

John Jordan

E-mail:

Cellular Phone:

Mailing Address:

EDUCATION

- | | | |
|--------------|--|-----------|
| Ed.D. | Sam Houston State University, Huntsville, TX
Educational Leadership – Higher Education
Dissertation—Academic Performance: A Retrospective Investigation
of Study Skills and LASSI Performance | Aug. 2016 |
| M.Ed. | Sam Houston State University, Huntsville, TX
Curriculum and Instruction | May 2008 |
| M.A. | Sam Houston State University, Huntsville, TX
History | May 2005 |
| B.A. | Sam Houston State University, Huntsville, TX
Philosophy with Honors, <i>cum laude</i> | May 2003 |

PROFESSIONAL SUMMARY

Results-driven, dedicated, and organized professional with over 20 years' experience in student retention and success, program and process development, strategic and data-informed decision making, and change management. Adept at organizing and completing non-academic tasks and skilled in project-based leadership. Discerning organizational and strategic perspective, powerful communicator, with highly developed sense of stakeholder service and pragmatic critical thinking and problem-solving skills.

APPLICABLE WORK/PROFESSIONAL EXPERIENCE**Associate Vice President of Enrollment Services (May 2022 to Present)**

Sam Houston State University

Responsible for the research, development, and implementation of university strategy related to financial aid, scholarships, student payments, campus identification, and financial literacy.

- Data collection, analysis, and reporting on strategic enrollment populations (e.g., transfer, stop outs), 2-year partners, and competitors
- Facilitate and support the redesign and review of multiple student financial success elements, including SAP Appeals, Payment Agreements, and Payment Plans
- Oversight of over \$80 million in student aid funds abiding by federal, state, and local laws, regulations, and policies to best impact student financial need and success
- Manage multiple teams totally over 50+ staff, promoting cross-departmental communication, collaboration, and efficiencies

Assistant Vice President of Strategic Initiatives (Oct. 2021 to Apr. 2022)

Sam Houston State University

- Conducted departmental and programmatic reviews to identify interoffice synergies
- Researched and reviewed strategic enrollment management plans to determine campus fit and future feasibility
- Conducted division-wide review of assessment plans

Director of Advising Projects (Jan. 2018 to Sep. 2021)

Sam Houston State University

- Implemented dynamic student planning software and coordination of offices for marketing/communication, training, and necessary programmatic/technical integrations
- Developed and initially supervised satellite-center advising office
- Created, implemented, and oversaw a pre-transfer advising program for strategic outreach to primary 2-year transfer partners
- External outreach to transfer partners to identify and address areas of potential growth by developing mutually beneficial initiatives using 90-day project plans
- Assessed and reported data for multiple departments
- Created and implemented of annual Transfer Advising Showcase to clarify processes for advising colleagues at 16 transfer systems

Director of Academic Support Programs (ASP) (Aug. 2014 to Dec. 2017)

Sam Houston State University

- Coordinated and created numerous developmental/intrusive advising and coaching programs to promote student retention, completion, and success
- Hired, trained, and supervised department staff and student workers; assessed and evaluated program effectiveness
- Provided holistic student support for at-risk populations (probation, suspension, early alerts)
- Programmatic assessment in line with university strategic plans
- Disseminated departmental information and goals to internal and external associates
- Oversaw fiscal responsibilities including grants and budgeting
- Redesign and oversight of the minority-male success program, SH ELITE
- Supervised 8 staff, 18 student workers, and 2 interns

Interim-Executive Director of Student Advising and Mentoring (May 2017 to Aug. 2017)

Sam Houston State University

- Led and supervised the academic advising and mentoring personnel and processes of the SAM Center
- Initiative a comprehensive campus advising communication plan
- Implemented academic advising appointment software
- Onboarded additional departments to centralized advising
- Streamlined existing advising processes and record keeping

Doctoral Internship – Office of the Provost & Academic Affairs (Aug. 2014 to Dec. 2014)

Sam Houston State University

- Reviewed SACSCOC accreditation requirements for 2.10 and edited and revised SACS 2.10 report element
- Evaluated academic support services assessment methods within the division of Academic Affairs
- Identified methods of improving student success program assessment
- Reviewed academic support services offices' missions and goals for alignment with the university's strategic plan

Associate Director of ASP (Jun. 2012 to Jul. 2014)

Sam Houston State University

- Oversight of Academic Improvement Mentoring (AIM) programs and personnel
- Administered the Study Skills workshop series and instructor training
- Provided professional academic mentoring to students
- Aggregated and disaggregated program data and reports
- Disseminated ASP information and goals to internal and external associates
- Supervised 5 staff, 18 student workers, and 2 interns

Administrative Assistant/Academic Mentor for ASP (Jan. 2007 to May 2012)

Sam Houston State University

- Provided professional academic mentoring/coaching to students
- Aggregated and disaggregated program data and reports
- Disseminated ASP information and goals to internal and external associates

Pool Lecturer/Academic Mentor for ASP (Aug. 2005 to Jan. 2007)

Sam Houston State University

- Provided professional academic mentoring to students
- Aggregated and disaggregated program data and reports
- Disseminated ASP information and goals to internal and external associates

PROFESSIONAL DEVELOPMENT/CERTIFICATIONS/CREDENTIALS

Data Literacy Institute, EDUCAUSE (Est. 2021)

High Potential Employee Leadership Academy, SHSU (2021)

Data Leadership, Culture, and Strategy Institute, EDUCAUSE (2021)

SSC Specialist, EAB (2015)

Online Teaching Certificate, SHSU Online (2014)

TECHNICAL KNOWLEDGE

Banner, Blackboard, COGNOS Report Systems, Degree Works, EAB's Navigate, EduNav, Microsoft OS Suite, QDA Miner, Qualtrics, SPSS

TEACHING

Undergraduate, Pool Lecturer (SHSU)

First Year Experience (2006 to 2013)

Introduction to Collegiate Studies (2006 to 2016)

History (2004-2016)

American History: Pre-Colonial through Reconstruction (1877)

American History: Reconstruction (1877) to Present

World History: Pre-History to European Renaissance

World History: European Renaissance to Present

Developmental Education (2019)

Integrated Reading and Writing

History, Teaching Assistant (2003 to 2005)

American History: Pre-Colonial through Reconstruction (1877)

World History: Pre-History to Renaissance

Graduate, Pool Lecturer (SHSU)

Higher Education (2018 to 2019)

Resource Management in Higher Education (Online)

Career Advising in Higher Education (Online)

Concepts of Academic Advising (Online)

PROFESSIONAL SERVICE/AFFILIATIONS

Professional Memberships/Affiliations

NACCU – National Association of College Card Users (2022 to Present)

NASFAA – National Association of Student Financial Aid Administrators (2022 to Present)

AACRAO – American Association of Collegiate Registrars and Admissions Officers (2020 to Present)

AERA – American Educational Research Association (2016 to 2023)

MMIRA – Mixed Methods International Research Association (2015 to 2021)

NACADA – The Global Community for Academic Advising (2014 to 2021)

SERA – Southwestern Educational Research Association (2013 to 2017)

Professional Service

Proposal Reviewer

NACADA annual conference, Global Engagement Advising Community (2019)

NACADA annual conference, Assessment Advising Community (2019)

NACADA annual conference, Training and Development Track (2017)

AERA conference, Measurement and Assessment in Higher Education (2016 to 2017)

AERA conference, Mentoring and Mentoring Practices (2016 to 2017)

AERA conference, Mixed Methods Research (2016 to 2017)

AERA conference, Studying and Self-Regulated Learning (2016)

NACADA, Region 7 conference (2016)

SERA conference (2014, 2016)

Onsite Assistant Coordinator

Children's Book Festival & Young Adult Conference, Dept. of Library Science-SHSU
(2001, 2002)

Departmental/UniversityAdvisor

Enrollment Management Division Council (2021 to 2023)
SHSU Undergraduate Research Symposium (URS) (2011 to 2015)

Chair/Co-Chair

Bearkat Kickoff (2023 to Present)
Director of Financial Aid & Scholarships, Hiring Committee (2022-2023)
Strategic Priority 3, Goal 1 Task Force (2022)
Texas Transfer Alliance SHSU Team (2019 to 2022)
Strategic Enrollment and Retention Team (SERT; 2020)
SHSU Annual Transfer Advising Showcase (2019 to 2020)

Interviewer

SH ELITE Job Interview Workshop (2014 to 2018)

Member

Student Health Insurance Committee (2024 to Present)
Transfer Pathways Committee (2024 to Present)
First-Generation Trailblazer Program, Mentor (2023 to Present)
NISS Grant – Financial Aid Project Team (2023 to Present)
Academic Affairs Scholarship Committee (2021 to Present)
AVP of Recruitment & Admissions Hiring Committee, SEI (2023)
Director of Strategic Academic Initiatives Hiring Committee (2023)
Director of Transfer Partnerships & Early College HS Hiring Committee (2022)
Strategic Priority 3 Goal Task Force (2022)
COVID Task Force (2021)
Data Analytics Planning Group (2021)
Strategic Planning Steering Committee (2021)
Transfer Articulation Taskforce (2020 to 2021)
Associate Director of Academic Advising Hiring Committee, SAM Center (2021)
Coordinator, Student Success Technologies (2021)
Frontier Set Site Team (2019 to 2020)
Transfer Champions (2019 to 2020)
Undergraduate Advising Alliance (UAA) (2019 to 2020)
Strategic Enrollment Management (SEM) Committee, House Bill 5 (HB5) (2016 to 2019)
SEM Committee – 60X30, Debt Sub-Committee (2016 to 2019)
Director of the Office of International Programs Hiring Committee, SHSU OIP (2019)
Assistant Director Hiring Committee, SHSU Testing Center (2018 to 2019)
Reimagining the First Year, Curriculum Sub-Committee (2017 to 2018)
EAB Student Success Collaborative (SSC) Leadership Committee (2014 to 2018)
EAB SSC SHSU Campus Advisory Board (2014 to 2018)
Program Review Committee, SHSU Testing Center (2017)
Academic Resource Centers Committee (2013 to 2017)
SHSU URS Faculty Committee (2013 to 2016)

Reimagining the First Year, Faculty Sub-Committee (2016)
 New Student Admission Criteria Committee (2016)
 Elliot T. Bowers Honors College Entrance Committee (2009 to 2014)

Scorer

SHSU Foundations of Science CAT Scorer (2016)

GRANTS

PI

Texas Transfer Alliance, Dana Center, University of Texas (2020 to 2022)
 Assessment Mini-Grant, Academic Planning & Assessment Office, SHSU (2015, 2018)

Manager

Harvey/ED 524 Grant, US Department of Education (2018 to 2021)
 SH ELITE, Texas Higher Education Coordinating Board (2015 to 2016)

PUBLICATIONS

- Onwuegbuzie, A. J., Wilcox, R., Gonzales, V., Hoisington, S., Lambert, J., **Jordan, J.**, Bengé, C. L., Wachsmann, M. S., & Valle, R. (2018). Collaboration patterns among mixed researchers: A multidisciplinary examination. *International Journal of Multiple Research Approaches*, 10(1), 1-21. doi:10.29034/ijmra.v10n1a30
- Jordan, J.**, Wachsmann, M., Hoisington, S., Gonzales, V., Valle, R., Lambert, J., Aleisa, M., Wilcox, W., Bengé, C., & Onwuegbuzie, A. J. (2017). Collaboration patterns as a function of article genre among mixed researchers: A mixed methods bibliometric study. *Journal of Educational Issues*, 3(1), 83-108. doi:10.5296/jei.v3i1.10699
- Story, C., Ferguson, M., & **Jordan, J.** (2015). Professional mentoring for undergraduate students on academic suspension: An intervention. In Dominguez, N. & Gandert, Y. (Eds.). *8th Annual Mentoring Conference Proceedings – New Perspectives in Mentoring: A Quest for Leadership Excellence & Innovation* (pp. 285-289). Albuquerque, NM: University of New Mexico.
- Jordan, J.**, Parker, M., Li, X., & Onwuegbuzie, A. J. (2015). Effect of study skills program participation on undergraduate student academic performance. *International Journal of Education*, 7(1), 247-265. doi:10.5296/ije.v7i1.6888
- Jordan, J.** (2013). Academic advising and challenges in boosting graduation rates. In R.M. Bustamante (Ed.), *Collection of cases in higher education leadership* (pp. 93-96). Dubuque, Iowa: Kendall-Hunt.

PRESENTATIONS/WORKSHOPS

Presentations

- Jordan, J.** (2020, February). *Advising redesign: A best “case” scenario*. Presented at the annual advising conference for Lone Star College System, The Woodlands, TX.
- Jordan, J.** (2019, November). *Transfer Talk: Discussion of two advising community sponsored sessions from Annual Conference 2019* [webinar]. Presented for NACADA’s Advising Community on Transfer Students bi-monthly webinar series.
- Jordan, J.** (2019, October). *Building bridges and meeting students: The why, the who, and the*

- how of developing a transfer advisor program*. Presented at the annual meeting of NACADA, Louisville, KY.
- Jordan, J.** (2019, October). *Communication is key: Promoting dialogues between sending and receiving institutions through a transfer advising symposium*. Presented at the annual meeting of NACADA, Louisville, KY.
- Jordan, J.,** Herrera, J. (2019, September). *Sam Houston's ELITE: A minority-male program*. Poster presented at the annual meeting of Texas State University's HSI Forum, San Marcus, TX.
- Jordan, J.,** Skidmore, S. T., & Combs, J. P. (2017, April). *Effect of study skills participation on freshmen academic performance*. Paper presented at the annual meeting of the American Educational Research Association, San Antonio, TX.
- Jordan, J.,** Skidmore, S. T., & Combs, J. P. (2017, April). *Study skills class membership and academic performance*. Poster presented at the annual meeting of the American Educational Research Association, San Antonio, TX.
- Fors, S., & **Jordan, J.** (2017, March). *My Success Planner – An overview for you*. Presented at the 2017 Professional Development Conference of Sam Houston State University, Huntsville, TX.
- Hoisington, S., Gonzales, G., Wachsmann, M. S., Wilcox, J., **Jordan, J.,** Benge, C. L., Onwuegbuzie, A. J. (2017, February). *Relationship between degree of collaboration and research article output in the two mixed research journals: A mixed methods bibliometric study*. Paper presented at the annual meeting of the Southwest Educational Research Association, San Antonio, TX.
- Jordan, J.,** Skidmore, S. T., & Combs, J. P. (2017, February). *College freshman LASSI scores and academic performance*. Paper presented at the annual meeting of the Southwest Educational Research Association, San Antonio, TX.
- Jordan, J.,** Ferguson, M., & Story, C. (2016, October). *Professional mentoring: A programmatic intervention for suspended students*. Presented at the annual meeting of NACADA, Atlanta, GA.
- Jordan, J.,** & Sechelski, A. (2016, October). *Advancing assessment: Beyond headcounts in academic support programs*. Presented at the annual meeting of NACADA, Atlanta, GA.
- Jordan, J.,** Wachsmann, M. S., Hoisington, S., Gonzales, V., Valle, R., Lambert, J., Aleisa, M., Wilcox, W., & Onwuegbuzie, A. J. (2016, April). *Collaboration patterns as a function of article genre among mixed researchers: A mixed methods bibliometric study*. Paper presented at the annual meeting of the American Educational Research Association, Washington, DC.
- Jordan, J.,** & Roberts, J. (2015, December). *Student support services assessment: Moving beyond headcounts*. Presented at the annual meeting of the Southern Association of Colleges and Schools Commission on Colleges, Houston, TX.
- Story, C., Ferguson, M., & **Jordan, J.** (2015, October). *Professional mentoring for undergraduate students on academic suspension: An intervention*. Paper presented at the annual meeting of the University of New Mexico Mentoring Institute, Albuquerque, NM.
- Arellano Arriaga, M., & **Jordan, J.** (2015, October). *Establishing leadership in and through education – A minority-male initiative*. Presented at the annual meeting of NACADA, Las Vegas, NV.

- Wilcox, R., **Jordan, J.**, Wachsmann, M. S., Hoisington, S., Gonzales, V., & Onwuegbuzie, A. J. (2015, August). *Authorship, collaboration, and gender: A multidisciplinary examination of trends among mixed researchers*. Paper presented at the meeting of the Mixed Methods International Research Association Conference—Engaging Patients in Health Care Systems: A Pragmatic, Mixed Methods Approach, San Antonio, TX.
- Jordan, J.** (2015, March). *Academic support programs: The importance of and methods of assessment*. Presented at the Region 7 meeting of NACADA, Baton Rouge, LA.
- Onwuegbuzie, A. J., Wilcox, R., Gonzales, V., Hoisington, S., Lambert, J., **Jordan, J.**, Aleisa, M., Benge, C. L., & Wachsmann, M. S. (2015, March). *Collaboration patterns among mixed researchers: A multidisciplinary examination*. Paper presented at the meeting of the Mixed Methods International Research Association Caribbean Conference, Kingston, Jamaica.
- Jordan, J.** (2015, February). *The predictive value of age, classification, and GPA on academic dishonesty: A secondary canonical correlational analysis*. Paper presented at the annual meeting of the Southwest Educational Research Association, San Antonio, TX.
- Jordan, J.**, Wilcox, R., Paitson, D., & Parker, M. (2015, February). *The role of doctoral studies on the relationships between select doctoral students and their partners: A collective case study*. Paper presented at the annual meeting of the Southwest Educational Research Association, San Antonio, TX.
- Jordan, J.**, Parker, M., Li, X., Scott, S., & Bullion, A. (2014, February). *Impact of a study skills program participation on student academic performance*. Paper presented at the annual meeting of the Southwest Educational Research Association, New Orleans, LA.

Workshops

- Herrera, J. R., **Jordan, J. D.**, & Driver, T. J. (2019, November). *Sam Houston State SH ELITE (Male Minority Initiative) Connection Fund Event*. Workshop conducted for the Bill & Melinda Gates Foundation – Frontier Set at Sam Houston State University, The Woodlands, TX.
- Parker, M., Wilcox, R., Gonzalez, V., **Jordan, J.**, Lebron, J., Paitson, D., Valle, R., Skidmore, S. T., & Combs, J. P. (2015, February). *Secondary data analysis: Lessons learned in a doctoral level statistics course*. Workshop conducted at the annual meeting of the Southwest Educational Research Association, San Antonio, TX.

Campus & Departmental Talks

- State of Transfer*. Sam Houston State University, Transfer Advising Showcase, August 2020, Huntsville, TX.
- Ready, Set, Go*. Sam Houston State University, Student Symposium, January 2019, Huntsville, TX.
- Project CONNECT – Graduate school panel*. Sam Houston State University, Student Symposium, April 2015, Huntsville, TX.
- Preparing to pass: Tips for test-taking success and for overcoming test anxiety*. Sam Houston State University, Student Symposium, October 2014, Huntsville, TX.

HONORS AND AWARDS

- Greatest Of All Time (G.O.A.T.) Award, Sam Houston's ELITE (2019)
- Commission-Sponsored Conference Presentation, Advising Transfer Students Community, NACADA Annual Conference (2019)
Jordan, J. *Communication is key: Promoting dialogues between sending and receiving institutions through a transfer advising symposium.*
- Graduate Student Research Award, Studying & Self-Regulated Learning SIG, AERA (2017)
Jordan, J., Skidmore, S. T., & Combs, J. P. *Study skills class membership and academic performance.*
- Commission-Sponsored Conference Presentation, Assessment of Advising Commission, NACADA Annual Conference (2016)
Jordan, J., & Sechelski, A. *Advancing assessment: Beyond headcounts in academic support programs.*
- President's Employee Scholarship, SHSU (2013 to 2016)
- Educational Leadership Doctoral Scholarship, SHSU (2013 to 2016)
- Dean's Award for Graduate Research, SERA (2015)
Jordan, J., Wilcox, R., Paitson, D., & Parker, M. *The role of doctoral studies on the relationships between select doctoral students and their partners: A collective case study.*