

Sherrill W. Hayes, Ph.D.  
Assistant Vice Provost & Professor of Conflict Management  
Kennesaw State University  
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Academic leader integrating strategic planning, student-success innovation, and interdisciplinary scholarship. Experienced in leading multi-campus academic support systems, driving culture change, and designing inclusive, evidence-based initiatives that improve learning, teaching, and student outcomes.

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## EDUCATION

**PhD, Sociology & Social Policy** – *Newcastle University*, United Kingdom (2005)

Thesis: *Family Mediation in the 21st Century: Policy and Practice in England and Wales*

Supervisor: Professor Janet Walker

**MS, Human Development & Family Studies** – *University of North Carolina at Greensboro* (2000)

Thesis: *Everyday Activities of North American Preschoolers and Their Fathers*

Supervisor: Dr Jonathan Tudge

**BS, Human Development & Family Studies** – *University of North Carolina at Greensboro* (1997)

Concentration: Child and Adolescent Development

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## ACADEMIC ADMINISTRATION AND LEADERSHIP

**Assistant Vice Provost for Student Success – Kennesaw State University (2024–present)**

Provide strategic leadership for five Academic Affairs units – Academic Coaching & Support, Writing Centre, SMART Centre (STEM tutoring), Supplemental Instruction & Learning Assistants (SILA), and Student Success Systems – serving more than 50 000 students across two campuses.

- Lead institutional initiatives to improve outcomes in high-enrolment, low-pass-rate modules (Strategic Plan Goals 1.1 and 1.1.2), achieving early-alert participation of 85 %, mid-term grade reporting of 74 %, and significant engagement gains across key support areas (SMART +4.45 %, Writing +3.81 %, SI +18.37 %).
- Oversee EAB Navigate, integrating advising, tutoring, and early-alert analytics with the student-information system (Banner) to enable predictive, data-informed outreach.
- Lead directors who oversee 300+ staff (professional and peer) delivering inclusive, evidence-based academic-support programs across the curriculum.
- Manage co-curricular and equity initiatives – *Thrive, Achieve Atlanta, Coca-Cola First-Gen, REACH Georgia, President's Focused Learners* – supporting continuation and belonging for priority student populations.
- Serve as institutional co-lead the University System of Georgia Academic Mindset and Momentum Year surveys, NSSE survey, and collaboration with the National Institute for Student Success (NISS), aligning outcomes with indicators of student retention, progression, and graduation.
- Secured a \$950 000 Goizueta Foundation grant for peer mentoring and gap scholarships and strengthened philanthropic partnerships with Coca-Cola First Generation Scholars, Achieve Atlanta, and REACH Georgia to widen participation.

### **Director, School of Data Science and Analytics – Kennesaw State University (2021–2023)**

Founding Director of the multidisciplinary School of Data Science & Analytics, lead 26 full-time and 20 part-time faculty and serving roughly 8,000 students annually across general-education, minor, BS, MS, and PhD programs.

- Expanded online and hybrid provision in statistics and data-science modules, increasing enrolments by 30 % while maintaining student-success rates.
- Served as PI for a \$225 000 Student Success Initiatives Grant targeting enrolment and DFWI improvement in core modules (*STAT 1401*, *DATA 1501*, *STAT 2332*, *STAT 3125*), achieving measurable gains: +24 % enrolment / –3 % DFWI in *STAT 1401*; +50 % / –11 % in *STAT 2332*; *DATA 1501* growth 57 → 477 students / –16 % DFWI.
- Oversaw faculty research activity exceeding \$600 000 per year in external funding across corporate, foundation, and state sources.
- Directed Academic Program Review for MS and PhD degrees; achieved 20 % growth in graduate enrolment (AY 2020–23).
- Hired 19 new faculty (7 permanent, 7 limited-term, 5 part-time) and expanded tutoring labs providing hundreds of hours of statistics and data-science support each semester.
- Established two endowed PhD scholarships totaling \$86 000 (AY 2021–22) and led the successful proposal for a new BS in Data Science and Analytics.
- Introduced INFORMS aCAP professional-certification eligibility for MS graduates, enhancing employability and professional recognition.

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### **Director, PhD in Analytics and Data Science – Kennesaw State University (2018–2020)**

Directed the first stand-alone PhD program in Analytics and Data Science in the United States, coordinating faculty from five departments across three colleges and two campuses.

- Coordinated industry-funded research placements and internships; negotiated student placements and research assistantships with corporate sponsors.
- Chaired Admissions and Curriculum Committee reviewing 100 + applications annually and developing policies, procedures, and assessment frameworks.
- Authored and annually updated the PhD Policies and Procedures Manual (2018–20).
- Facilitated creation of the multidisciplinary School of Data Science and Analytics (2020) by convening 20 + faculty and research staff from three colleges.
- Strengthened doctoral culture through improved supervision processes, annual progress reviews, and enhanced research dissemination.
- Developed, wrote, and evaluated annual program-assessment reports for PhD program.

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### **Director, Master of Science in Conflict Management – Kennesaw State University (2012–2017)**

Provided academic and strategic leadership for an interdisciplinary graduate program integrating law, psychology, and international relations.

- Led graduate program with a compulsory field experience integrating applied research, internships, and community-based projects; supervised 40+ student placements in governmental, NGO, and corporate settings including The Carter Center, U.S. Department of State Diplomacy Lab, U.S. Institute of Peace; and expanded Peace Corps Coverdell and launched Peace Corps Prep Programs.
- Developed, wrote, and evaluated annual program-assessment reports for the MS.
- Established global partnerships:
- Co-created a dual MSM–MBA program linking conflict management and business leadership (2015).

- Launched the online Graduate Certificate in Applied Peacebuilding (2018).
- Co-led the development of the School of Conflict Management, Peacebuilding and Development (2013–17), consolidating teaching, research, and outreach functions.

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## FACULTY APPOINTMENTS AND TEACHING EXPERIENCE

My teaching and curriculum design reflect invitational education principles, integrating Universal Design for Learning, authentic assessment, and work-related experiential learning. Over two decades, I have delivered more than 50 distinct course preparations in residential, online, and executive style formats across conflict management, human development, and data ethics in the US, UK, and Germany.

### **Full Professor (promoted 2017; previously Associate Professor, 2012–2017)**

*School of Conflict Management, Peacebuilding & Development, Kennesaw State University, GA*

- Teach across undergraduate, master's, and doctoral programs in conflict management and psychology (17 distinct modules through 2025).
- Conduct quantitative, qualitative, and mixed-methods research resulting in nine journal articles, seven book chapters, and a co-edited book.
- Supervise doctoral-level researchers (seven PhD completions, five additional committee roles, and numerous master's projects).
- Developed and taught courses in Conflict Theory, Advanced International Mediation, Data Ethics, Research Methods, and Human Development.
- Designed and delivered conflict-resolution and data-ethics training for the Federal Reserve Bank of Atlanta, Cox Family Enterprise Center, ASKO Europa Stiftung (Germany), BlazeSports America, and Gerard Pierre-Charles Foundation (Haiti).
- Associate Editor, *Journal of Peacebuilding and Development* (2016–2019).
- Mentor to early-career faculty on teaching, supervision, and curriculum enhancement.

### **Part-Time Lecturer, Europa Institut, Universität des Saarlandes, Germany (2018)**

- Delivered the International Mediation module in the LLM in European and International Law.

### **Assistant Professor, Peace & Conflict Studies, University of North Carolina at Greensboro (2006–2012)**

- Taught 46 graduate courses in the MA in Conflict Resolution (residential and online).
- Developed 12 new modules and revised eight existing ones, embedding service learning and community-based research.
- Oversaw community-based field experiences and internships for all MA students in Conflict Resolution, linking theory with applied practice across non-profit, legal, and educational sectors.
- Co-developed and administered the *Greensboro Landlord–Tenant Dispute Program* (2008–2012).
- Led funded evaluation projects in family mediation and community dispute resolution.

### **Visiting Assistant Professor / Lecturer, Human Development & Family Studies, University of North Carolina at Greensboro (2003–2006)**

- Taught 15 undergraduate courses across developmental theory, child observation, and lifespan development.
- Supervised field placements and mentored undergraduate research.

### **Lecturer, Early Childhood Education, Guilford Technical Community College, NC (2005–2006)**

- Delivered nine courses and supervised field placements in early-childhood education.

**Sessional Lecturer**, *Psychology (HEFC)*, Gateshead College, UK (2002–2003)

- Taught a year-long psychology curriculum for higher-education foundation students.

**Sessional Tutor**, *School of Geography, Politics and Sociology*, Newcastle University, UK (2001–2002)

- Tutored undergraduate and graduate modules in Sociology of Gender, Social Anthropology, and Research Methods & Data Analysis (MS).

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## PROFESSIONAL PRACTICE AND APPLIED RESEARCH IN CONFLICT RESOLUTION

**Owner and Principal Practitioner**, *Family, Community, and Organizational Conflict Management Services*, Acworth, GA (2005–present)

- Conduct hundreds of hours of mediation, facilitation, coaching, and training in family, community, and workplace contexts.
- Provide court-ordered family mediation, parenting coordination, and Better Business Bureau Lemon Law Arbitrations in North Carolina and Georgia.
- Deliver conflict-management and family-business interventions with the Cox Family Enterprise Center, focusing on family-systems dynamics and financial communication.
- Design and implement evaluation studies for community programs using mixed-method and systems-based research approaches.

**Stipendiat in Residenz**, *ASKO Europa-Stiftung*, Saarbrücken, Germany (2018)

- Developed a five-year data-analytics strategy for evaluating international-education programs.
- Built and analyzed multi-year evaluation databases; conducted interviews and workshops with program leaders.
- Facilitated training on communication and conflict resolution for seminar leaders and *START Stiftung* scholars from migrant backgrounds.

**Child Custody & Visitation Mediator**, *North Carolina Administrative Office of the Courts* (2004–2005)

- Conducted approximately 300 court-ordered child-custody mediations and bi-weekly parent-orientation sessions in Guilford County.
- Developed communication and negotiation strategies for complex family disputes in collaboration with courts and family-law professionals.

**Family Mediator**, *Action for Children*, Durham and Darlington, United Kingdom (2003)

- Mediated all-issues divorce disputes involving parenting, property, and financial matters.
- Completed the *College of Family Mediators Readiness to Practice Scheme* (2003).

**Family Mediator**, *Sunderland and South Tyneside Family Mediation Service*, United Kingdom (2002–2003)

- Mediated parenting and property disputes; contributed to an interdisciplinary pilot anti-bullying program for local schools.

**Research Associate**, *Family Advice and Information Networks (FAINs) Project*, Newcastle Centre for Family Studies, Newcastle University, UK (2002)

- Conducted field research and interviews with solicitors and clients for a national pilot evaluation of the FAINs scheme across England and Wales.
- Analyzed data on information and advice networks supporting families in early-stage legal processes.

## RESEARCH AND PUBLICATIONS

### Books

- Lundy, B., Adebayo, A., & **Hayes, S. (Eds.). (2018). Atone: Conflict, Religion, & Reconciliation.** Lexington Books. ISBN 9781498560689.

### Peer-Reviewed Journal Articles (selected, reverse-chronological)

- **Hayes, S. W.,** Priestley, J. L., Moore, B. A., & Ray, H. E. (2021). Perceived stress, work-related burnout, and working from home before and during COVID-19. *SAGE Open*, 11(4).  
<https://doi.org/10.1177/21582440211058193>
- **Hayes, S. (2021).** Commentary: Deepening understanding of refugee children and adolescents using Bronfenbrenner's bioecological model. *Journal of Child Psychology & Psychiatry*, 62(5), 510–513.  
<https://doi.org/10.1111/jcpp.13403>
- Wood, B., Guimaraes, A. B., Holm, C. E., **Hayes, S. W.,** & Brooks, K. R. (2020). Academic librarian burnout using the CBI. *Journal of Library Administration*, 60(5), 512–531.  
<https://doi.org/10.1080/01930826.2020.1729622>
- **Hayes, S. W.,** & Endale, E. (2018). Identity development for refugee and newcomer adolescents. *Peace and Conflict: Journal of Peace Psychology*, 24(3), 283–290. <https://doi.org/10.1037/pac0000315>
- **Hayes, S. (2017).** Changing radicalization to resilience by understanding marginalization. *Peace Review*, 29(2), 153–159. <https://doi.org/10.1080/10402659.2017.1308190>
- **Hayes, S.,** Lundy, B., & Hallward, M. (2016). Conflict-induced migration and the refugee crisis. *Journal of Peacebuilding & Development*, 11(3), 1–7.
- **Hayes, S.,** Grady, M., & Brantley, H. (2012). Parenting coordinators: Processes, interventions, and perspectives. *Family Court Review*, 50(3), 429–440. <https://doi.org/10.1111/j.1744-1617.2012.01458.x>
- **Hayes, S. (2010).** More of a street cop than a detective: Roles of parenting coordinators. *Family Court Review*, 48(4), 698–709. <https://doi.org/10.1111/j.1744-1617.2010.01343.x>
- **Hayes, S. (2007).** Parenting Coordination: Resolving high conflict parenting disputes in the USA. *International Family Law*, 1, 132-134.
- **Hayes, S. (2007).** Redefining Practice: Lessons Learned as a Researcher and Mediator. *Family Law*, 37, 844-848.
- **Hayes, S. (2002).** Family Mediators in the UK: A survey of practice. *Family Law*, 32, 760 – 764.
- Tudge, J., **Hayes, S.,** Doucet, F., Otero, D., Kulakova, N., Tammeveski, P., Meltsas, M., & Lee, S. (2000) Parents' participation in cultural practices with their preschoolers. *Psicologia: Teoria e Pesquisa* [Psychology: Theory and Research], 16. 1-11.

(Full list available on request.)

### Book Chapters (selected)

- **Hayes, S. (2024).** Why the Uneti Tree Had to Burn: Luke Skywalker Gets to Yes With Himself. In N. Ebner & J. Reynolds (Eds.), *Star Wars and Conflict Resolution II* (pp. 163–174). DRI Press.
- Mobley, K., Ishmakhametov, N., Kota, J. S., & **Hayes, S. (2023).** Big Data: Concepts, Techniques, and Considerations. In H. Kunze et al. (Eds.), *Artificial Intelligence and Engineering Mathematics* (pp. 167–189). Taylor & Francis.
- **Hayes, S. (2022).** Midi-chlorians or Neurochemistry: Jedi and Sith approaches to conflict resolution. In N. Ebner & J. Reynolds (Eds.), *Star Wars and Conflict Resolution* (pp. 97–108). DRI Press.
- Lundy, B. D., & **Hayes, S. (2020).** Refugees and Migration. In C. Butcher & M. Hallward (Eds.), *Understanding International Conflict Management* (pp. 203–217). Routledge.

- **Hayes, S.** (2020). Informed Consent & Data Literacy Education; In B. Franks (Ed.), *97 Things About Ethics Everyone in Data Science Should Know*. O'Reilly Media.
- **Hayes, S.** (2020). Cautionary Ethics Tales. In B. Franks (Ed.), *97 Things About Ethics Everyone in Data Science Should Know*. O'Reilly Media.
- Walker, J., & **Hayes, S.** (2006). Policy, Practice and Politics: Bargaining in the Shadow of Whitehall. In P. Herrman (Ed.), *The Blackwell Handbook of Mediation* (pp. 99–128). Blackwell.

#### Professional/Practice Articles & Essays (selected)

- **Hayes, S.** (2025). The Jedi mediator: Lessons from *Star Wars* for conflict resolution. *The Common Ground*, 7(2), 21–23.
- **Hayes, S. W.**, Priestley, J. L., Ishmakhametov, N., & Ray, H. E. (2020). “I’m not Working from Home, I’m Living at Work.” OSF Preprint. <https://doi.org/10.31234/osf.io/vnkwa>
- **Hayes, S.** (2020). Diversity & collaborative problem solving. *Machine Learning Times*.
- **Hayes, S.** (2020). Ethical ML as a wicked problem. *Machine Learning Times*.

#### Conference Papers & Invited Talks (selected, last ~5–7 years)

- **2025 (Feb).** *Student Success as a Team Sport: Building an Ecosystem for Belonging*. Annual Conference on the First-Year Experience, New Orleans, LA.
- **2023 (May).** **Hayes, S. W.**, Ebner, N., & Viscomi, R. “*It Is A Lawless Time*”: *Star Wars*, Negotiation, and Conflict Resolution. Realizing Resistance Episode III, University of North Texas (online).
- **2022 (Sep).** Reynolds, J., **Hayes, S.**, Mayans, E., & Jones, K. *Conflict Resolution Through Star Wars*. Rose City Comic Con, Portland, OR (invited panel).
- **2022 (Sep).** Reynolds, J., Elfenbein, H., Ebner, N., Marvilla, S., & **Hayes, S.** *Conflict Experts Fight About Star Wars*. DragonCon, Atlanta, GA (invited panel).
- **2021 (Apr).** Hoffman, A. T., Barker, A. E. G., & **Hayes, S.** *The Impact of the Interim Leadership Experience*. Association of College & Research Libraries (ACRL) Conference, American Library Association (online).
- **2019 (Nov).** Lahiff, B., Ares, R., Ramasamy, K., Duvvuri, V., & **Hayes, S.** *Realistic Timeframes and Acceptance of AI*. KPMG Perspectives Conference, Atlanta, GA (invited panel).
- **2019 (Sep).** Ray, H. & **Hayes, S.** *Winning at the Data Game: Thinking about Statistics, Data, and Strategy*. Construction Suppliers Association Annual Conference, New Orleans, LA (invited talk).
- **2019 (Apr).** McGrath, R., **Hayes, S.**, Nestler, S., & Rhue, L. *Ethics for Big Data and Analytics*. INFORMS Analytics Meeting of Analytics Program Directors, Austin, TX.
- **2018 (Jul).** *Facilitating and Moderating International Educational Workshops*. Europäische Akademie Otzenhausen, Saarland, Germany (invited workshop talk).
- **2018 (Jun).** *Conflict Management Skills*. START Stiftung Scholars Program, ASKO Europa-Stiftung, Saarbrücken, Germany (invited talk).
- **2018 (Jun).** *Designing and Leading International Education Seminars*. Europäische Akademie Otzenhausen, Saarland, Germany (invited seminar talk).

(Full presentation list available on request.)

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#### EDITORIAL ROLES AND PEER REVIEW

- **Associate Editor**, *Journal of Peacebuilding & Development* (2016–2019; Visiting Editor, Vol. 11, Issue 3).
- **Editor**, *The Peacemaker* (North Carolina Bar Association Dispute Resolution Section, 2011–2012).
- **Reviewer** for: *Big Data & Society*; *Conflict Resolution Quarterly*; *International Journal of Health Policy and Management*; *Journal of Child Psychology & Psychiatry*; *Journal of Peacebuilding & Development*; *Local Development*

## GRANTS, CONTRACTS, CONSULTANCY & TRAINING

### External Research & Program Grants (selected)

- Goizueta Foundation -*Student Success: Peer Mentoring and HOPE Scholarship* (PI), \$950,000, 2025–present.
- Jefferson–Franklin Community Action Corporation -*Community Trust Processes* (Co-I), \$28,000, 2020–2023.
- USIP / IIE -*Humanitarian Assistance, Refugees, & Peacebuilding*, \$2,000, 2013–2014.
- Community Foundation of Greater Greensboro -*Landlord–Tenant Dispute Project* (evaluator), \$4,000, 2010–2011.

### Contracted Research (selected)

- ASKO Europa-Stiftung / Europäische Akademie Otzenhausen -Program evaluation & teaching (Germany), travel/accom. €≈\$6,000, 2018.
- W. K. Kellogg Foundation (Clarkston Families Decide) -External evaluator, ~ \$3,500, 2015–2016.

### Contracted Practice & Executive Training (selected)

- Federal Reserve Bank of Atlanta -Certified Analytics Translator training (co-presenter), ~\$38,000, 2019.
- Cox Family Enterprise Center (KSU) -Family Business Clinic™ (co-lead), ~\$50,000 to KSU, 2014–2018.
- BlazeSports/UEFA/UN OSDP (Haiti) -Sports, Conflict & Peace workshop, 2014.

*(Additional invited workshops 2002–2023 listed on request.)*

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## AWARDS, HONOURS, AND FELLOWSHIPS

- **ASKO Europa-Stiftung Fellowship (Stipendium)**, Saarbrücken, Germany (2018).
  - **Fulbright Specialist Roster Candidate**, Peace & Conflict Resolution Studies, Institute for International Education (2016–present).
  - **Service Learning Faculty Fellow**, Office of Leadership and Service Learning, University of North Carolina at Greensboro (2009–2010).
  - **Young Alumnus Award**, School of Human Environmental Sciences (now Health & Human Sciences), UNC Greensboro (2007).
  - **Overseas Research Studentship**, Committee of Vice-Chancellors and Principals of British Universities, Newcastle University (2000–2003).
  - **Helen Canaday Scholarship**, School of Human Environmental Sciences, UNC Greensboro (1998–1999).
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## INTERNATIONAL EDUCATION AND STUDY ABROAD LEADERSHIP

- **India (2023):** Led graduate-program recruitment in Vijayawada and Hyderabad; trained consultants and counsellors on KSU admissions, curricula, and academic support.
- **Germany / France / Luxembourg (2015 & 2018):** Directed 2 graduate study-abroad cohorts to the *Europäische Akademie Otzenhausen* for seminars on European identity, human rights, and migration; coordinated site visits to the European Parliament, Council of Europe, and ECHR.
- **Ireland & Northern Ireland (2013 & 2016):** Led 2 graduate study-abroad and faculty on comparative study of *The Troubles*, community mediation, and peacebuilding in Belfast, Derry, Omagh, and Dublin.

- **Ghana (2013):** Organised faculty and student exchange with the *Kofi Annan International Peacekeeping Training Centre* and the *University of Cape Coast*; coordinated meetings with government and judicial leaders.

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## TEACHING AND LEARNING GRANTS (INTERNAL)

- *Faculty Learning Community: Exploring the Mind–Body Connection in Human Conflict* – Centre for Teaching and Learning, Kennesaw State University (2014–15), \$7,000.
- *Advancement of Teaching and Learning Grant* – Teaching and Learning Center, University of North Carolina at Greensboro (2010–11), \$1,000, to develop an undergraduate Minor/Major in Peace and Conflict Studies.

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## UNIVERSITY, COLLEGE, AND PROGRAM-LEVEL SERVICE

### University Level

- Diplomacy Lab Coordinator, partnership with U.S. Department of State (2018–present).
- Chair, Regents Advisory Committee on Data Science, University System of Georgia (2021–2023).
- Member, University System of Georgia Transformation Network (2021–2023).
- Graduate Council (2012–2020); Graduate Policies & Curriculum Committee (2012–2018, Executive Committee 2016–2018).
- Student Conduct and Academic Integrity Panel (2014–2021).
- Peace Corps Coverdell Fellows Coordinator (2016–2017).
- Member, Search Committees for Dean of the Graduate College (2017) and Graduate Librarian for Humanities and Social Sciences (2018).

### College Level

- College Faculty Council, College of Computing & Software Engineering (2020).
- Graduate Curriculum Committee, College of Computing & Software Engineering (2020).
- Curriculum Committee, College of Humanities & Social Sciences (2016–2018).
- Promotion & Tenure Committee, Department of Sociology & Criminal Justice (2018–2019).

### School / Department Level

- Admissions & Curriculum Committee, Analytics & Data Science Institute (2018–2020).
- Promotion & Tenure Committee, School of Conflict Management, Peacebuilding & Development (2018–2020).
- Curriculum Committee, same school (2016–2018).
- Ad-hoc Committee to establish the School (2014–2016).
- Leadership Committee, Department of Political Science & International Affairs (2012–2017).

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### Disciplinary and Professional Service

- Member, *American Psychological Association* (2021–2023).
- Member, *American Association of Family and Consumer Sciences* (2006–2016).
- Member, *Association for Conflict Resolution* (2000–2017).
- Council Member and Committee Chair, *Dispute Resolution Section, North Carolina Bar Association* (2007–2012).

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### Community Engagement

- Poll Worker (Clerk), Cobb County Board of Elections (2020–present).



- Arbitrator, Better Business Bureau Auto Line (2015–present).
  - School Council and Parent Advisory Roles, Cobb County Schools (2012–2022).
  - Volunteer Presenter, Family Life Council of Greensboro (2010–2012).
  - Pro Bono Mediator, *Greensboro Landlord–Tenant Dispute Program* (2010–2012).
  - Children’s Initiatives Committee, *United Way of Greater High Point* (2004–2006).
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#### **Professional Certification**

- **Registered Neutral**, Georgia Office of Dispute Resolution: General Civil Mediation, Domestic Relations Mediation, and Specialised Domestic Violence Mediation (Certification No. 5170-0647-5185-3568, 2014–present).
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#### **REFERENCES AVAILABLE UPON REQUEST**

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