

## Carole Poindexter-Sylvers

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### **EDUCATION**

**Master of Arts, Social Science**  
University of California, Los Angeles  
Concentration: Anglophone Caribbean

**Bachelor of Science, Family Resources and Consumer Sciences**  
University of Wisconsin-Madison

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### **PROFESSIONAL EXPERIENCE**

***Enrollment Management Specialist***  
University of Houston-Clear Lake, 2007 - Present

- Service undergraduate, graduate and post-baccalaureate academic careers.
- Coordinate campus visits with Historically Black Colleges and University administrators and students.
- Organize applicable trouble-shooting sessions with top feeder schools concerning articulation agreements.
- Develop special events focusing on targeted populations to promote diversity.
- Assist in training new hires under the supervision of the Associate Director of Admissions.
- Monitor weekly funnels to assist in developing appropriate action plans.
- Manage all scheduling of events and departmental speakers for UHCL Counseling Week.
- Host monthly rotating workshops for new majors, new certificate programs or transfer students with an earned associate degree.
- Collaborate with College of Business for bi-annual Open House MBA Mixer.
- Partner with Medical Center MHA faculty and advisors to recruit and co-host mid-day MHA Open House.
- Organize inquiry pool, conversion of inquiry to applicant, applicant to admit, and admit to enrollment/matriculation.
- Act as a liaison to prospective and incoming students.
- Counsel academic career recommendations for prospective students and provide motivation to take appropriate actions to meet intended goals.
- Support and coordinate with department evaluators to resolve disputes and discrepancies.
- Direct, develop, facilitate and present admissions procedures, deadlines and policies to group information sessions consisting of students, faculty and staff, community colleges, high schools and community organizations.
- Prepare manuals for undergraduate and graduate enrollment management counselors.

- Record comments, track admission status and other necessary record updates in the departmental CRM software system.
- Receive program applications, and communicate with applicants on all steps necessary to complete the application process.
- Create relationships with students and other stakeholders through phone outreach, in-person outreach, application processing, recruiting events and overall enrollment coordination.
- Provide timely outreach to new student inquiries to increase the likelihood of conversion from inquiry to application.
- Make outgoing calls to program inquiries, delivering best practices in customer service.
- Research and analyze enrollment trends, using historical data.
- Encourage students by examining academic programs, recognize individual academic strengths and select a major.
- Collaborate with alumni for recruitment events to host information sessions, per designated program.
- Develop strategies to determine areas of improvement leading to increased enrollment.

***Academic Counselor***

University of Phoenix, 2004 - 2007

- Served as distance assistant to registrar for distance education and online institution.
- Processed student records and registration locally; submitted data and documents to corporate office.
- Encouraged students examine academic programs, recognize individual academic strengths and select a major.
- Made outgoing calls, delivering best practices in customer service.
- Serviced undergraduate and graduate academic careers.
- Recorded comments, track admission status and other necessary record updates in the departmental CRM software system.
- Assisted with development of material presented in web and teleconferencing information sessions.
- Discussed career and educational goals with students.
- Aided in the course selection process to ensure progress towards student goals.
- Connected students with resources, such as counselors or tutors.
- Demonstrated strong understanding of institutional policies.
- Assessed students in their academic progression, from enrollment to graduation.

## Curriculum Vitae

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### ***Adjunct Instructor***

University of Houston, 1998 - Present

- Establish writing pedagogy and methods instruction for college-level writing-intensive skills.
- Implement interdisciplinary study of significant aspects of the African Diasporic history and culture.
- Trace the development of the emergence of pan African communities in colonial societies.
- Examine voluntary and involuntary migration patterns of creole societies, ethnographies and cross-cultural comparisons.
- Introduce and engage Iberian cross-cultural components in the African Diaspora.
- Conduct research, apply critical thinking skills, and articulate diverse historical perspectives in the context of the African Diaspora.
- Create course syllabus to reflect departmental goals and requisites to meet college core requirements.
- Apply database management using Blackboard to record and track student performance.
- Compose field assignments for experiential learning.
- Develop team-building strategies and confidence-building activities.
- Reward student accomplishments, provide feedback and support to students.
- Monitor and establish student benchmarks and performance.
- Ongoing assessment and evaluation of learning outcomes; early intervention.
- Identify learning style, talents, skills and strengths of students; apply methods to accommodate all modes of learning.
- Provide resources to supplement and support student performance.
- Review manuscripts for publication.
- Face-to-face and online delivery platforms, knowledge of best practices and innovative strategies.
- Remain current in field of study.

***Topics include:*** *Anglophone and Hispanophone Caribbean, Sociolinguistics and Creole Languages, Language and the Classroom, Krio of Sierra Leone and Gullah of the Georgia Sea Islands, Roman Family Law versus Chattel Slavery, Genealogy and Social Hierarchies, Matriarchal Myths and Womanism, Maghrebian Influences in Latin American Music and Dance, Ancient Egyptian Pharaonic Dynasties, African American identity, influences, and achievements, within American culture, as well as issues confronting African Americans.*

### ***Adjunct Instructor:***

University of Houston-Clear Lake, *Contemporary Anthropology*

Jan 2010 - May 2010

Houston Community College *Cultural Anthropology*

Aug 1997 - May 1998

Galveston College *Cultural Anthropology*

May 2009 - May 2010

- Established writing pedagogy and methods instruction for college-level writing skills.
- Implement a study of significant aspects of human language, culture, societies in past and present societies.
- Examined migration patterns of regional societies.
- Explored ethnographies and cross-cultural comparisons.
- Created syllabus to reflect departmental goals and requisites to meet college core requirements for traditional and adult learners.

- Composed field assignments for experiential learning.
- Performed ongoing assessment and evaluation of learning outcomes; early intervention.
- Identified learning style, talents, skills and strengths of students.
- Applied teaching strategies to correspond with student learning styles.
- Provided resources to supplement and support student performance.
- Communicated expectations and establish clear grading criteria through appropriate instructional means.
- Provided feedback and support to students.
- Maintained accurate records for course grades.

College of the Mainland, *American History*

Aug 1996- 1997

- Established writing pedagogy and methods instruction for college-level reading and writing skills.
- Identified significant aspects of the United States before and after the Civil War.
- Examined regional migration patterns of various ethnic groups.
- Created syllabus to reflect departmental goals and requisites to meet college core requirements for traditional and adult learners.
- Ongoing assessment and evaluation of learning outcomes; early intervention.
- Identified learning style, talents, skills and strengths of students.
- Applied teaching strategies to correspond with student learning styles.
- Provided resources to supplement and support student performance.
- Communicated expectations and establish clear grading criteria through appropriate instructional means.
- Provided feedback and support to students.
- Maintained accurate records for course grades.

## **PUBLIC SCHOOL DISTRICT TEACHING EXPERIENCE**

*Classroom Teacher: Grades 5 - 8*

- Houston Independent School District
- Galveston Independent School District
- Los Angeles Unified School District

## **COMMUNITY INVOLVEMENT, INTERESTS AND VOLUNTEER**

- Histories of Food, Culture and Society
- Evolution of New World Music
- English as a Second Language
- Melanesian Textiles, Dress and Adornment
- Facilitate Workshops: Improve Critical Thinking and College Writing Skills
- Speaker for Black History Month Programs for UHCL on the African Diaspora and the Black Female

## **ACADEMIC SCHOLARSHIP, RESEARCH AND CREATIVE ENDEAVORS**

- Houston Teachers Institute: The Music of Louisiana, Spring 2002
- Publication: Journal of Southern History, December 2017

## **HONORS and RECOGNITION**

- Research Merit Award UHCL, Spring 2017, *Catedral de La Habana, Bautismos and Social Ranking, 1590-1600*
- Research Merit Award UHCL, Spring 2020, *Alfonso X, the Holy Roman Empire and Atlantic,*
- Congressional Recognition Award from Representative Senfronia Thompson's Office, Oct 2018
- City of Houston Day of Proclamation Award from Mayor Sylvester Turner's Office, Oct 2018

## **CONCENTRATIONS AND RESEARCH**

- Spanish Inquisition and Ibero-America
  - Comparative Anglophone and Hispanophone in Colonial Societies
  - Creolization New World Societies
  - Musicology: Social and Cultural Contexts of Musical Expression
  - Sociolinguistics: Creole Languages in New World Societies
  - Colonial Catholic and Protestant Nations: Domestic Lives of Women, Marriage and Family
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## **PROFESSIONAL AFFILIATIONS:**

- Texas Association of Admissions Counseling
- National Association of Admissions Counseling