

# Jacob Chandler

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## Professional Experience

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**Sam Houston State University | Associate Vice President for Innovation** **Mar 2023 – Present**

Promoted to build consensus and bring strategic innovation projects to life across all campus divisions.

- Work across all levels of university divisions and colleges to foster a culture of innovation, process improvement, and digital transformation.
- Map customer journeys and strategize process improvements and alignment for segments including freshmen, transfer students, parents, and continuing students.
- Lead initiatives focused on improving the customer (i.e., student, faculty, staff, alumni) experience through IT and non-IT process improvements, software consolidations, and new technologies.
- Develop and implement a plan for consolidation and modernization of tools and processes (e.g., CRM, event, communication, advancement) into a single CRM migrating to cloud.
- Establish campus priorities, benchmarks, and targets. Prioritize and roadmap technical and non-technical projects that align with strategic plan.

**Sam Houston State University | Chief Enrollment Officer and Registrar** **Jun 2022 – Mar 2023**

Lead multiple enrollment departments to focus on building innovative programs and optimize enrollment policies and practices to support student success.

- Provide vision, innovative leadership, and accountability for the management of all services and systems associated with Visitors, Recruiting, Admissions, College of Osteopathic Medicine, transfer partnerships, and Registrar.
- Establish collaborative and effective working relationships with a diverse group of administrative and academic leaders across the University, across the Texas State University System (TSUS) and with peers at other universities.
- Drafted and Implemented the Bearkat Advantage distinguished high school partnership.
- Serve as Enrollment liaison to Information Technology, other divisions, and external partners.

**Acadeum | Advisor** **Jun 2022 – Dec 2022**

Advise Acadeum senior leadership team and its Board regarding business and product-related direction. Onboard new product team and Chief Product Officer.

**Acadeum | Vice President for Product** **Jun 2021 – Jun 2022**

Serve as Head of Product leading the specification, development, and delivery of platform solutions. Lead product, engineering, and solution engineering team.

- Established and matured standards for product lifecycle resulting in consistent monthly releases.
- Evolved product strategy from single product to a platform strategy including conceptualizing and building 2 new platform products leveraging the AWS cloud.
- Partner with Sales and Marketing to position solutions correctly for market segments, develop sales strategy, and develop solution consulting practice.
- User Experience Research (UX) to understand business needs and solve institution challenges.

- Decreased onboarding time for new institutions by 30% and doubled enrollment growth.
- Deliver Quarterly Board Review and Investor presentations.

**Ellucian | Senior Product Manager**

**Feb 2019 – Jun 2021**

Created a new SaaS data platform product providing customers with enterprise-wide insights into student and institution success thereby consolidating 16 global products at all stages of product lifecycle.

- Coordinated data-driven product discovery including user research, Jobs-To-Be-Done (JTBD) research, job driver prioritization, hypothesis testing, UX/UI designs, and feature prioritization.
- Lead cross-functional agile teams of 3 product managers, 50+ engineers, and 5 designers to deliver net-new SaaS solutions in AWS and mature existing SaaS and on-premises solutions.
- Analyzed product performance metrics and drove product strategy and roadmap to grow Annual Recurring Revenue for Reporting and Analytics portfolio.
- Worked closely with Sales and Solution Consulting for sales enablement, demo environments, and sales engagements.
- Coordinated and lead customer presentations, webinars, and workshops regarding solutions.

**Ellucian | Senior Principal Solutions Consultant**

**Apr 2017 – Feb 2019**

Hired to communicate value of new ERP and platform strategy through consultative selling. Promoted to lead enterprise selling engagements using enterprise architecture.

- Develop and execute customer webinars, presentations, and workshops to evangelize new solutions across US, LAC, UK.
- Collaborate with Solution Engineers, Product Marketing, and Product to develop strategic demos.
- Partner with Sales leadership to determine and execute consultative sales strategy.
- Participate in go-to-market/readiness teams for assigned solutions.

**Sam Houston State University | Associate Vice President for IT**

**Dec 2012 – Apr 2017**

Promoted to take a greater role in the leadership of campus technology by growing governance efforts, employing good service delivery processes, and driving software quality.

- Worked closely with Executives, academic leadership, and administrators to ensure technologies were aligned with the current and future needs of academic and business units.
- Lead cross-functional agile teams of project managers, business analysts, and engineers to drive successful third-party and homegrown product discovery, roadmaps, development, and adoption.
- Vendor management and contract management for on-premises and SaaS solutions. Streamlined IT purchasing, contract management, and license tracking.
- Optimized processes to reduce overall software ticket load by over 50% thereby reducing mean-time-to-resolution and increasing customer satisfaction.
- Developed career path and strategic hiring practices to promote sustainable growth and longevity. Hired, evaluated, and mentored a team consisting of 30 direct and indirect reports.

**Sam Houston State University | Director of Application Engineering**

**Mar 2007 – Dec 2012**

Promoted to deliver administrative computing to a growing campus of over 16,000 students.

- Lead managers, business analysts, and engineering staff to drive successful product ideation, discovery, prioritization, roadmaps, development, launch, adoption, growth.
- Lead cross-functional IT governance to establish strategic priorities, impact to the business, and build consensus regarding roadmap priorities.

- Lead implementation and integration of \$10M Banner ERP and supporting enterprise applications resulting in 31% enrollment growth.
- Lead cross-functional agile teams of software engineers, business analysts, and DBAs to continually improve service delivery and customer satisfaction.
- Established job architecture for developers, business analysts, project managers, DBAs.
- Developed and managed multi-million-dollar budget consisting of software, consulting services and software licensing. Served on numerous RFP committees.
- Hired, evaluated, and mentored a team consisting of 25 team members.

**Sam Houston State University | Programmer Analyst (multiple levels)**

**Jun 2001 – Feb 2007**

Multiple roles held:

- Programmer Analyst III: Sep 2006 – Feb 2007
- Programmer Analyst II: Feb 2005 – Sep 2006
- Programmer Analyst I: Jun 2001 – Feb 2005

Responsibilities

- Lead engineering team efforts on all web programming projects including gathering requirements, timelines, allocating staff and resources, database design and programming.
- Developed core framework for university portal as well as portal applications.
- Manage conversion of legacy mainframe data.

**Viatel | Application Developer**

**Aug 2000 – May 2001**

- Gathered requirements, coordinated project timelines and resources, and developed web apps.
- Developed Java Classes and Servlets, and all Oracle PL/SQL for pre-paid phone card project.
- Developed easy to use Cryptography package to secure platform.

## **Faculty Experience**

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**Texas A&M University | Adjunct Faculty, Technology Management**

**Aug 2015 – May 2018**

**Sam Houston State University | Adjunct Faculty, Education Technology**

**Aug 2015 – May 2016**

**Sam Houston State University | Adjunct Faculty, Computer Science**

**Aug 2005 – May 2007**

## **Education**

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**Sam Houston State University, Ed.D. in Higher Ed Leadership**

**2013**

Dissertation: College-readiness rates of special needs high school graduates in Texas public schools.

**Sam Houston State University, M.S. in Computer Science**

**2004**

Major: Computer Science

**Sam Houston State University, B.S. in Chemistry**

**2000**

Major: Chemistry | Minors: Math, Computer Science

## Peer Reviewed Publications

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Chandler, J. R., Slate, J. R., Moore, G. & Barnes, W. (2014). College readiness for students with special learning needs: A critical analysis of the literature. Journal of Ethical Educational Leadership. Available online at: <http://cojeel.org/wp-content/uploads/2013/06/JEELvol1no3-.pdf>

Chandler, J. R. (2013). College-readiness rates of special needs high school graduates in Texas public schools. (Order No. 3575118, Sam Houston State University). ProQuest Dissertations and Theses, 216.

Vienne, K. L., Chandler, J. R., & Slate, J. R. (2009). Differences in freshmen completion of a career planning tool as a function of gender and ethnicity. Graduate Research Journal.

## Selected Projects

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I have lead project and support teams that implement, integrate, and support the following products:

- AcademicWorks
- Ad Astra Schedule VII
- Ad Astra Analytics
- Automic UC4
- AWS
- Banner Accounts Receivable
- Banner Document Management
- Banner Enterprise Identity Services (BEIS)
- Banner Flexible Registration (discontinued)
- Banner Finance
- Banner Financial Aid
- Banner Human Resources
- Banner Student
- Banner Workflow
- Blackboard LMS
- Blackboard Mobile/Mosaic
- Campus ESP
- CampusLabs
- CampusLabs for IDEA
- CampusLabs OrgLink
- Cayuse – Banner Integration
- Cherwell ITSM
- Cognos
- Cornerstone OnDemand
- CourseLeaf Catalog (CAT)
- EAB Navigate
- EAB Academic Performance Solutions
- Ellucian Analytics
- Ellucian Ethos
- Ellucian Experience
- Ellucian DegreeWorks
- Ellucian Mobile
- Ellucian Recruiter
- Ellucian Travel and Expense Management powered by Chrome River
- Ellucian Workflow
- Evisions FormFusion
- Evisions Intellectcheck
- iData Datacookbook
- InCommon Federation
- Innosoft Fusion
- Luminis 4
- Motio
- NuPark
- Oracle DB
- Oracle Middleware
- Parchment Digital Credentials
- Parchment Diploma Services
- Parchment Transcript Services
- PayPal Here (discontinued)
- PayPal PayFlow Pro
- PeopleAdmin Applicant Tracking
- PeopleAdmin Position Management
- PerfectForms
- Radiant RFID
- SciQuest/Jaegger
- Stripe
- T2 Flex and ARC
- TouchNet Bill Payment
- TouchNet Marketplace
- TouchNet Payment Gateway