Melvin (Jai) Jackson, Ph.D.
(408) 667 6192
mjonathan86@hotmail.com

EDUCATION:

Ph.D.	Educational Leadership, Research, & Counseling, August 2015 Dissertation: African American Alumni of Predominately White Institutions and Philanthropic Giving Louisiana Board of Regents/SREB Doctoral Fellow Louisiana State University, Baton Rouge, LA
M.A.	College Student Development, May 2010 Appalachian State University, Boone, NC
B.S.	Business Administration/Health Care Management, May 2008 Appalachian State University, Boone, NC

ADMINISTRATIVE EXPERIENCE:

8/2018 – Present Director – Graduate Student Recruitment, Mentoring, and Success
College of Education, North Carolina State University

- Serve as an advocate for graduate students while also strategically aligning them with support networks
- Promote positive health and wellness practices for graduate students
- Serve as a connector for bridging the gap between distance education students and the campus-based experience
- Provide resources and services that serve the needs of graduate students academically, professionally, and socially
- Liaise with faculty, staff, and administrators to create a supportive, engaging, and progressive environment for graduate students
- Serve as direct point of contact in the recruitment of highly qualified prospective graduate students
- Create a development program/service profile that supports the mission of the College and the University as it pertains to the successful matriculation of graduate students
- Advise, mentor, and advocate for graduate students matriculating towards degree completion
- Advise the College Dean and other administrators as the key intermediary between graduate students and the administration
- Chair of College Commencement ceremonies.

8/2017 – 5/2018 Chair (Abu Dhabi) - Department of Advising and Academic Development
Zayed University, Abu Dhabi, United Arab Emirates

- Served as campus director of undergraduate advising for all pre-major students including students in academic assistance programs
- Assisted in the planning and coordination of semi-annual new student orientation and open-house opportunities
- Supervised, trained, and evaluated 12-15 faculty ranging from adjunct instructor to assistant professor
- Managed internal and external relationships with community and governmental entities to promote student/faculty engagement and professional development
- Led departmental efforts to streamline and create a more effective and efficient University advising structure
- Conducted regular qualitative and quantitative analysis of student/advisee interactions to determine opportunities for improved service delivery
- Managed student retention programs as a means for increasing year-to-year retention and academic success
- Coordinated departmental academic programs geared towards student support, academic administration, student retention

5/2013 – 8/2013 Director of New Student Programs (Interim)
Housing, Dining, & Residence Life, Duke University

- Implemented Summer Transition Series webinar sessions for new incoming students
- Managed all orientation budgets in total of approximately $300,000
- Facilitated communications with incoming students, parents, and families
- Supervised masters level professionals, graduate interns, and staff assistants
- Advised First-Year Advisory Council (FAC) and pre-orientation programs
- Organized and coordinated annual "Welcome Week" programming
- Conducted assessment and analysis of orientation week programming and events

7/2010 –5/2013 Residence Coordinator – Keohane Quadrangle
Housing, Dining, & Residence Life, Duke University

- Promoted an atmosphere of diversity, learning, and inclusion
- Supervised a team of 15 Resident Assistants as well as two Graduate Residents
- Managed summer school housing and programming
- Coordinated a budget of approximately $40,000
- Served as adjunct conduct officer for violations of residential and University policies
- Participated in emergency response University on-call system for ~6000 students

1/2013 – 5/2013 Communications Coordinator – University Center and Events
University Center and Events (UCAE), Duke University

- Developed internal and external departmental communications plans
- Analyzed web content for clarity/consistency
- Created a set of self-help functions for service consumers

1/2010 – 5/2013 Social Media Consultant
Independent Consultant
- Provided guidance and leadership on social media adoption and communication
- Conducted SWOT analysis on organizational social media presence
- Promoted social media integration for communication and marketing strategies

1/2011 – 12/2011 Coordinator of Social Media and Mobile Dining Operations - Duke Dining Services
Duke Dining Services, Duke University
- Coordinated mobile dining operations for Duke University and Heath System
- Evaluated vendor quality and customer service vendors
- Provided consulting on price points, ticket times, and general operations
- Managed social networking accounts (Facebook, Twitter, FourSquare, etc.)
- Served as marketing liaison between Duke Dining and contracted vendors

7/2008 – 5/2010 Residence Director – Lovill Residence Hall
Department of Housing & Residence Life, Appalachian State University
- Served in duty rotation to provide crisis response for campus residents
- Managed a budget of $5,000
- Served as a conduct officer adjudicating cases
- Assisted in oversight of building residential learning communities
- Advised the student run hall council

1/2010 – 6/2010 International Education & Development Intern
Department of International Education & Development, Appalachian State University
- Coordinated international outreach programs for local and regional county schools
- Assisted in the review and submission of study abroad applications
- Served as liaison between OIED and the Division of Student Affairs
- Conducted assessment of office functions including communication, services, and use of resources

5/2009 – 7/2009 Residential Education & Training Intern
Department of Housing & Residence Life, Tulane University
- Assisted with preparation and coordination of staff training
- Prepared proposals for in-service training and development
- Assisted with the curriculum development of the Resident Advisor course
- Presented educational programs in partnership with Student Affairs constituents

TEACHING EXPERIENCE:

01/2020 – Present Adjunct faculty, College of Education
Wilmington University
- Teach courses in the College of Education focusing on education leadership, higher education, and diversity, equity, and inclusion.
- Advise graduate students pursuing doctoral degrees in educational leadership, higher education administration, student affairs administration.

05/2019 – Present Adjunct faculty, School of Arts and Sciences
Tiffin University
- Serve as distance adjunct instructor for courses in School of Arts and Sciences
- Teach courses in Education Administration and Higher Education Administration

8/2015 – 3/2018 Assistant Professor, University College
Zayed University, Abu Dhabi, United Arab Emirates
- Served as professor teaching pre-major courses within the undergraduate University College
- Advised undergraduate students toward successful completion of major/minor degree programs
- Promote and support institutional/governmental mission of academic, personal, and professional success amongst students and stakeholders

1/2015 – 6/2015 Instructor, School of Education
Louisiana State University, Baton Rouge, LA
- Graduate instructor providing teaching and instruction to newly enrolled undergraduate students

COURSES TAUGHT:

Law and Policy in Higher Education
College of Education, Wilmington University
- Explore the relationship between laws and public policy and the impact that they have on administrative leaders.
- Draw on the base of research and theory of process in law and public policy through the study of current issues.
- Focus on areas that include academic integrity, Title IX, the American Disabilities Act, free speech, the Family Educational Rights and Privacy Act, hazing, the Health Insurance Portability and Accountability Act and due process.

Equity & Inclusion in Higher Education
College of Education, Wilmington University
- Examines issues on equity and inclusion in higher education and develops realistic plans to improve culture and community.

Educational Leadership
School of Arts & Sciences, Tiffin University
- Emphasizes the philosophical, social, and political aspects of educational leadership
- Examines research on best practices in developing and adapting curriculum to impact positively students with disabilities
- Examines the varying models that support curriculum and instructional approaches with the aim of preparing educators for curricular leadership roles

Innovation & Entrepreneurship
University College, Zayed University
- Undergraduate/graduate level course focusing on developing, fostering, and harnessing innovation for the purpose of creating entrepreneurial opportunities for product/service creation ventures.

Life Skills & Success
University College, Zayed University
- College-level course which focuses on building students' foundational base for succeeding at University study and enhancing skills and techniques for succeeding personally, professionally, and academically.

Introduction to College Study
Department of Curriculum and Instruction, Louisiana State University
- College-level readings and techniques for organizing text and lecture information for effective study; critical thinking and reading; time management; preparation for tests.

Introduction to African and African American Studies (Co-Instructor)
Department of African and African American Studies, Louisiana State University
- Course explores dimensions of African and African American thought and practice in contemporary and historical perspectives

Resident Assistant Leadership Course – Instructor
Housing, Dining, & Residence Life, Duke University
- Provided instruction of mandatory Resident Assistant course material
- Assisted RAs in problem analysis and solutions

Social Issues & Social Change (Co-Instructor)
University College, Appalachian State University
- Co-instructed service-learning/seminar-based class focusing on Social issues and Social Change in the world
- Challenged students to explore their values, cultural identities, and sense of self-purpose through social awareness activities, reflection journals, and class discussions
- Successfully incorporated class teachings and Residential Learning Community component for success

ADVISING EXPERIENCE:

1/2016 – 5/2018 Fresh Start Program Coordinator/Advisor
Zayed University (Abu Dhabi)
- Served as coordinator and advisor to students returning from academic dismissal
- Liaised with University administrative and support units to provide comprehensive student support for at-risk students
- Created and implement intervention programs designed to boost retention and academic engagement
- Engaged at-risk students in supplementary academic support programming

8/2015 – 3/2018 Academic Advisor
University College, Zayed University
- Served as advisor for approximately 80 pre-major students.
- Advised students on academic curriculum requirements and appropriate course planning.
- Assisted students in developing long-range academic goals that promote academic excellence.

7/2010 – 8/2013 Pre-major – Academic Advisor
Trinity College, Duke University
- Served as Academic Advisor to 12 undergraduate (sophomore/freshmen) Trinity College students.

8/2011 – 8/2013 Kappa Phi Lambda Sorority, Incorporated – Chapter Advisor
Office of Fraternity & Sorority Life, Duke University
- Facilitated organizational growth and development through ongoing training and improvement.
- Led group workshops to build organization image and teamwork.
- Advised students on time management, event planning, and recruitment.

7/2010 – 8/2011 Resident Assistant Leadership Council (Co-Advisor)
Housing, Dining, & Residence Life, Duke University
- Advised group of 25 student leaders in representing various residential quads across campus.
- Provided guidance on programming, budgetary, and policy guidelines.
- Mentored student leaders and promoted personal growth and professional development.

11/2007 – 5/2010 The Minority Men's Leadership Circle – Founder and Advisor
- Center for Student Involvement & Leadership, Appalachian State University
- Founded organization to address the issues of minority male underachievement on the campus of Appalachian State University.
- Advised group of minority male students to aid them in making a healthy transition to collegiate life as well as building a network for success.
- Assisted in implementation of academic initiatives that helped organization to achieve a top GPA.

5/2008 – 8/2010 Alpha Phi Alpha Fraternity, Inc. – Advisor
Center for Student Involvement & Leadership, Appalachian State University
- Provided guidance to chapter members on the basis of programming, new member intake, conflict resolution, and fundraising/fund management
- Guided chapter in receiving "Fraternity of the Year" award for three consecutive years
- Received Alumni of the year award for dedication and service to fraternal aims

COMMITTEE INVOLVEMENT & UNIVERSITY SERVICE:

12/2019 – Present NC State University Cares Team
Partner, College of Education
- Provide comprehensive outreach and consultation services to the NC State community in order to proactively identify students who are struggling
- Provide early intervention and behaviorally based assessments to determine appropriate resources and referrals to campus and community resources
- Work constructively with students to foster resilience and self-advocacy
- Monitor student progress

3/2019 – Present *Committee on Diversity and Inclusiveness in Graduate Education*
Committee member
- Provide advocacy and support to aide in graduate student recruitment and retention
- Assist in creating a campus environment that encourages inclusion and diversity
- Develop initiatives that support strategic initiatives based on the University mission and strategic plans

10/2018 – Present B.U.I.L.D. (Brothers United in Leadership Development) Summit
Committee member
- A youth empowerment summit that supports the academic, professional, and personal success of young men of color
- Create partnerships with community organizations to support the B.U.I.L.D. initiative
- Serve as a mentor and advocate assisting in helping young men realize their version of success

1/2019 – Present College of Education Commencement Committee
Chair
- Lead committee of faculty, staff, and students in the organization and execution of semester commencement ceremonies
- Manage annual budget of ~$40,000 associated with the coordination, promotion, and engagement of commencement activities
- Coordinate staff, student, and faculty volunteers and serve as external relations representative

1/2019 – Present University Directors/Deans Committee on Diversity
Partner, College of Education
- Partner with University administrators to create best practices on diversity initiatives involving student recruitment, retention, and success
- Advise academic and student affairs units on incidents and opportunities related to diverse individuals
- Coordinate efforts to retain and recruit diverse graduate students within the College/University

10/2016 – 10/2017 Zayed University Men's Basketball Team
Head Coach

- Provided guidance and leadership to ambitious young men who are representative of true student athletes
- Built athletic brand for Zayed University through athletic engagement and university service

12/2015 – 10/2016 Zayed University Men's Basketball Team
Assistant Coach
- Served as assistant coach in charge of conditioning and academic development
- Liaised with academic affairs to support athlete academic success

9/2014 – 8/2015 Graduate Student Association (President)
Graduate School, Louisiana State University
- Provide leadership and advocacy for ~5,000 graduate students
- Serve as the liaison for the GSA to faculty and Graduate School at large
- Plan and implement educational, professional, and social programming specific to the graduate population

11/2014 – 8/2015 Dining Advisory Committee
Auxiliary Services, Louisiana State University
- Serve as graduate liaison to the office of Auxiliary Services on the subject of dining and community services
- Advise dining vendor on student needs, concerns, and student engagement

10/2013 – 8/2015 Bookstore Advisory Committee
Barnes & Noble @ LSU, Louisiana State University
- Facilitated communication between faculty, staff, and the bookstore administration in an ongoing effort to support the quality of services provided
- Assisted with strategic planning for the LSU Bookstore by providing consumer viewpoints, and feedback

8/2013 – 8/2015 University Hearing Panel
Division of Student Life, Louisiana State University
- Served as adjudication officer specializing on academic and non-academic misconduct
- Provided leadership as a conduct hearing panel chair
- Specialized in sensitive cases associated with Title IX

8/2014 – 8/2015 Alternative Hearing Panel
Division of Student Life, Louisiana State University
- Served as panel adjudication committee member hearing cases concerning Title IX violations and incidents

4/2015 – 6/2015 Graduate School Dean Search Committee (member)
Graduate School, Louisiana State University
- Served as official representative and voting member.

6/2011 – 7/2013 Hazing Prevention Coalition
Division of Student Affairs, Duke University
- Implemented a strategy aimed at hazing prevention, education, and intervention
- Created an anti-hazing group certification for University students and personnel
- Coordinated Hazing Prevention website and public material distribution

7/2010 – 7/2012 Sustainability Committee - Chair
Housing, Dining, & Residence Life, Duke University
- Served as Chair for departmental Sustainability committee
- Evaluated processes to determine more sustainable practices
- Implemented programs that incorporated sustainable exercises
- Researched methods for incorporating green alternatives in administrative setting

7/2011 – 7/2013 Recognition Committee
Housing, Dining, & Residence Life, Duke University
- Provided coordination and implementation for departmental recognition activities
- Consulted with departmental personnel on methods for recognition and award

10/2011 – 7/2013 Digital Signage Committee
Information Technology Services, Duke University
- Performed assessment of digital signage throughout Student Affairs facilities
- Provided oversight of installation and content packages for digital signage location

2/2011 – 7/2013 Web Advisory Team – Liaison
Student Affairs, Duke University
- Provided assessment of division websites for clarity, content, and delivery
- Assisted with design and implementation of division website rebranding
- Presented new and innovative media approaches for website incorporation

8/2010 – 7/2013 Duke University "A-Team"
Division of Student Affairs, Duke University
- Provided leadership and coordination during high profile campus events.
- Served in crisis management leadership role

COMMUNITY SERVICE:

8/2018 – Present Passport Mentor Program
College of Education, NC State University, Raleigh, NC
- Advise and mentor undergraduate education majors
- Provide support and encouragement to students aspiring to create positive change as educators

8/2014 – 08/2016 Boys Hope Girls Hope
Baton Rouge, Louisiana
- Mentor youth of color aspiring to excel in high school and attend college
- Assist in program fundraising and public relations
- Serve as a liaison between LSU and the Boys Hope Girls Hope program

8/2013 – 08/2016 Gardere Youth Alliance
Baton Rouge, Louisiana
- Mentor and advise community youth
- Assist with student recruitment and engagement

FUNDING AWARDS:

10/2019 Recruitment Innovation Grant
Graduate School, NC State University
- $10,000 award with a $5,000 match from residing College to promote innovative recruiting practices
- Focused on improving outreach to diverse candidates

09/2019 Recruitment Innovation Mini Grant
Graduate School, NC State University
- $3,000 award; $1,500 College match

09/2018 Recruitment Innovation Mini Grant
Graduate School, NC State University
- $3,000 award; $1,500 College match

12/2015 Research Grant
Office of the Provost, Zayed University
- 30,000 AED (~$8,000) award

INTELLECTUAL CONTRIBUTIONS:

Jackson, M. (2019). Escape, Adapt, and Thrive: In Search of the Promised Land. In *No Ways Tired: The Journey for Professionals of Color in Student Affairs: Volume II*. Charlotte, NC: Information Age Publishing.

Jackson, M. (2018). The Road to Change: The Impact of Culture on Leadership. In D. Griffith & M. Cassar, The Leader Reader (1st ed.). Burlington, Ontario: Word and Deed Publishing, Incorporated.

Jackson, M. (2018). The International Struggle for Equality. In M. Robinson-Nichols, M. Galloway Burke & L. Hall, No Ways Tired: The Journey for Professionals of Color in Student Affairs (1st ed.). Charlotte, NC: Information Age Publishing. (In Press)

Sy, J. & Jackson, M. (2018). Considerations for International Higher Education: Revisiting Cultural Competence and Proficiency. NASPA Knowledge Community Publication, March (2018), 41-43. https://www.naspa.org/images/uploads/events/2018-naspa-final.pdf

Jackson, M. (2017). Covert Direction Through Informal Leadership in Higher Education. In C. Rogers, A. HIlton & K. Lomotey, Innovative Approaches to Educational Leadership: Selected Cases (1st ed.). New York: Peter Lang.

Jackson, M. (2017). Failure Breeds Opportunities for Success. In A. Robbins, Empower Now: True Stories from 14 Young Minority Professionals (1st ed.). Seattle, Washington: CreateSpace Independent Publishing Platform.

Morton, B., Jackson, M. J., Frazier, M., & Varner, K. (2016). Roadblock in the mirror: Recommendations for overcoming the cultural disability of whiteness in non-white educational spaces. In S. Hancock & C. Warren (Eds.), White Woman's Work: Examining the Intersectionality of Cultural Norms, Teaching, and Identity Formation in Urban Schools. Retrieved from http://www.infoagepub.com *Peer Reviewed

Jackson, M. (2014). A Testimony of a Black Male Cadet Facing Racial Battle Fatigue. In But You Can't Take Our Souls: The Front Lines of Racial Battle Fatigue in Higher Education. Lanham, MD: Rowman & Littlefield Publishing Group. *Peer Reviewed

PRESENTATIONS:

Jackson, M. (2016). EduTainment: Black Dandyism and the Expectation to Educate through Entertainment in the Classroom. Presentation, NACADA International Conference.

Jackson, M., Shukla, C., & Kruse, T. (2016). Shifting the Landscape: Pillars of success and marketability for emerging global professionals. Presentation, NASPA Annual Conference.

Jackson, M.J. (2015, May 30). Education Reform and the Future of U.S. Higher Education. Invited presentation for the Faculty of Education at the Universidad de Concepción. Concepción, Chile.

Jackson, M. (2015, April 20). The Power of Teacher Beliefs in Shaping Policy and Practice. Presentation for the American Educational Researcher Association. Chicago, Illinois.

Jackson, M. (2015, April 19). Sustaining Teacher Voices as a Means of Resilience and Rejuvenation. Presentation for the American Educational Researcher Association. Chicago, Illinois.

Jackson, M.J. (2015, April 18). Reforming Education Across Global Contexts. Presentation for the American Educational Researcher Association. Chicago, Illinois.

Fasching-Varner, K., Mitchell, R., Albert, K., Jackson M.J., Allen, C., & Jenkins, T. (2014, November 14). Try taking everything, but you can't have any souls: Racial Battle Fatigue in Higher Education. Presentation for Curriculum & Pedagogy Conference. New Orleans, Louisiana.

Nguyen, K. & Jackson, M.J. (2014, November 6). Mentoring: Guiding Across Boundaries and Barriers. Presentation for the International Conference on Urban Education. Montego Bay, Jamaica.

"Social Media & Professional Development – Division of Student Life & Enrollment
Louisiana State University – October 2012 (*Invited to present)

"Effective Social Media Engagement in Higher Education" – Division of Student Life & Enrollment
Louisiana State University – October 2012 (*Invited presentation)

"Social Media in Higher Education" – Association of College and University Housing Officers International

ACUHO-I Annual Conference & Exposition - July 2012

"Yikes! It's July/August and I don't have a job" – National Association of Student Personnel Administrators/The Placement Exchange
NASPA/TPE Webinar Series – July 2012 (*Invited to present)

"Hazing Prevention & Education" – Office of Fraternity & Sorority Life
February 2012, Duke University – Durham, NC

"The Outsourcing of Higher Education Services: A Growing Trend"
The NCHO Signpost - June 2010

"iPads on –call: The Inclusion of iPad Technology in Student Affairs"
The NCHO Signpost - December 2010

"Financial Management for College Students"
February 2010, Appalachian State University – Boone, NC

AWARDS & FELLOWSHIPS:

2013 – 2017	Louisiana Board of Regents/Southern Regional Education Board Doctoral Fellow Louisiana State University and Agricultural & Mechanical College
2013 – 2014	Huel D. Perkins Diversity Doctoral Fellowship Louisiana State University and Agricultural & Mechanical College
2009 – 2010	"Gregory S. Blimling Outstanding Graduate Student in Student Development Office of Student Development, Appalachian State University
2009 – 2010	"Graduate Student of the Year" Appalachian Black Faculty and Staff Association, Appalachian State University
2008 – 2009	"Outstanding Alumni of the Year" – Greek Awards Greek Affairs, Appalachian State University

PROFESSIONAL/ORGANIZATIONAL AFFILIATIONS:

- ACUHO-I – Association of College & University Housing Officers - International
- Alpha Phi Alpha Fraternity, Incorporated – Service, scholarship, and fraternal organization.
- American Educational Researchers Association
- Black Graduate & Professional Student Association – United to promote and celebrate diversity.
- Gamma Beta Phi – Collegiate Honor Society
- NACADA – National Academic Advising Association
- NASPA - Student Affairs Administrators in Higher Education
- NCHO - North Carolina Housing Officers
- New Professionals Representative (Elected official 2010-2012)
- NRHH – National Residence Hall Honorary
- Southern Region Education Board – Doctoral Fellow/Graduate

- The Order of Omega – Greek Honor Society