

# Frances I. Welch

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Kyser Hall | 318-357-5676 | welchf@nsula.edu

## Professional Summary

Talented and accomplished Management Professional with a strong background in managing operations. Proven ability to direct business operations and implement effective policies and procedures, enhance productivity, and increase efficiency. Expertise in hiring, training and managing personnel to achieve maximum expense control and productivity. Adept in budget management, marketing, cultivating relations, and customer service. Recognized for ability to increase customer retention rates. Outstanding presentation, leadership, and communication skills.

## Education

### **MASTER OF ARTS | AUGUST, 1995 | NORTHWESTERN STATE UNIVERSITY, NATCHITOCHE, LA**

- Major: Student Personnel Services/Counseling

### **BACHELOR OF ARTS | JUNE, 1975 | DARTMOUTH COLLEGE, HANOVER, NH**

- Major: Sociology
- Minor: Education

## Experience

### **DIRECTOR, STUDENT SUPPORT SERVICES | NORTHWESTERN STATE UNIVERSITY | JANUARY, 2014 – PRESENT**

- Responsible for day-to-day management of the SSS/TRIO program. Hire, train, and supervise staff to meet program objectives. Monitor and approve budget expenditures. Revise budget as needed to accommodate changes in program. Advise Nursing and General Studies majors. Compilation of data for submission of annual performance report.

### **ASSISTANT DIRECTOR, STUDENT SUPPORT SERVICES | NORTHWESTERN STATE UNIVERSITY | 8/2008 – 12/2013**

- In addition to Advisor/Instructor responsibilities, supervised all student workers and advisors. Selected and trained tutors and tutor coordinator. Assisted in the gathering of, and compilation of data for the submission of the Annual Performance Report to the US Department of Education. Assisted director with writing of grant proposal.

### **ADVISOR/INSTRUCTOR, SSS | NORTHWESTERN STATE UNIVERSITY | 9/2006 – 8/2008**

- Identified and selected additional eligible Student Support Services project students. Effectively communicated with administration, faculty, parents and students to assess the needs of identified students and either provided or recommended the necessary support services. Advised, mentored, monitored and documented the progress of ninety students per Federal Trio Grant guidelines. Assisted students in developing meaningful education plans commensurate with interests, skills, abilities, and lifestyle goals through academic advising and values clarification. Formal instruction in Academic Study Skills (ACSK1010) and Educational and Vocational Guidance (OR1030).

### **EXECUTIVE DIRECTOR, NATCHITOCHE PARISH COUNCIL ON AGING | NATCHITOCHE, LA | 9/2001 – 8/2005**

Directed the day-to-day operations and all programs administered by the Agency. Managed a staff of 34, involving training, work flow, quality control, conflict resolution, review processes, as well as hiring and firing to meet Agency needs. Served as public relations liaison, representing the Agency at public venues relating to the elderly. Wrote proposals, applied for and administered grants; prepared annual budgets and made necessary revisions. Conducted annual performance evaluations on all employees. Annually updated Personnel Policies and Procedures, Anti-Drug Policy, and any other State or Federal policy mandates.

## Accomplishments/Honors

- MBTI Step I and Step II Certification, 12/2011
- CPR/AED Certification
- Presenter: SWASAP Conference, 10/2011
- Presenter: LASAP Conference 4/2012
- Presenter: LASAP Conference, 4/2013
- Clinical Hypnosis and Psychotherapy Training
- Clinical Hypnosis and Psychotherapy Training

New Orleans, Louisiana  
Northwestern State University  
Albuquerque, New Mexico  
Lafayette, Louisiana  
Baton Rouge, Louisiana  
San Antonio, Texas  
Shreveport, Louisiana