum committees
- Exercised independent judgement and decision-making authority when determining past nursing experience impact on granted credit and program progression
- Created program assessment reports concerning the nursing program, to include admissions data, clinical site evaluations and student academic performance

Undergraduate Academic Advisor. School of Nursing. Northern Illinois University. DeKalb, IL February 2016- October 2017

- Provided advisement to more than 300 undergrad nursing students, both pre-licensure and RN completion (online), on admissions, academic plans, and degree completion status
- Documented pertinent and required information related to interactions with students; and updates related databases to ensure that student records accurately reflect degree progress and academic status
- Interacted with other staff and faculty to assist in the development and delivery of orientation curriculum related to preparation for academic success
- Assisted with the planning, development and conduct of the undergraduate nursing student recruitment process
- Referred students to other subsidiary programs offered by the university as it pertains to their academic success in the program

Pretrial Services Officer. Kane County Court Services. St. Charles, IL July 2015- February 2016

- Supervised and counseled defendants, monitored their conditions of probation, and maintained face-to-face contact at an enhanced supervision level
- Maintained historical records of related defendant information and submitted weekly activity reports/monthly statistical reports
- Developed and maintained positive working relationships with community agencies and referred defendants to community agencies as well as advocated for necessary services

Health Educator/Health Promotion Specialist. Wellness Promotion. Northern Illinois University. DeKalb, IL December 2011- July 2015
Health Educator Responsibilities:

- Administered alcohol screenings, provided one-on-one motivational interviewing sessions (BASICS), and offered referrals to more than 100 students annually
- Conducted workshops, in-service trainings, PowerPoint presentations, and other educational initiatives
- Facilitated the creation, implementation, and assessment of outreach and awareness initiatives regarding alcohol and other drug prevention education
- Hired, trained, supervised, and provided professional development for graduate assistants, peer educators, and student employees

Health Promotion Specialist Responsibilities:

- Researched, developed, and designed the alcohol and other drug social marketing campaign as well as other health promotion material, such as print materials and web content
- Contributed to the internal review and annual planning process, including the development of and summaries for alcohol education
- Participated in departmental strategic planning process, reviewing policies and procedures
- Engaged in divisional and departmental professional development opportunities

BASICS Administrator. Wellness Promotion. Northern Illinois University. DeKalb, IL July 2013 – July 2015

- Served as liaison to university adjudicators as well as to students sanctioned to the BASICS program
- Maintained and balanced BASICS financial data, persistence data, and reports; analyzed and interpreted student success and retention as it related to the BASICS program
- Coordinated, maintained, and oversaw all student records pertaining to the BASICS program, including scheduling all appointments and maintaining all appointment calendars
- Assisted with office management, reception and clerical functions as needed

Academic/Admissions Counselor. CHANCE Program. Northern Illinois University. DeKalb, IL October 2008 – December 2011
Admissions Responsibilities:

- Reviewed more than 3500 student applicant materials for admission selection annually
- Assisted students through the admissions process including the collection, evaluation, and distribution of documents
- Maintained and ensured confidentiality of student files both physically and electronically through web-based system

Academic Responsibilities:

- Assisted students with academic plans and selection of appropriate courses and interpretation of placement test data
- Provided students with academic counseling in course sequencing and major selection
- Acted as a resource to assist in alleviating students' financial, employment, social, family, and personal problems
- Served as a responsible negotiator and advocate on behalf of students in their relationships with the university

TEACHING EXPERIENCE

Instructor. First- and Second- Year Experience. Northern Illinois University. DeKalb, IL October 2008 – December 2020

- Instructed approximately 25 students in one section of UNIV 101- a college freshman transition and orientation course
- Created activities that formed community learning environments related to retention
- Created and implemented course syllabus, establish goals and objectives, and assess learning
- Addressed new and stimulating information to students through lecture, discussion, and small group activities

Instructor/Intern. Career Planning. Kishwaukee Community College. Malta, IL January 2014 – May 2014

- Taught approximately 45 students in two sections of CSD 101- a college career exploration and planning course
- Introduced students to campus resources available to assist in career planning and the job search process
- Utilized career exploration tools, such as the MBTI and STRONG Interest Inventory to facilitate self-exploration by relating personal values, skills, and interests to potential college majors and occupational fields
- Conducted research and addressed current career trends, job search techniques, interviewing and job retention skills

Instructor. Career Planning. Northern Illinois University. DeKalb, IL January 2011 – May 2011

- Taught CAHC 211- a college junior/senior career exploration and planning course
- Introduced students to campus resources available to assist in the career planning and job search process
- Utilized career exploration tools, such as the MBTI and Holland Model to facilitate self-exploration by relating personal characteristics to potential occupational fields
- Conducted research and addressed current employment trends

COMMITTEES/CONFERENCE PARTICIPATION/CERTIFICATIONS/AWARDS

40-hour Mediation Skills Certification, Center for Conflict Resolution	February 2022
International Ombuds Association, Member	August 2021
2020 Supportive Professional Staff Presidential Award for Excellence Recipient	March 2020
Academic Diversity, Equity, and Inclusion Committee Member	August 2019
School of Nursing Standards Committee Member	October 2017
School of Nursing Curriculum & Evaluation Committee Member	February 2017
Wellness Promotion Internal Review Committee Member	July 2015
Chicago BASICS Symposium, Presenter	June 2014
Supportive Professional Staff, Certificate of Recognition Recipient	April 2014
Illinois Consortium of Student Health Programs (ICSHP), Presenter	April 2014
University Assessment Panel, Presenter	March 2013
Brief Alcohol Screening in College Students (BASICS) Facilitator	May 2012
American College Health Association, Member	May 2012
Positive Alcohol Messages Committee, Co-Chair	January 2012
Healthy Campus Coalition, Member	January 2012
American Counseling Association, Member	February 2011
Applauding Excellence in Leadership Committee, Member	January 2011
NASPA Student Affairs Administrators in Higher Education, Presenter	March 2010
Chi Alpha Epsilon Honor Society	April 2009
Student Organization Faculty Advisor	January 2009