

## Susan F. Fouts

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### ACADEMIC PREPARATION

Ed. D.	<b>Adult and Community College Education</b> North Carolina State University Raleigh, North Carolina	2004
	<i>Dissertation: Differences in Work Ethic Among Job Seekers Based on Employment Status, Age and Gender</i>	
M.B.A.	Business Administration Western Carolina University Cullowhee, North Carolina	1990
B.S.	<b>Medical Technology</b> Western Carolina University Cullowhee, North Carolina	1978

### Academic Career Summary

Instructor, University Experience Graduate Course (2006)

Instructor, Student Success Course, (Southwestern Community College) 1989

Adjunct Instructor, (Southwestern Community College) 1995 Accounting; Small Business Management

Director of Continuing Education, (Southwestern Community College) 1997-2000)

Medical Technology Program Coordinator and Faculty Member, (Southwestern Community College) 1989

Literacy Coordinator, (Southwestern Community College) 1997- 2000, GED preparation and Adult Basic Skills

Business and Industry Training Coordinator; Instructor for Entrepreneurship; Instructor for Quality Programs, (Southwestern Community College) 1995- 1997

**Additional Professional Preparation:**

Certification as Trainer for Gung Ho	2004
Workforce Development Directors Association North Carolina Workforce Commission, Raleigh, NC	2004
Workforce Development Institute North Carolina Workforce Commission, Raleigh	2004
Proposal Reviewer Golden Leaf Foundation Annual Grant Program	2003
National Institute for Leadership and Institutional Effectiveness North Carolina State University, Raleigh, NC	2000
Academy for Community College Leadership, Innovation, and Marketing North Carolina State University, Raleigh, NC	1998
Certified DiSC, Total Quality Transformation, and Zinger-Miller Facilitators	1995
Certified Rural Entrepreneurship thru Action Learning Facilitator	1995
North Carolina Association of Adult Educators	1997

## **PROFESSIONAL EXPERIENCE**

### **Western Carolina University, Cullowhee, NC**

Executive Director of Educational Outreach (2012- Present). Lead five units with diverse populations. Manage multiple receipt-based budgets. Develop and implement strategic plan for the Division. Provide opportunities for growth and revenue. Administer International credit programs delivered outside of the United States.

### **Western Carolina University, Cullowhee, NC**

Director of Continuing Education- (2005- 2012) Responsible for Continuing Education Unit programs including professional development in nursing, business and other disciplines including securing approval from accrediting agencies. Coordinate non-credit learning activities for adults in the region. Coordinate non-credit on-line training opportunities for professionals.

### **Southwestern North Carolina Planning and Economic Development Commission, Region A, Bryson City, NC**

*Director of Workforce Development* (2000- 2005) Develops and implements programs to address the training and educational needs of economically disadvantaged youth and adults in a seven county region. Write annual plan and proposals for implementation of projects in the region. Manage budget from multiple funding streams. Monitor all components of the plan including eligibility, needs assessment, individual educational plans, and job placement upon completion. Developed leadership program for disadvantaged youth. Supervise staff.

### **Southwestern Community College, Sylva, NC**

*Director of Continuing Education and Business and Industry Training Coordinator* (1995 to 2000). Responsible for the development of continuing education programming, including curriculum development, course scheduling, student recruitment, and utilization of distance learning technologies. Performed community and business assessments to develop programming. Served on several academic and administrative committees. Supervised literacy program that provide high school completion for dropouts.

### **Southwestern North Carolina Planning and Economic Development Commission**

*Planner/Monitor* (1990 to 1995). Responsible for planning training and educational opportunities for citizens that met national standards for performance. Prepared annual plan for implementation. Monitored federally funded program for compliance and

quality. Used regression model to analyze community demographics to develop a comprehensive training plan based on data derived from a variety of sources.

**Southwestern Community College, Sylva, NC, *Medical Technology Program Director (1989)***, Direct all aspects of Medical Technology Program and serve as lead faculty. Advise students and work with Student Support Services to assist students. Teach chemistry and biology to transfer students. Teach student orientation and success courses.

**Harris Regional Hospital (Westcare Health System). (1978-1989). *Assistant Director of Laboratory***. Manage hospital laboratory functions. Serve on several hospital committees. Manage quality system.

### **Instructional Packages and Programs**

- **Start Here—Go Anywhere** – Career Ladder Project for Youth
- **Certified Employee Curriculum-** Entry Level Employee Certification for Youth and Adults in conjunction with business partners
- **The Supportive Services Game-** Board Game activity for youth to show leadership and decision making in budgeting and supporting youth in high school attainment
- **Leadership Program for Youth-** Activity-based Leadership certification Program
- **JobLink Business Plan-** Southwestern Commission, 1995, 2005.

## **SERVICE**

### **North Carolina Workforce Commission**

- Dislocated Worker Task Force
- Technology/Teleconference Implementation Committee
- Performance Standards Best Practices Committee
- JobLink Customer Service Committee

### **Mountain Youth Resources**

- Strategic Plan Facilitator
- Consultant for Accreditation

### **Southwestern Community College**

- Quality Conference Program Committee Chair
- Chair of Search Committee for Literacy Coordinator
- JobLink Leadership Committee for Southwestern Region

**Community Involvement**

Leadership Asheville	2014
Leadership Jackson	1999
Smart Growth Facilitator for County Planning	2002-2003
American Red Cross Executive Committee	1989
Workforce Development Conference Planning Committee	2003
I7 Futures Forum –Planning Committee and Panel Participant	2005
Lead Evaluator for Children and Family Services-NC Project	2006

## **SCHOLARLY ACTIVITY**

### **Scholarly Agenda**

Research concerning the development of work ethic and the implications for employers and jobseekers. Interest in research on developing educational programs to meet the needs of the students. Special interest in educational and career success of students. Professional publications pending in referred scholarly journals. Several presentations at regional and national conferences.

### **Publications and Research Reports**

“The State of the Workforce”. Research Report. Southwestern Commission, 2002

“Best Practices Handbook for Serving Dislocated Workers” NC Workforce Commission, 2002

“Factors in High School Attainment”. Southwestern Commission, 1992.

### **Selected Professional Presentations**

“Learning to Lead: A Youth Leadership Program”. Presentation at the Annual Conference of Workforce Professionals of the North Carolina , Greensboro, NC 2004, October.

“Development of a Certified Employee Curriculum for Use by Business, Industry and Education- An Active Learning Approach”. Professional Development Workshop at Fall Meeting of the Division of Employment and Training and Local Programs Initiatives, Wilmington, NC, 2004, December.

“Using a State of the Workforce Report to Set an Action Agenda” Presentation at the Annual Conference of Workforce Development, Greensboro, NC 2004. October

“Contracting for Performance” Presentation to the North Carolina Workforce Administrators Association, Raleigh, NC 2002.

“Pickle Dip: A Leadership program for Youth” Presentation to the National Association of Rural Education, Jackson, Mississippi 1992, September

## **Professional Memberships**

National Association for Workforce Professionals

American Evaluation Association

American Society for Training and Development

University Continuing Education Association

Association of Continuing Higher Education

Learning Resources Network

Tennessee Association of Continuing Higher Education

## **Awards**

Western Carolina University, Office of Rural Education Award for Support of the New Beginnings Program and Private Industry Council Leadership Program