

Whittney Polley Heard, Ed.D

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A motivated educational leader, advocate, and lifelong learner with an expert focus on strategic change, career development, and classroom communities.

Education

EdD	Lipscomb University Learning Organizations and Strategic Change Dissertation: Predictors of Student Success on the Wisconsin Forward Exam at Urban Charter Network Committee: Drs. Wiemers (chair), Hebert, Nie, Nikolaus *Findings revealed that student attendance and discipline did not correlate with student success on their end-of-course examinations for ELA and Math. This was a unique finding for a school system serving over 90% of African American students. Further research will determine what factors make students successful on the end-of-course examination.*	December 2021
MEd	Lipscomb University Instructional Practice Thesis: Restorative Practices & Learning Outcomes Advisor: Dr. Lonnie Cochran	December 2018
BS & BA	Centenary College of Louisiana Business Administration Music	June 2016
Military	U.S. Army Quartermaster School Automated Logistical Specialist Course Distinguished Graduate—Fort Lee, VA	January 2013

Professional Certifications & Licenses

State of TN— 6yr Professional License

License: 000704127

Effective: 3/1/2021

Expiration: 8/31/2027

Endorsements: Business Education 6-12, Business

Technology 6-12

State of TN—ILL Administrator

License: 000704127

Effective Date: 4/14/2022

Expiration: 8/31/2025

Endorsements: Beginning Administrator PreK-12

Relevant Work/Experience

The Providence House (Shreveport, LA) Director of Education

October 2023 – Present

Overview:

- Collaborates with each adult client to create a plan to further their education so they can live independently.
- Through all interactions, teach, coach, be respectful, and remain calm.
- Encourages clients to make good decisions by providing the necessary tools relevant to their goals
- Tracks statistical data weekly and reports accurate monthly statistical data to the supervisor
- Creates realistic academic plans for residents to keep the imminent goal of obtaining their HiSET
- Implements a program(s) for all residents to increase their educational and learning capabilities.
- Coordinates and provides tutoring for all ages and grades, including college-level students.
- Uses various teaching methods to introduce new information and to identify strengths and weaknesses
- Administers TABE testing, reports those data and track the results.
- Provides all residents with interactive support and assistance during literacy hours.
- Provides proper supervision and instruction to reinforce educational activities for all residents.
- Recruit and supervise volunteers to assist in educational training and workforce development activities.
- Accesses the educational and workforce progress of residents daily.
- Creates and maintains a healthy and productive learning environment.
- Maintains a level of productivity and quality consistent with Providence House standards.
- Creates and fosters relationships with community business partners
- Assist clients with job searching, job skills, and professional development.

Workforce Development Specialist

June 2023 – October 2023

Overview:

- Developed and maintained community partnerships with businesses, educational organizations, and community stakeholders that align with current and future Workforce Solutions projects and initiatives
- Utilized Louisiana Workforce Commission (LWC) resources and other existing tools; provided information on opportunities and training requirements
- Coordinated with local and state workforce agencies, employers, and educational institutions to build pathways for employment
- Collaborated with workforce system contractors to provide employment services, including assistance with resume writing, interview skills, and soft skill development, and organized career fairs
- Organized training workshops by utilizing community resources for employment and education
- Prepared and conducted presentations to business, education, and community groups to provide insight into business trends and expose students to career pathways
- Promoted workforce solutions programs and services
- Participated in industry advisory and task force committees for target industries, gathering business intelligence to identify recruitment challenges, skills set required, and identify career pathways
- Provided training and technical assistance to partners to achieve desired outcomes for WFD grants, projects, and initiatives

Founder and CEO

Overview:

- Undertakes short-term or long-term projects to address various issues and needs of businesses, individuals, and the community
- Meets with management or appropriate staff to understand requirements, conduct data analysis, and present findings
- Uses interviews, surveys, focus groups, etc., to collect necessary data
- Conducts situational and data analysis to identify and understand a problem or issue
- Provides advice or suggestions for improvement according to objectives
- Formulates plans to implement recommendations and overcome objections
- Arranges for and provides training to people affected by change
- Evaluate the situation periodically and make adjustments when needed
- Leverages expertise and analytical skills to provide valuable insight and solutions to clients in their field of expertise

Continuous Improvement Manager

Overview:

- Cultivated networks of trusted civic partners across various communities centered around collective action.
- Managed, coached, facilitated, and provided technical assistance to the Networks to achieve objectives and complete deliverables; built capacity and oversaw progress on continuous improvement.
- Created and executed multiple project action plans to support priorities defined by the partnership.
- Collaborated and communicated regularly with diverse partners across schools, neighborhoods, and regions to ensure alignment of action.
- Provided project management support and developed process improvement methods and tools to educate and support the Networks and other community partners.
- Remained current and provided updates on knowledge of social issues locally, statewide, and nationally, including programmatic trends, promising practices, and public policy.
- Co-convened and co-facilitated working groups among partners in a geographic location using principles of collective impact and results-based facilitation.
- Developed and cultivated relationships with community stakeholders, including leaders in education, business, faith, nonprofit, philanthropic, and civic sectors.
- Assisted in the recruitment and development of a Step Forward Leadership Table, Youth Advisory Panel, and Parent Advisory Panel.
- Supported the partnership's ongoing collaborative work by filling a variety of support roles, including coordinating monthly meetings, events, and community presentations.
- Worked closely with the Director of Special Initiatives to create and implement communication strategies at various levels of partnership, including the core leadership team, working groups, business, non-profit, and education partners.

Academy Coach

Overview:

- Served as a liaison between the school and the district in developing and sustaining academies, including submission of budgets, purchase orders, completion of action plans, calendar of events, grant writing, and developing a strategic plan
- Establishes and maintains relationships with businesses, community agencies, and post-secondary institutions
- Coordinated and organized Experiential Learning opportunities (industry tours, career fairs, college visits, job shadows, internships, teacher externships, guest speakers) and Early Post-Secondary opportunities (dual credit, dual enrollment, industry certification) for over 2,100 students in smaller learning communities (SLCs)
- Serves as the advisor for the Student Ambassador program, with approximately 30-40 students participating yearly
- Collected, analyzed, and communicated academy data (including academy enrollment, experiential learning, industry certifications, academy-related dual credit / dual enrollment, attendance, and graduation rate, among others)
- Work with counselors, team leads, and school administration to coordinate the recruitment and registration of students.
- Attended Partnership Council and other meetings for networking, enhancing partnerships, and providing experiential learning opportunities for students
- Collaborated with school administration and Advisory Board to review academy programs of study and recommend program modifications
- Coordinated with business partners and the PENCIL Foundation to maintain accurate community investment data for official business and community partner involvement
- On-boarded new academy teachers, team leads, and principals to the academy model.

School Demographics: 2,282 students, 89.7% Avg. Daily Attendance, 50% Female, 50% Male; 41% Black, 33% White, 24% Hispanic, 2% Other; 10% English Language Learners, 65% Economically Disadvantaged, 14% Students w/ Disabilities

Pathways Offered: Aviation, Automotive Maintenance and Light Repair, Diesel Technology, Mechatronics, Digital Arts, Audio Production, Audio/Visual Production, Hospitality and Tourism Management, Banking and Finance, Culinary, Criminal Justice, Medical Therapeutics, Animal Sciences

Business Partners: Cummins, TN Trucking Association, Cumberland Trucking, Nashville Airport, MTSU Aerospace, TN College of Applied Technology, Southwest Airlines, American Airlines, WKRN News 2, Country Music Television, Gaylord Opryland Resort & Hotel, Ryman Hospitality, Southwestern Travel Group, US Community Credit Union, Deloitte, TSU College of Business, Aegis Sciences Corporation, TriStar Summit Hospital, Nashville Airport Department of Public Safety, Vanderbilt University Medical Center, Junior Achievement, Goodwill Industries, TN Army National Guard

Highlights: 2 NCAC Model w/ Distinction Academies, 2 NCAC Model Academies, Cummins TEC Program resulting from a grant written, created a more equitable student ambassador program and trained all students for leadership, served on PENCIL Foundation panel and raised over \$64,000 for their program (\$31,000 was the original goal), initiated student mentorship program for new teachers, 4 branded career academies, 1 of 3 schools to successfully implement Career Launch Program, over 250 students sitting for nationally recognized industry certifications, over 500 students participating in CTE-connected dual credit, onboarded 5 major business partners amidst a national pandemic, started Black Student Union organization for students, onboarded 6 master teachers as team leads, onboarded 2 new Academy Principals.

CTE Business Teacher: Banking & Finance Pathway

Prepared learners for careers in financial and investment planning, banking, insurance, and business financial management. Career opportunities are available in every sector of the economy and require specific skills in organization, time management, customer service, and communication. Served as US Community Credit Union Advisor (student-run credit union program) and DECA Advisor. Developed curricula, scope-in-sequence, quizzes, exams, interdisciplinary instruction, and homework.

Classes Taught: Introduction to Business/Marketing, Accounting I, Accounting II, Banking & Finance

Pathway Demographics: 55% Female, 45% Male; 50% Black, 20% Hispanic, 20% White, 10% Other; 15% English Language Learners, 92% Economically Disadvantaged, 15% Students w/ Disabilities

Business Partners: US Community Credit Union, Deloitte, TSU College of Business, Cedarstone Bank

Industry Certifications: Microsoft Office (Word and Excel)

CTE Business Teacher: Hospitality & Tourism Management Pathway

Description: Prepared learners for postsecondary credentials and careers in the management and operations of lodging, food services, attractions, recreation, event planning, and other travel-related services. Served as the MNPS Hospitality Cluster Lead and DECA Advisor. Developed curricula, scope-in-sequence, quizzes, exams, interdisciplinary instruction, and homework.

Classes Taught: Hospitality Marketing, Hospitality Management, Events Planning

Pathway Demographics: 55% Female, 45% Male; 50% Black, 20% Hispanic, 20% White, 10% Other; 15% English Language Learners, 92% Economically Disadvantaged, 15% Students w/ Disabilities

Business Partners: Gaylord Opryland Resort & Hotel, Ryman Hospitality, Southwestern Travel Group

Industry Certification: Certified Hospitality and Tourism Management Professional

Dual Credit: Nashville State Community College Intro to Business Course

Research Interests

Economic equity, educational equity, workforce, teacher perception, and student achievement, indicators of success for minority students, liberal arts impact on academics, neuroscience of student performance, parent involvement and student success, social justice, restorative practices, culturally relevant teaching, opportunity gap, Self-Determination Theory, and Flow Theory

Publication(s)

Patton, W., Sickles Jr., R. (2021). *Predictors of Student Success on the Wisconsin Forward Exam at Urban Charter Network*. (Publication No. 10381). [Doctoral Dissertation, Lipscomb University]. ProQuest Dissertations Publishing.

Professional Affiliations, Honors, and Awards

Rotary Club of Shreveport	<i>Shreveport, LA</i>	November 2024
Greater Shreveport Chamber 40 under 40 Honoree	<i>Shreveport, LA</i>	July 2024
Caddo Career and Technical Center Board Member	<i>Shreveport, LA</i>	October 2023
Linwood Public Charter School Board of Trustees	<i>Shreveport, LA</i>	August 2023
Delta Sigma Theta Sorority, Inc	<i>Shreveport, LA</i>	April 2023
TN Army National Guard Award of Excellence	<i>Nashville, TN</i>	December 2020
McGavock Coalition Board Member	<i>Nashville, TN</i>	September 2019
Pi Lambda Theta	<i>Nashville, TN</i>	January 2019
DECA Recognition of Service	<i>Nashville, TN</i>	April 2018
Sigma Alpha Iota	<i>Shreveport, LA</i>	May 2011

Presentations and Invited Lectures

Adverse Childhood Experiences (ACES)

Monroe, LA

June 2023

Teens from Fostering Hope Louisiana had the opportunity to learn about trauma and its effect on the brain. They were also exposed to various factors that contribute to ACEs scores and how that influences one's behavior. They were given strategies about how to prevent ACEs and promote awareness. Lastly, teens were exposed to tools that help them self-regulate and function despite traumas. The Brain Architecture Game explored various scenarios that could cause, prevent, and regulate ACEs in an individual.

College, Career, and Life

Shreveport, LA

May 2023

Seniors preparing to attend college were able to engage in a presentation about their future. They were provided with tools to obtain a successful track for their future. They were taught to be led by God in their decisions and to trust themselves. Being the best version of oneself and obtaining an accountability measure are tools discussed to build a better life. Lastly, seniors were given quick financial tips to sustain themselves in many aspects.

Financial Literacy

Coushatta, LA

May 2023

Women from the Southwest Region Conference of Seventh-day Adventists were provided information to understand and effectively use various financial skills, including personal financial management, budgeting, and investing. A strong foundation of financial literacy can help support various life goals, such as saving for education or retirement, using debt responsibly, and running a business.

Networking, Choice, Mentorship

Shreveport, LA

May 2022

Youth from St. Mary's Church explored the meaning and benefits of networking to build personal and professional success channels. The power of choice was promoted, as was the importance of understanding one's purpose and identity. This session ended with the youth discovering what effective, purpose-driven mentorship could successfully entail.

Virtual PENCIL Summit

Nashville, TN

April 2021

The Academies of Nashville (AON) is a Ford Next Generation Learning Model Community recognized by the White House as a national high school transformation model. The power of partnership is one of the key drivers to the success of this work. This session was an opportunity to discuss partnership within the AON model, including what has gone well in the first 15 years of partnership and what opportunities can be seized for future success as we look to the next 15 years.

Equity and Social & Emotional Learning

Nashville, TN

August 2020

Teachers and school leaders at McGavock High School had the opportunity to learn how to foster an equitable learning environment where all students feel respected, valued, and affirmed in their interests, cultural values, and backgrounds.

Restorative Practices and Learning Outcomes

Nashville, TN

April 2020

Lipscomb University's 9th Research Symposium: Promoting the incorporation of Restorative Practices in school systems that value-enhanced learning outcomes for all students.

Academies Consultation Workshop

Marietta, GA

March 2020

Collaborated with the Executive Principal and Academy Counselor to consult with a school district interested in implementing the Academies in their schools. Provided school and district leaders information about the Ford Next Generation Learning Model: Transforming Teaching & Learning, Transforming the Secondary School Experience, and Transforming Business & Civic Engagement.

Blooms Taxonomy

Nashville, TN

August 2019

Career and Technical Education teachers in Metro Nashville Public Schools received instruction about Bloom's Taxonomy and higher-order thinking as they were provided resources to investigate the revised taxonomy, explore the six levels, and learn how those strategies play an important role within their classrooms and as part of the academies.

Professional Training(s)

ACEs Educator Training	24 hours	April 2023
Project-based Learning	8 hours	July 2021
Social and Emotional Learning	15 hours	June 2021
Microaggressions & Implicit Bias	1 hour	January 2021
Courageous Conversations	1 hour	January 2021
Culturally Relevant Teaching	1 hour	January 2021
Trauma-Informed Practices	1 hour	December 2020
Ford NGL University	5.5 hours	December 2020
All Means All: 2019 Equity & Diversity Summit	6.5 hours	February 2019
Equal Opportunity Access to Education for English Learners	1 hour	January 2019
Literacy Strategies for non-ELA Teachers	1 hour	January 2019
Access for All: Mindset	1 hour	January 2019
Identifying and Scaffolding Instruction	1 hour	October 2018
Focused Notes Taking	1 hour	September 2018
Deep Heritage Culture Effects on Student Performance	1.5 hours	February 2018
Classroom Organization & Management	19.5 hours	February 2018
Advanced Academics-Effective Strategies	1.5 hours	October 2017

Community Service

Delta Debutant Mentor	Shreveport, LA	August 2023
Bless an Infant Day	Shreveport, LA	June 2023
Paint Your Heart Out	Shreveport, LA	May 2023
Soles4Souls Volunteer	Nashville, TN	April 2021
tnAchieves Mentor	Nashville, TN	January 2021
Nashville Tree Foundation Volunteer	Nashville, TN	December 2020
Leading Ladies Mentor	Nashville, TN	August 2018
Youth Diversion Intern	Shreveport, LA	Jan-May 2016
Linwood Public Charter School Mentor	Shreveport, LA	January 2016

References

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Amanda Springer, *Professional School Counselor*
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