

Michelle V. Flinchum

Blacksburg, VA

Professional Experience:

Virginia Polytechnic Institute and State University (Blacksburg, VA)

Academic Advisor

May 2022 – Present

- Provides academic advising to an assigned caseload of undergraduate students in Interior Design and Landscape Architecture
- Manages caseload by through the application of advising technologies for student intervention and appointment scheduling (Navigate) as well as student information systems (BANNER).
- Advises students regarding academic programs and changes, developing academic plans and class schedules, assisting students in major, minor, and career exploration, presenting academic information to new student orientation groups, coordinating the internal transfer application process, maintaining student records, employing a strategic communication plan, and sustaining an environment of academic and professional excellence for students, faculty, and staff.
- Supports student life, learning, and success through student advocacy, academic coaching, and course scheduling, customer service, campus and community referrals, student and faculty engagement, and institutional outreach.
- Collaborates with faculty to ensure student advocacy and a sense of belonging within the program, as well as support student retention and persistence endeavors.

Radford University (Radford, VA)

Academic Advisor

June 2021 – Present

- Provides appropriate and effective academic advising to an assigned caseload of students in the Davis Business College as well as integrated academic advising outside of the caseload to include prospective, current, and former students within the Academic Success Center.
- Experience using advising technologies for student intervention and appointment scheduling (Starfish) as well as student information systems (BANNER).
- Access and evaluates academic abilities and goals, and advising of students regarding academic programs and changes, developing academic plans and class schedules, assisting students in major, minor, and career exploration, presenting academic information to new student orientation groups (including both students and families), analyzing applications, transfer evaluations, and transcripts for advising purposes, maintaining appropriate records, communicating effectively with co-faculty advisors and mentors, and sustaining an environment of academic and professional excellence for students, faculty, and staff.
- Supports student life, learning, and success through student advocacy, academic coaching, and course scheduling, customer service, campus and community referrals, student and faculty engagement, and institutional outreach.
- Collaborates with the Academic Success Center team as well as all university departments to ensure student advocacy and a sense of belonging within the university, as well as support student retention and persistence endeavors.

Radford University (Radford, VA)

Regional Coordinator for Alumni Engagement

September 2018 – May 2021

- Identified and developed volunteer leadership in areas designated by the Executive Director of Alumni Relations. Developed volunteer leadership opportunities to increase engagement support and add to the prospect base for fundraising activities in designated regions (Southwest Virginia, Charlotte, and Atlanta.)
- Develop, document, and execute follow up plans for each individual alumni visit directing development officers and administrators on best practice for next steps to create positive interaction of alumni to supporters of the institution, evaluate event/program effectiveness and determine next engagement strategies. Track alumni event participation, number of personal visits, social media success and other key performance indicators to provide administration with various reports to aid decision-making.

- Identify, plan, and deliver alumni programs that meet the needs and interests locally, regionally, nationally and internationally including social, educational, cultural and networking programs to increase the awareness of alumni services and programs with alumni, faculty, staff and students. Serve as team lead for communications and initiatives for graduating seniors.
- Direct and drive participation at regional events and strategize to engage regional volunteers and alumni to attend campus events. Plan and execute regional event/activity logistics for venue selection, host committee recruitment, invitation details and promotional planning.
- Critical decision making for event direction, planning and execution including leveraging event contract, logistics and keynote speakers.
- Fostered meaningful connections with students and alumni to encourage engagement, recruitment and volunteer participation and created original and creative written communication campaigns to drive revenue, outreach, and engagement with a diverse population of alumni.
- Planned and implemented digital engagement opportunities for alumni in response to COVID-19, including implementing a Virtual Homecoming comprised of over 60 digital programs, as well as support in planning and implementation of Volunteer Summit by developing and presenting breakout informational training sessions.

Skills and Certifications

- NACADA Member
- Mental Health First Aid Certification, Spring 2023
- Creating and building relationships with a diverse range of people
- Maintaining a good hustle – being energetic, positive, and enthusiastic
- Detail-oriented and organized with the flexibility to adjust processes to meet goals
- Able to work independently and collaboratively as a member of a team
- Exceptional with instructive and description communication
- Experienced in advising technologies for student intervention and appointment scheduling, student information systems (Navigate, Banner), G-Suite and in Microsoft Office Suite
- Experience with managing a University Department's social media and website platform

Professional Development

- Virginia Tech Advisor Mentor Program – Fall 2022
- Virginia Tech Advising Academy – Spring 2023
- NACADA National Conference, Fall 2022
- Participated in the Radford University Academic Leadership Professional Development Series
- Attended the Advising Matters Conference – 2022, 2023
- CMS Training (website management training) – Completed August 2021

Education

Bachelor of Arts in English (May 2017)
Radford University, Radford, VA