

# *Michael W. Griest*

2680 Cross Country Road ▪ Beavercreek, OH 45431 ▪ 937-422-0392 ▪ michael.griest@wright.edu

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## ***Education***

**Masters of Education, *Adult Learning & Development*** ▪ 4.0 GPA ▪ December 2000  
Cleveland State University ▪ Cleveland, OH

**Bachelor of Science, *Rehabilitation Services*** ▪ Summa Cum Laude ▪ 3.9 GPA ▪ June 1998  
Wright State University ▪ Dayton, OH

## ***Experience***

### **Director, Student Enrollment Services**

October 2014 to present

Wright State University, Dayton OH

### **Associate Director, Student Enrollment Services**

May 2012 to October 2014

Wright State University, Dayton OH

- Responsible for enrollment services support in the areas of registration, student fees, and financial aid
- Resolve issues involving registration, student account, financial aid and others following agreed upon protocol and in collaboration with home processing offices.
- Manage and monitor Raider Connect's daily business to ensure quality and process improvement, including the supervision of 12 full time Enrollment Services Advisors.
- Develop, implement and share benchmarking data and assessment analysis to ensure the highest level of quality service to students.
- Identify and implement technology based self-service tools.
- Provide guidance to the director regarding navigation, relevant topics and suggested changes to the Raider Connect website on an ongoing basis.
- Assist in the development and maintenance of an on line policy and procedures manual for Raider Connect.
- Utilize various training methods including one-on-one, group presentations and online training to convey critical information to Raider Connect staff.

### **Weight Watchers Leader**

December 2003 to present

Weight Watchers

- Lead 4 weekly course on weight loss and weight management for 80-100 members
- Serve as a resource and inspiration to members on topics ranging from exercise and fitness to food choice and preparation methods
- Recruit, train and mentor new and existing staff members, including the delivery of the Basic Leader Skills Training Course and quarterly staff development activities
- Design and maintain the regional web portal and web based training materials
- Manage a team of 3 to 5 receptionists and cashiers, and ensure quality customer service practices
- Complete weekly sales and attendance reports with the assistance of the meeting team

### **Financial Aid Representative**

April 2010 to May 2012

Wright State University, Dayton OH

- Advise students and parents on the telephone, via e-mail and in person regarding financial aid eligibility, application processes and student aid programs
- Calculate and award financial aid using technical knowledge, web based tools, associated legislation and need analysis theory
- Identify additional financial aid and support options for students, and provide appropriate referrals
- Maintain an up to date knowledge of state, federal and campus based financial aid programs
- Utilize professional judgment to perform federal verification of financial aid applicant data
- Coordinates and maintains a complex daily customer service schedule for the department

*Michael W. Griest contd.*

**Coordinator, Student Activities and the Student Center**

August 2006 to October 2009

Urbana University, Urbana, OH

- Oversee the daily operations and budget of the Urbana University Student Center, including The Bundy Wellness Center, the University Mailroom, facility reservations, the University Operator and transportation services
- Coordinates all aspects of Summer Orientation and Welcome Weekend Programs, Intramural and Club Sports, and The Shelton Youth Leadership Challenge
- Recruits and selects recipients of the Servant Leader Scholarship and Club Sports Participation Scholarships.
- Provide support and guidance for 23 student organizations, their leaders and advisors
- Enforce and interpret the student code of conduct and serve on a team of 3 judicial hearing officers
- Supervise 2 full time employees, 1 graduate assistant and 23 part time employees
- Plan and execute major campus programs such as the Student Activities Fair, Homecoming Weekend, Major Fundraising Events and The University Holiday Tree Lighting
- Serve on the University Website Editorial Board and manage the student e-mail system
- Create and maintain co-curricular transcripts for each student using the Power Campus system

***Additional Professional Experience***

**Interim Director of Student Activities**

May 2005 to July 2006

Wittenberg University, Springfield, OH

**Area Coordinator, Hanley, South and Woodlawn Halls**

July 2001 to May 2005

Wittenberg University, Springfield, OH

**Graduate Residence Hall Director, Constitution Hall**

**Graduate Assistant, Center for Alcohol and Related Issues Education (C.A.R.E.)**

July 1998 to June 2001

Baldwin-Wallace College, Berea OH

***Leadership and Service***

**Ohio College Personnel Association**

Treasurer 2013-Present, Past President 2009, Secretary 2005-2007, Workshop Chair 2003-2005

**Dayton Art Institute Associate Board**

Member, 2015-Present

**Greene Valley Recreation Center**

Board Member 2011-12, Vice President 2012-13, President 2014-15

**SOCHE**

Student Leadership Conference Co-Chair 2006 ▪ Support Staff Conference Co-Chair 2007

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### *References*

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