

## **Dominique Turner, MPA**

### **EDUCATION**

- PhD – May 2025  
(EXPECTED) Morgan State University, School of Education and Urban Studies  
Baltimore, MD  
Major: Higher Education Administration
- MPA – December 2015 Bowie State University, College of Business  
Bowie, MD  
Major: Management and Public Policy
- BS – December 2012 Bowie State University, College of Arts and Sciences  
Bowie, MD  
Major: Government/Political Science

### **RELATED PROFESSIONAL EXPERIENCE**

#### **Associate Dean for Retention, Inclusion, Success, and Engagement** *Allegheny College* (August 2023 - Present)

Serves as the strategic and operational deputy to the Office of Inclusive Excellence, developing and implementing student success programs for students of color and first-generation students. Coordinates retention intervention efforts with other campus stakeholders including the Office of Student Life and the Office of Student Success. Provides coaching to student athletes, students of color, first generation students, and low-income students on the identification of barriers to academic success and assists in the development and implementation of individualized action plans which contributed to a 12% increase in the retention rates for target demographics in the first year of employment. Collaborates with campus partners on hiring best practices to enrich the student experience through a diverse academic workforce. Serves on various college care teams including the Threat Assessment Team and Student Intervention Team; brings strategic leadership to the Retention Intervention Team. Provides direct supervision to the college's multicultural center including three professional staff and ten student workers. Developed and implemented a new immersive precollege cohort program to support students from historically underrepresented populations.

#### **Director of Non-Traditional Programs**, *University of Maryland Global Campus* (December 2020 – July 2023)

Administered a portfolio of three Non-Traditional Academic Programs which included the International Program, the US Naval Community College Program, and the DOD Credentialing Assistance Program. Contributed to and implemented strategic planning and long-range university objectives. Managed the formation of interdepartmental business processes to establish new standard operating procedures for innovative partnership models. Maintained, updated, and

ensured procedural and regulatory compliance of all portfolio programs. Performed budgetary planning, reporting, and oversight for the department. Provided administrative oversight to student facing staff who counseled active duty and veteran students. Regularly interfaced with personnel from DOD, US Navy, foreign colleges, and other international organizations for oversight of special projects.

**Director of International Programs, *University of Maryland Global Campus***

(December 2018 – December 2020)

Oversaw the operational aspects of the Office of International Programs by forging new partnerships and enhancing current relationships between UMGC and non-military affiliated overseas partners. Improved strategic communications with stakeholders such as the President and Sr Vice Presidents allowing the Office of International Programs to work efficiently by establishing policies and budgets and executing them effectively for operational integration across all functions of the university. Effectively planned the designated project resources and monitored progress of the departmental objectives to meet operational and financial objectives for FY19 & FY20.

**Assistant Director of Student Services, *George Washington University***

(June 2018 – December 2018)

Managed the counseling staff of the Colonial Student Services Center who assist students with financial aid, billing, and registration questions in person, through email, and by phone. Collaborated with other departments such as Student Services, Office of Student Financial Aid, Student Accounts, Office of the Registrar, Housing, and other university offices to stay informed of changes to internal and external policies and procedures. Identified trends in customer inquiries as well as opportunities for process and service enhancements using Remedy ticketing system. Identified training areas for the team and gave the home offices data regarding the most encountered areas of concern from customers. Implemented a tracking mechanism for the abandon rate of calls to report to the leadership of my unit.

**Associate Director of Admissions, *University of Maryland Global Campus***

(November 2016 – June 2018)

Supervised and coached a team of 11 admissions advisors and 5 virtual solution advisors. Maintained accountability for customer service delivery to potential undergraduate and graduate students. Trained admissions advisors on relevant university admissions policies, appropriate outreach strategies for recruitment efforts, and accurate civilian and military/veteran content. Managed statistics and operations data to ensure the team exceeded productivity and customer service delivery metrics. Performed weekly call review sessions between students and employees to identify areas of improvement. Represented the admissions department on various university wide projects and change initiatives. Organized and participated in virtual and in-person events for high school and community college recruitment.

**FELLOWSHIPS & AWARDS**

**[Rising Graduate Scholar, \*Diverse Issues in Higher Education\*](#)**

(July 2023)

Featured as a rising graduate scholar by the noted *Diverse Issues in Higher Education* publication. Nominated by department chair and other faculty in Morgan State's Higher Education Administration graduate program and cited leadership potential and strategic abilities that align with higher education executive leadership.

**Curricular Lab Fellow**, *Center for Religion and Cities*

(2022 – 2024)

Conducts research associated with the Center for Religion and Cities mission to address structural disparities in urban environments. Assists in the development of curriculum for university and high school education with the intent of encouraging more meaningful narratives on religion and doctrine. Designs curricular activities and classroom management models that promote deep listening, horizontal models of collaboration, and affirming various identities and perspectives in classroom praxis.

**UJIMA Institute**, *NASPA – Student Affairs Administrators in Higher Education*

November 2022

Participated in a cohort program designed for Black higher education professionals who aspire to senior academic and administrative roles in student affairs. This three-day institute is a selective program that offers an intensive, challenging, and collegial learning environment for student affairs professionals as they develop culturally relevant leadership skills that leverage their unique ethnic heritages and histories and prepare to lead increasingly diverse institutions.

**Pipeline to Possibilities Fellow**, *California Community College System*

(January 2021 – 2023)

Engages in co-teaching and student mentorship alongside faculty mentor within the California Community College System. Attends department meetings, committee meetings, and student events with assigned mentor as a means of immersive learning about the experiences of community college faculty. Attended monthly professional development sessions with faculty, college administrators, and CCC system staff on various learning topics such as syllabus development, antiracist classroom engagement, and student advocacy.

**TEACHING EXPERIENCE**

**Adjunct Professor**, *University of Maryland Global Campus*

(Fall 2019 – Summer 2023)

**Duties:** Taught online and in-person sections of the mandatory orientation and career exploration general education courses for students in undergraduate programs. Planned and organized course material in methodical and pedagogically appropriate manner for adult learners. Developed interactive activities to reinforce concepts and desired learning outcomes. Used a variety of technological tools to enhance the student learning experience. Conveyed relevant application of content knowledge through lectures, responses to student inquiries, and feedback on assignments and projects.

- ◆ PACE 111B – Program and Career Exploration in Business
- ◆ PACE 111C – Program and Career Exploration in Communications
- ◆ PACE 111M – Program and Career Exploration in Multidisciplinary Studies
- ◆ PACE 111T – Program and Career Exploration in Technology

***Teaching Assistant, Morgan State University***  
*(Spring 2023)*

***Duties:*** Assisted the instructor of record in the development of the course syllabus and other course content in the graduate program in Higher Education Administration. Provided analysis and feedback to students for presentations, reflection papers, and major course assignments. Aided in the preparation and delivery of lectures and served as a primary point of contact for student concerns and requests for assistance.

- ◆ RDHE 707 – Finance and Budgeting in Higher Education

***Teaching Assistant, Riverside City College***  
*(Spring 2021)*

***Duties:*** Assisted the instructor of record in the development of syllabi, course lectures, and other course content for a non-credit elective in business success. Provided feedback to students for course activities. Aided in the preparation and delivery of lectures and served as a point of contact for student concerns and requests for assistance.

- ◆ BUS 112 – Business Success Seminar

**SCHOLARLY PUBLICATIONS**

Turner, D. (2022). Internationally Non-Traditional. In K. Bista, & A. Newson-Horst, *Global footprints in higher education: Cross-cultural experiences of students and faculty at Morgan State University* (pp. 41-43). STAR Scholars.

Bumpus, M. A., Leslie, G. & Turner, D. D. (2020, Fall) A family of products: Is there potential for more versions. *Journal of Case Studies*, 38(1), 18-32.

Bumpus, M. A., Leslie, G. & Turner, D. D. (2017). Sharing a product idea: Is it worth the cost? *Journal of Case Studies*, 35(2), 114-130.

**OTHER PUBLICATIONS**

Turner, D. (2020). Liberation and education. The Freedom Church Commemorative Bible.

Turner, D., & Womack, L. (2020, December). God's call to partner. The Church School Herald-Journal: God's Call in the New Testament, pp. 27-28.

## **MANUSCRIPTS IN PROGRESS**

Turner, D. You don't care what I think: Perspectives on academic writing.

Turner, D. Graduate student services: The not so functional area.

Turner, D. Management theory and higher education: A literature review.

Turner, D. Board to death: Governance failures at church-related HBCUs.

Turner, D. Taking another look: The origins of higher education for Black people in America.

## **RESEARCH INTERESTS**

Historical development of church-related colleges, Higher education governance, Graduate student services, Black male scholar development

## **ACADEMIC SERVICE**

**Strategic Planning Co-Chair and Advisory Board Member– Region II, NASPA**  
2024-2026

**Search Committee Chair – Program Coordinator of the IDEAS Center, Allegheny College**  
Spring 2024

**Search Committee Chair - Director of the IDEAS Center, Allegheny College**  
Fall 2023

**Search Committee Member - First Year Class Dean, Allegheny College**  
Fall 2023 - Spring 2024

**Strategic Pathway Implementation Team - Vibrant & Inclusive Campus, Allegheny College**  
Fall 2023 - Spring 2024

**Strategic Pathway Implementation Team - Experiential Learning, Allegheny College**  
Fall 2023 - Spring 2024

**Strategic Pathway Implementation Team - Community Relationships, Allegheny College**  
Fall 2023 - Spring 2024

**Student Board, American Journal of Education**  
2022-2024

**Graduate Student and Postdoctoral Council**, *National Academies of Science, Engineering, and Medicine (NASEM)*

2023 - 2024

**Self-Study Review Team Member**, *Middle States Commission on Higher Education*

March 2023 (Assigned to Standard IV – Support of the Student Experience)

**Taking Doctoral Mentorship Seriously Convening**, *National Academies of Science, Engineering, and Medicine (NASEM) and Association of American Universities (AAU)*

January 2023

**Self-Study Review Team Member**, *Middle States Commission on Higher Education*

March 2022 (Assigned to Standard I – Mission and Goals)

**Enhanced Learning Model Change Agent Network**, *University of Maryland Global Campus*

2018-2020

### **SELECT PRESENTATIONS**

2025. Thriving, not just surviving. Embracing joy and cultivating resilience for Black student affairs professionals; NASPA Annual Conference [Pre-Conference Workshop]

2024. Who moved my students; Inclusion and You Faculty Symposium {Conference Workshop}. Allegheny College, Meadville, PA

2022. African Americans, African American Institutions, and COVID; The Benjamin A. Quarles Humanities and Social Science Institute Conference [Conference Panel]. Morgan State University, Baltimore, MD

2021. California Community Colleges HBCU Connections: Transfer & Beyond; Academic Senate for California Community Colleges [Conference Panel]. Virtual

2019. Introduction to Higher Education for Military Families; University of Maryland Global Campus; Joint Base Andrews, Camp Springs, MD

### **MEMBERSHIPS / AFFILIATIONS**

AAR – American Academy of Religion

ACPA – American College Personnel Association

AHA – American Historical Association

ASFAA - Association of Student Financial Aid Administrators

ICMI - International Customer Management Institute

NASPA – Student Affairs Administrators in Higher Education

Pi Alpha Alpha - The Global Honor Society for Public Affairs & Administration

PMI - Project Management Institute