

**NAME:**

Sherry A. Marlow Ormsby, M.P.A, PMP

**ADDRESS:**

336 Branch Drive  
Hixson, TN 37343

Cell phone: (423) 802- 2118  
Email: [smarlowo@vols.utk.edu](mailto:smarlowo@vols.utk.edu);  
[marlow.sherry@gmail.com](mailto:marlow.sherry@gmail.com)

**EDUCATION:**

- 2017 Ph.D., Educational Psychology and Research (Concentration: Evaluation, Statistics, and Measurement), Anticipated May 2017  
University of Tennessee, Knoxville, TN  
Cognate: Higher Education Administration  
Dissertation: Understanding Implementation of Developmental Education Delivery Models in a Community College Setting
- 2006 M.P.A., Public Administration (Concentration in Non-Profit Management), May 2006  
University of Tennessee Chattanooga, Chattanooga, TN
- 2002 B.A., Social Sciences, December 2002  
Washington State University, Pullman, Washington

**CERTIFICATION:**

- 2011 *PMP, Certified Project Management Professional*- Project Management Institute.  
# 1383725

**EVALUATION AND GRANT REPORTS:**

**Marlow Ormsby, S.** (2016). *End of Life Project Report*. For Dr. Jenny Holcombe-Curry at University of Tennessee Chattanooga. (No report #; 1 table, 6 pages).

**Marlow Ormsby, S.,** Nadel, S., Kirkland, P., Gibson, T., & Skolits, G. (2016). *DASH Project: Focus Group Report*. For Dr. Dena Wise at UT Extension Office. (No report #, 6 tables).

**Marlow Ormsby, S.** (2015). *TBR Fall 2014 Course Revitalization: Grade and Survey Analysis Summary*. For Dr. Tristin Denley at Tennessee Board of Regents. (No report #; 2 tables, 1 chart, 2 graphs, 8 pages).

**Marlow Ormsby, S.** (2015). *Cleveland State Community College Employee Engagement Survey: 2015 Results Report*. For Dr. Bill Seymour at Cleveland State Community College. (No report#; 14 tables; 7 figures; 2 charts, 20 pages).

Morrow, J.A., Pathirage, N., **Marlow Ormsby, S.,** & Skolits, G. (2014). *Love Your Money Online Investor Education Program-LYM Participants Versus Control Participants*. (No report #; 7

tables; 11 figures; 30 pages).

**Marlow Ormsby, S.** (2014). *Cleveland State Employee Engagement Executive Summary*. For Dr. Bill Seymour at Cleveland State Community College. (No report #; 3 tables; 7 figures; 7 pages).

Morrow, J.A., **Marlow Ormsby**, Skolits, G & Pathirage, N. (2014). *Love Your Money Online Investor Education Program-Perceptions of Instructors*. (No report #; 6 tables; 2 figures; 22 pages).

**Marlow Ormsby, S.** (2014). *GEAR UP Interest Group (GIG) Program Evaluation Plan*. For Tracey Wright at Cleveland State Community College. (No report #; 4 tables; 24 references; 19 pages).

Morrow, J.A., **Marlow Ormsby, S.**, Walpitage, D.L., Nadel, S., & Skolits, G. (2014). *University of Tennessee's Undergraduate Advising-Final Evaluation Report*. For Dr. Ruth Darling, University of Tennessee's Undergraduate Advising Program. (No Project #; 29 tables; 58 pages).

#### **RESEARCH PAPERS PRESENTED AT PROFESSIONAL MEETINGS:**

Nadel, S. & **Marlow Ormsby, S.** (2016, November). *When an apple a day isn't good enough: Designing a healthcare survey for rural populations*. Paper for the International Conference on Questionnaire Design, Development, Evaluations, and Testing; Miami, FL.

**Marlow Ormsby, S.** & Cisney-Booth, A. (2016, October). *Deepen Your Understanding Using Evaluative Rubrics as a Tool for Evaluation Capacity Building*. Skill Building Workshop for Paper for the annual meeting of the American Evaluation Association; Atlanta, GA.

Holcombe, J.M., Cowden, C. & **Marlow Ormsby, S.** (2016, October). *Evaluation Capacity Building: Using Problem Based Learning to Develop Critical Thinking*. Skill Building Workshop for Paper for the annual meeting of the American Evaluation Association; Atlanta, GA.

**Marlow Ormsby, S.** (2016, July). *Employee Engagement in Higher Education*. Paper for the International Congress of Psychology; Yokohama, Japan.

**Marlow Ormsby, S.** (2016, July). *Tennessee Promise and First Time Freshman Persistence Scale: Understanding Persistence at Community Colleges*. Paper for the International Congress of Psychology; Yokohama, Japan.

**Marlow Ormsby, S.**, Douglass, A., Skolits, G. & Morrow, J.A. (2015, November). *Employee Engagement in Higher Education: Benefits and Lessons Learned from One Community College Case Study*. Paper for the annual meeting of the American Evaluation Association; Chicago, IL.

Holcombe, J. & **Marlow Ormsby, S.** (2015, November). *Designing an Interdisciplinary Graduate*

*Research Course: How to Foster Professional Collaboration Between Students in the Schools of Education and Nursing.* Poster for the annual meeting of the American Evaluation Association; Chicago, IL.

Skolits, G., Morrow, J.A., & **Marlow Ormsby, S.** (2015, November). *Evaluation and Assessment in Higher Education Settings: Opportunities, Challenges, and Case Examples from the Field.* Paper for the annual meeting of the American Evaluation Association; Chicago, IL. (Submitted)

**Marlow Ormsby, S.** & Tingle, C. (2015, August). *Assessment of Redesign of High Enrollment, High Impact Courses.* Paper for the annual Tennessee Association for Institutional Research meeting; Franklin, TN.

Pathirage, D.P.N.A., Morrow, J.A., Cisney-Booth, A.M., **Marlow Ormsby, S.**, & Smith, C.C. (2014, October). *Evaluation of the Virtual Classroom: Effective Strategies for Evaluating Distance Education in higher Education Settings.* Poster for the annual meeting of the American Evaluation Association; Denver, CO.

Daulton, B.J., Skolits, G., **Marlow Ormsby, S.**, & Morrow, J.A. (2014, October). *Enhancing Evaluation Capacity among Program Staff: Perspectives from Novice and Experienced Evaluators.* Poster for the annual meeting of the American Evaluation Association; Denver, CO.

**Marlow Ormsby, S.** & Hasting, J. (2014, March). *Making the Landing Softer- Supplemental Instruction, Developmental Students and Composition 1.* Poster presented at the League for Innovation in the Community College; Anaheim, CA.

## **OTHER PRESENTATIONS AND WORKSHOPS**

2016 Facilitated workshops on assessing institutional student learning outcomes in general education courses.

2016 Prepared and conducted workshops for faculty members on creating smart goals and measurement plans.

2015 Conducted Strategic Planning sessions for faculty and staff at Chattanooga State Community College.

2014 Developed and taught a half day workshop on StrengthsFinder for Cleveland State Community College.

2014 Planned and co-facilitated the two day staff in-service for Cleveland State Community College.

## **ADDITIONAL TRAINING:**

2016 *Data and Analytics Summit.* Participated in a two day conference in Hyattsville, MD. Sessions included: Answering the Call for Better Data, Data Driven Integrated Student

Success, Identifying Loss Points by Examining Program Courses Success, Set Your Data Free Empowering Faculty with Course Level Data to Drive Student Success.

- 2016 *Remark Training*. Participated in a one hour advanced session sponsored by the ESM program at University of Tennessee, Knoxville TN.
- 2016 *AAC&U General Education and Assessment: From My Work to Our Work Conference*. Participated in a three day conference in New Orleans, LA. Sessions included: Managing Multiple Assessment, Accreditation, and Strategic Planning Responsibilities; Campus-Wide Engagement, Change, and Assessment; Direct Assessment of Student Work; Assessing Critical Thinking and Integrative Learning across the General Education Curriculum; and Assessment as a Tool for Improving General Education Outcomes.
- 2015 *American Evaluation Association, Summer Institute*. Participated in a three day conference in Atlanta, GA. Sessions included: RealWorld Evaluation: Practical Approaches for Conducting Evaluation in Spite of Constraints; Integrating Marketing Strategies: Social Media Evaluation and Reporting, Evaluating Community Coalitions and Partnerships: Methods, Approaches, and Challenges; Development and Use of Indicators for Program Evaluation; and Conflict Resolution Skills for Evaluators.
- 2015 *Institutional Review Board 101*. Participated in an all-day training presented by Prim & R. Topics included Ethics and Regulations Governing Human Research.
- 2015 *The Five Dysfunctions of a Team- A Leadership Fable*. Participated in a 1.5 hour workshop sponsored by the Chattanooga Chapter of the PMI Institute.
- 2014 *American Evaluation Association Annual Meeting and Conference*. Participated in a four day conference in Denver, CO. Sessions included: Evaluating Student Learning in Higher Education-Beyond the Public Rhetoric; Empowerment Evaluation-Insights, Reflections, and Implications; Getting Started in an Asset/Capacity Building and Needs Assessment Effort; and Engaging Participants in the Evaluation Process-A Participatory Approach.
- 2014 *IRB Curriculum for UTK*. Participated in online training sessions entitled “Responsible Conduct of Research”, “Social and Behavioral Research” and “Conflict of Interest Mini-Course Curriculum” presented by the Collaborative Institutional Training Initiative (CITI).
- 2014 *Getting Started with NVivo*. Participated in a webinar entitled “Getting Started with NVivo” presented by QSR International.
- 2014 *Remark Training*. Participated in a one hour introduction session sponsored by the ESM program at University of Tennessee, Knoxville TN.
- 2014 *League for Innovation in the Community College, Innovations 2014*. Participated in a four day conference hosted by the League for Innovation in the Community College in Anaheim, CA. Sessions included: Community of Practice for Continuous Improvement of Student Success; Social Media for Teaching and Learning; Engaged Learning-More than One Way to Skin a Cat; Engaging Practices, Engaging Student- High Impact Practices in

- Community Colleges; and Modeling a Service Learning Institute Adapted to Your College.
- 2013 *8 Steps to Becoming a Reporting Rockstar*. Participated in a webinar entitled “8 Steps to Becoming a Reporting Rockstar” presented by Stephanie Evergreen.
- 2013 *Assessment Institute*. Participated in a three day conference presented by the Office of Planning and Institutional Improvement at Indiana University- Purdue University Indianapolis in Minneapolis. Sessions included: Catalyst for Learning- The Difference that ePortfolio Makes; Mapping the Curriculum- Learning Outcomes and Related Assignments; The National Assessment of Service and Community Engagement- Quantifying Student Service to Measure Community Impact; Stimulating Dialogue and Improvement in High Impact Practices using new NSSE Reports; Using the Degree Qualifications Profile- Institutional Examples of Promising Practices; Redesign First year Seminars-Engaging Faculty with Technology and Assessment and Assessing First Year Outcomes through Authentic Evidence- Content Analysis of an ePortfolio.
- 2013 *Tri Cities Leadership Forum*. Participated in a one day workshop sponsored by Project Management Institute East Tennessee Chapter and American Society for Quality Northeast Tennessee Section in Johnson City, Tennessee. Sessions included: Leaderships and Community Partnerships; Improving a Process; and Interactive Lean Simulation.
- 2013 *Provalis Training*. Participated in a two day training session where participants learned how to use QDA Miner and Wordstat. Sponsored by the University of Tennessee Office of Research, Knoxville, TN.
- 2013 *Higher Education Programs Project Directors Annual Meeting*. Participated in three day conference provided by the US Department of Education in Washington D.C. Sessions included: It Takes a Village-How a Title III Funded Project Transformed and Institution; Toward Reconceiving the Institutional Service Annual Performance Report; Project Level Assessment in Institutional Improvement Programs- Looking for Outcomes in all the Right Places; Student Engagement- A Critical Component for Student Success; Knowledge Management- Using the Baldrige Model to Promote Evidence Based Decisions and Guide Institutional Reform.
- 2013 *Student Retention*. Participated in a three hour webinar entitled “The Most Successful Strategies in Student Retention” presented by Innovative Educators.
- 2013 *E-Portfolio's: Foundational Knowledge, Student Voices and Best Practices*. Participated in one day workshop at the Association of American Colleges and Universities (AAC&U) Symposium held in Atlanta, Georgia.
- 2013 *Tennessee Conference on Volunteerism and Service Learning*. Participated in a three day conference co-sponsored by Volunteer Tennessee and Tennessee Campus Compact in Franklin, Tennessee. Topics covered included: Campus Compact Community Engagement; Evaluating a Service Learning Course for Sustainability; Establishment of Community Partnerships, Scholarly Engagement, Student Enthusiasm and Undergraduate Research.

- 2012 *American Association of Community Colleges 92<sup>nd</sup> Annual Convention, 21<sup>st</sup> Century Vision Igniting Innovation.* Participated in a four day conference in Orlando, Florida that included the following sessions: From Engagement to Completion- Building an Engaged Citizenry; Innovative Policy Development; Developing Institutional Roadmaps for Student Learning and Success; Engagement and Accountability- Using a Robust Social Learning Platform to Improve Student Engagement and Success; Excellence through Engagement; and Improving Outcomes for all Students- Moving from Analytics to Action.
- 2012 *International Association for Research on Service Learning and Community Engagement (IARSLCE), 12<sup>th</sup> Annual Conference.* Participated in three day conference hosted by IARSLCE in Boston, Massachusetts. Sessions included: Service Learning Pedagogy; Community Voices-Value of Service Learning; Knowing and Doing- Connected with Technology; Ten Years of Community College Research in Service Learning; Measuring and Improving Campus and Community Health; and Understanding Contributions of Qualitative Approaches to Service Learning Research and Assessment.
- 2012 *Council for Public Policy in Higher Education.* Attended a one day workshop in Las Vegas, Nevada with the following topics: Student Unit Record Data- Will it Meet the Need; Ending Remedial Education as We Know It; and The Complete College Tennessee Act- Moving a Policy Agenda from Rhetoric to Reality in the Volunteer State.
- 2012 *Association for the Study of Higher Education (ASHE), 37<sup>th</sup> Annual Conference.* Participated in a three day conference in Las Vegas, Nevada. Sessions included: Factors Impacting Community Colleges; Nontraditional Paths to Degree Attainment; Context for Success-Making Sense of Institutional Differences in Student Backgrounds; Community College Trends and Outcomes; Connecting Learning Across the Institution; and Student, Faculty, Community Engagements and Organizational Learning.
- 2012 *IPEDS.* Participated in a one day training entitled “Using IPEDS Data for Benchmarking: Supporting Decision Making and Institutional Effectiveness” co-hosted by Association for Institutional Research (AIR) and Association for the Study of Higher Education (ASHE) in Las Vegas, Nevada.

### **PROFESSIONAL SERVICE:**

- 2016 Chattanooga State Community College
- Achieving the Dream, Data Team Leader
  - Member of various search committees
  - Member of Completion Team
  - Software Selection Committee, Chairperson

Member of the Proposal Review Committee for the 2016 American Evaluation Association Conference:

- Teaching of Evaluation TIG
- Collaborative, Participatory & Empowerment Evaluation TIG
- Assessment in Higher Education TIG

2015 Member of the Proposal Review Committee for the 2015 American Evaluation Association Conference:

- Teaching of Evaluation TIG
- Collaborative, Participatory & Empowerment Evaluation TIG
- Disaster and Emergency Management Evaluation TIG

2014 General Education Reviewer, University of Tennessee self-study for Southern Association of Colleges and Schools Commission on Colleges (SACSCOC)

2012- 2014 Cleveland State Community College

Assessment roles:

- Quality Enhancement Plan (QEP) Assessment Committee member

College Involvement/ Development roles:

- Civic Engagement Task Force Member
- First Year Seminar (FYS) Development Committee member
- President Cabinet member
- Academic Council member
- Strategic Planning Committee member

Staff Senate roles:

- Staff Senate President
- Staff Senate Vice President
- Staff Development Committee Chair

### **HONORS, AWARDS, AND PRIZES:**

2016 SACSCOC Graduate Student Travel Award

2014 ESPN Student Awards, University of Tennessee (amount = \$2,500.00)

### **CURRENT MEMBERSHIP IN PROFESSIONAL SOCIETIES:**

2015-present Golden Key International Honour Society

2015-present Phi Kappa Phi

2015-present American Education Research Association (AERA)  
Division D

2014-present American Evaluation Association (AEA)

Topical Interest Groups (TIG):

Collaborative, Participatory & Empowerment Evaluation  
Disaster and Emergency Management Evaluation  
Graduate Student and New Evaluators  
Organizational Learning and Evaluation

## **COMMUNITY SERVICE:**

2004-2011 *Chattanooga Area American Red Cross*

- Disaster Action Team (DAT) Captain - Responded to local fires and provided clients with basic items such as food, clothing and housing.
- Disaster Relief National Volunteer- Managed bulk distribution center ensuring teams and basic supplies were sent out to disaster affected areas, maintained inventory, and supervised 14 volunteers during Hurricane Rita.

1999-2001 *AmeriCorps NCCC*

- Senior Team Leader- Provided leadership and oversight of 100 volunteers. Coordinated community service projects: conceptualized idea, obtained supplies and coordinated volunteers and project tasks

## **COMPUTER SKILLS:**

Proficient in Microsoft Word, Excel, and PowerPoint

Proficient with SPSS statistical analysis software

Proficient with Qualtrics Survey Builder and Management

Familiar with Nvivo qualitative data analysis software

Familiar with QDA Miner qualitative data analysis software

Familiar with Remark OMR and Web Survey Software

Familiar with Access

## **RELEVANT COURSEWORK:**

- Applied Statistics I, II, & III
- Educational Research Methods
- Program Evaluation I & II
- Advanced Program Evaluation I & II
- Survey Research
- Classroom Measurement
- Leadership in Higher Education
- Administration/ Governance in Higher Ed.
- Introduction to Qualitative Research
- Single Subject Research Design
- Institutional Effectiveness in Community Colleges
- Leading the 3 Pro's: Projects, Programs, and Professionals
- Psychometrics