

Kiley Coster

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Education

Master of Science – College Student Personnel

Expected May 2020

University of Tennessee, Knoxville - Knoxville, TN

Bachelor of Science - Public Relations

May 2018

Appalachian State University - Boone, NC

Minors: Leadership, Non-Profit Management, Appalachian Studies

Work Experience

Graduate Assistant for Student Organization Educational Initiatives

July 2018 – Present

Center for Student Engagement | University of Tennessee, Knoxville

- Provide strong and visionary leadership to 500+ student organizations through advising on challenges and opportunities, program assessment, resource development, event planning and space reservation, and facilitation of the new organization registration and student organization annual renewal process
- Develop and facilitate the Student Organization Conference, Knoxville (SOCK) to educate more than 600 student organization leaders on policies, resources, and development programs
- Coordinate VOLink Initiatives (Campus Labs Engage student organization management platform) and provide guidance to student organizations on how to use the tool to lead their organizations
- Construct and implement organization support programming through workshops, trainings, retreats, online modules, and digital engagement resources
- Design, market, and implement the President's Institute, a six-week leadership development program for 15 student organization presidents each semester focusing on understanding of self, building connections, and skill-based development
- Develop policies and implement application, review, and allocation process for student organization funding for operational and event marketing expenses through collaboration with on-campus printing services
- Manage crisis situations to ensure safety and wellbeing of all students by intentional connections to university resources
- Collaborate with the Center for Student Engagement to coordinate large scale events including special topics speakers, concerts, welcome week events, homecoming, late night, daytime and weekend programming for students and the general public
- Create curriculum and teach a section of ELPS:350, a leadership course for student organization leaders surrounding leadership development, organization management, and professional philosophy development

The Organization Resource Group Advisor

July 2018 – Present

Center for Student Engagement | University of Tennessee, Knoxville

- Advise a group of 30 undergraduate students who serve The Center for Student Engagement through programming, development and support for clubs and organizations in addition to the regulation of new and existing student organizations
- Manage a budget of \$20,000 per semester and empower students to create event budgets, use ledgers to track annual spending, and make ethical decisions about monetary investments
- Vision, plan and advise the Organization Advancement Team (OAT) programs including organization budgeting and fundraising, creating a culture of care, recruitment and buy-in, goal setting, etc.
- Develop and facilitate inclusive organization workshops that address the concepts of power, privilege and oppression and how they shape bias for student groups
- Implement continuous evaluations and professional and personal growth opportunities for The Organization Resource Group students through leadership style workshops, 360 evaluations, one on one meetings, and SMART goal setting
- Conduct best-practices research and assess the programs and initiatives of the Organization Resource Group to increase efficiency, innovate programs, and develop students

Graduate Student Conduct Hearing Officer

January 2019 – Present

Student Conduct and Community Standards | University of Tennessee, Knoxville

- Manage the student conduct process through case creation, educational conferences with students, educational sanctioning and the utilization of Maxient case management software for up to eight students per week
- Facilitate the Academic Integrity Matters (AIM) course for 12-15 students per week through discussions and activities surrounding ethical decision making, time-management and balance and values-based decision making
- Develop a creative educational sanctioning catalog through best-practices research and collaboration with campus and community partners to outline sanctioning options that are restorative and educational in nature

First Year Student Academic Advisor

May 2019 – August 2019

College of Arts and Sciences Advising | University of Tennessee, Knoxville

- Taught over 300 first year students about the university general education, College of Arts and Sciences curriculum over 100 major combinations, university resources, and presented complex course and graduation requirements to students
- Advised over 200 individual students through the course registration process including educating students on course options, utilizing canvas to select courses and meeting general education and selected major requirements while creating a safe and welcoming community for new University of Tennessee students
- Utilized Canvas, GradesFirst, and Banner systems to confirm student information, and follow FERPA regulations

Graduate Intern for Student Leadership Assessment

January 2019 – May 2019

Jones Center for Leadership and Service | University of Tennessee, Knoxville

- Created student leadership position and program descriptions utilizing the Seemiller Student Leadership Competencies, National Association of Colleges and Employers Competencies and Northouse Leadership Components
- Built and implemented a 360 Evaluation for student leaders and the Center for Leadership and Service to engage in a continuous feedback process
- Developed a webpage for students and staff to access all continuous feedback and leadership competency resources
- Authored a guide for campus partners to administer 360 evaluations for student leaders

Teaching Experience

Business Administration 200 – Integrity: Becoming an Ethical Leader and Effective Communicator

Instructor of Record | Haslam College of Business | University of Tennessee, Knoxville

Fall 2019, Spring 2020

Educational Leadership and Policy Studies 350 – Student Organization Leadership

Co-Instructor | Undergraduate Leadership Minor | University of Tennessee, Knoxville

Spring 2019

Educational Leadership and Policy Studies 351 – Personally and Socially Responsible Leadership

Leadership Coach | Undergraduate Leadership Minor | University of Tennessee, Knoxville

Spring 2019

Campus Involvement and Leadership

Learning Partner for VolBreaks Trip – Affordable Housing

Jones Center for Leadership and Service | University of Tennessee, Knoxville

October 2019

CliftonStrengths Facilitator Team

Jones Center for Leadership and Service | University of Tennessee, Knoxville

October 2018 – Present

SafeZone Certified

Pride Center | University of Tennessee, Knoxville

October 2018

Student Life Diversity Committee

Division of Student Life | University of Tennessee, Knoxville

October 2018 – May 2019

Presentations

Equipping Student Leaders to Create a Culture of Care

ACIO Region III Annual Conference | University of Tennessee, Knoxville

November 2019

Inclusive Organizations from Recruitment to Retention

Clifton M. Jones Student Leadership Conference | University of Tennessee, Knoxville

March 2019

Get Engaged, Get Involved New Vols

New Student Orientation | University of Tennessee, Knoxville

June – August 2019

Student Organization Conference, Knoxville

Center for Student Engagement | University of Tennessee, Knoxville

August 2019