

# Hollyann Larson

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## EDUCATION

**Master of Science in College Student Personnel,**  
The University of Tennessee Knoxville

*Knoxville, TN*  
**Expected May 2021**

**Bachelor of Arts in Psychology,** Minor in Music  
California State University Long Beach

*Long Beach, CA*  
**August 2017**

### Study Abroad Experience

Glasgow Caledonian University

*Glasgow, United Kingdom*  
**September 2016 - January 2017**

## HIGHER EDUCATION EXPERIENCE

**The University of Tennessee Knoxville**

*Knoxville, TN*

**Graduate Teaching Assistant, Center for Global Engagement**

**July 2019-Present**

- Execute 30 events per academic year to create opportunities for international students to engage with the campus community and for domestic students to learn about international cultures
- Facilitate event success by managing a budget, advertising, planning activities, and creating marketing materials for each event
- Research best practices and created curricula for developing and maintaining intercultural competence for student leaders and staff
- Achieve certification in International Student taxation to assist international students and scholars with creating their tax documents for the 2019 year.
- Supervise seven student assistants by assigning tasks, providing guidance, and connecting students with resources to encourage individual professional growth
- Analyze engagement metrics from Instagram, Wordpress, and Mailchimp to improve marketing strategies
- Utilize Wordpress to create an updated tax resource website for international students to better understand federal tax filing requirements

**California State University Long Beach**

*Long Beach, CA*

**Student Services Specialist, Enrollment Services**

**October 2017-March 2019**

- Provided high quality customer service for a diverse range of students, faculty, and staff with dignity and respect to model the university's mission, values, and strategic vision
- Maintained a working knowledge of enrollment, financial aid, and admissions policies to assist an average of 280 customers per week in person and over the phone to support student success
- Processed, analyzed, and updated transactions using student information systems while problem solving and contacting other campus resources to best assist students and their families
- Utilized Peoplesoft, Cashnet, and OnBase to review and input student information and transactions

## COLLEGE STUDENT PERSONNEL PRACTICUM EXPERIENCE

**University of Tennessee, Knoxville**

*Knoxville, TN*

**Summer Academic Advisor, College of Arts and Sciences Advising**

**May 2020-July 2020**

- Co-facilitated group advising sessions for 120 students discussing curriculum, student engagement opportunities, academic requirements, and policies to promote incoming student success
- Held 55 individual academic advising appointments to discuss students' educational and career goals and develop into a first-year academic plan
- Applied academic advising models and student development theory to assess student needs for support to best engage each individual in their academic journey
- Utilized Banner 9, Navigate, and Microsoft Teams to manage student information

**Research Intern, Post-secondary Research Center**

**August 2020-November 2020**

- Studied the reaction of higher education to the COVID-19 pandemic and reported trends and promising practices across three functional areas.
- Managed benchmarking and writing tasks in a peer group to successfully summarize findings between 45 institutions in the sample

**UNDERGRADUATE EXPERIENCE**

**California State University Long Beach**

*Long Beach, CA*

**Orientation Leader, Student Orientation, Advising and Registration**

**April 2016-August 2017**

- Worked on a team of 30 peers to introduce 18,000 incoming students to CSULB campus, its resources, and advocated for student involvement while representing university values
- Assisted in the development of new orientation modules regarding inclusive excellence and roommate etiquette to address students' needs and interests within orientation
- Advised students when registering for classes to provide peer support and ease transition stress
- Collaborated with academic advisors and student services staff to resolve student issues

**Resident Assistant, Housing and Residential Life**

**August 2014-May 2016**

- Worked on a team of 12 peers to develop a community within campus residence halls, fostering intrinsic growth, passion for education, and a respect for others
- Created and executed 50 programs that reflected the university's core competencies and other student needs. Received an award for "Most Creative Programmer"
- Practiced working with residents from diverse and intersectional backgrounds, managing crisis situations, and referring students to relevant campus resources

**Conference Assistant, Housing and Residential Life**

**May 2015 – August 2015**

- Managed 30 groups of conference guests and monitored residence halls during the summer months, ensuring guest's stays were enjoyable and within safety policies

**PRESENTATIONS AND PUBLICATIONS**

**Larson, H., Bustos, P.** (March 2020) *What's the Word: The Value of Intercultural Communication.*

Clifton M. Jones Student Leadership Conference, Knoxville, TN.

**Fox, M., Larson, H., Martinez, W.A., Assalone, A., Svoboda, B., Grace, M., & Biddix, J.** (2020). *Student Activities Engagement Practices During the COVID-19 Pandemic* (Student Engagement Practice and Planning in the COVID-19 Environment Series). The University of Tennessee, Knoxville, Postsecondary Education Research Center. <https://perc.utk.edu/covid-19/>

**Fox, M., Larson, H., Martinez, W.A., Assalone, A., Svoboda, B., Grace, M., & Biddix, J.** (2020). *Community Service Practices During the COVID-19 Pandemic* (Student Engagement Practice and Planning in the COVID-19 Environment Series). The University of Tennessee, Knoxville, Postsecondary Education Research Center. <https://perc.utk.edu/covid-19/>

**PROFESSIONAL ACTIVITIES AND SERVICE EXPERIENCE**

**Leadership Studies Coach, Educational Leadership and Policy Studies.**

*Knoxville, TN*

University of Tennessee, Knoxville

**January 2020-April 2020**

**Vice President of Undergraduate Relations, College Student Personnel Association**

*Knoxville, TN*

University of Tennessee, Knoxville

**December 2019-December 2020**

**Study Abroad Mentor, Study Abroad @ The Beach**

*Knoxville, TN*

California State University, Long Beach

**May 2017**

**Sustainability Campaign Creator, GCU Sustainability**

*Glasgow, United Kingdom*

Glasgow Caledonian University

**January 2017**