

GILLIAN FRANCIS

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SUMMARY AND PROFILE

Strategic higher education professional with over 18 years of experience advancing student success, academic program development, and cross-cultural engagement. Proven ability to design, implement, and assess student-centered initiatives that improve retention, engagement, and academic performance. Skilled in leading peer learning programs, mentoring diverse student populations, and collaborating across institutional stakeholders. Committed to leveraging data-informed practices, instructional innovation, and inclusive strategies to enhance learning outcomes and support institutional goals.

PROFESSIONAL EXPERIENCE

St. George's University Coordinator, SAS Peer Learning Group, and Preclinical Support | 01/2022 – Present

- Lead the coordination and management of peer-led academic support programs serving undergraduate and preclinical students.
- Recruit, train, supervise, and mentor 150+ student facilitators annually, strengthening leadership development and student engagement.
- Design and deliver facilitator training and professional development workshops to improve instructional quality and program effectiveness.
- Teach, assess, and provide academic coaching in the Preclinical Learning Strategies (Preclinical 301) course, supporting student transition, retention, and success.
- Contribute to instruction and assessment in graduate-level Master of Education courses, supporting the development of future educators.
- Teach and evaluate coursework in the Selective in Facilitation for Medical & Veterinary Education, preparing students for instructional and leadership roles.
- Advise and mentor 50+ undergraduate and medical students, supporting academic planning, performance, and institutional navigation.
- Collaborate with faculty and administrators to coordinate SAS & PCLN orientation initiatives to support student integration initiatives.
- Lead program assessment and continuous improvement efforts, including survey design, data analysis, and quality assurance processes for the SAS & PCLN Peer Learning Program.
- Strengthen cross-functional partnerships to align academic support services with institutional priorities and student success outcomes.

The Ministry of Education - St. George, Grenada Trained Educator | 09/2007 – 07/2018 | Grenada Boys' Secondary School

- Delivered curriculum-aligned instruction while adapting teaching strategies to meet diverse student learning needs.
- Designed lesson plans and interventions to improve student engagement, participation, and academic performance.
- Fostered inclusive classroom environments that supported student development and equitable learning opportunities.
- Provided academic guidance and mentorship to students, supporting progression and post-secondary planning.
- Engaged parents and stakeholders through structured communication and student support initiatives.
- Promoted culturally responsive teaching practices through language instruction and cross-cultural engagement.

EDUCATION AND REFERENCES

American College of Education

Doctor of Education: Leadership in Instructional Technology /present

MIU City University Miami

Master of Science: Educational Leadership, Management and Emerging Technologies /Dec 2023/Graduated with distinction. /Graduated Summa Cum Laude /GPA 3.98.

St. George's University - Grenada

Bachelor of Science: Management and Tourism & Hospitality Management/ Double major /Dec 2021
Graduated Summa Cum Laude. GPA 3.98.

T.A. Marryshow Community College in Collaboration with UWI Campus, Cave Hill, Barbados/2016

Associate degree: Teacher Education

Certification

- Management Skills & Leadership
- Digital Project Management
- Diploma in Learning and Development
- Instructional Design Principles to Create Successful E-Learning Certificate
- Educational Research Certificate

LANGUAGES

English – Advanced

French – Intermediate

REFERENCES

- ✓ Dr. Asha Lessey-Charles. Director, Peer Learning & Academic Enhancement Unit . St. George's University. Alessey@squ.edu
- ✓ Dr. Lisa Francis-Charles. Assistant Professor-St. George's University. LFrancha@squ.edu Tel. 1473-415-2347