

# JESSICA L. COPELAND

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## SUMMARY OF QUALIFICATIONS

- ◆ Committed advocate for the advancement of diversity, equity and fosters positive and inclusive work environments and classrooms.
- ◆ Effective and professional communicator - verbal, written, and oral presentation and workshops to small groups and large audiences.
- ◆ Faculty for first-year seminar and general education courses.
- ◆ Analyze data and provide reports on trends and research on current best practices.
- ◆ Development and implementation of retention programs.
- ◆ Curriculum design and assessment.

## EDUCATION

*University of Tennessee at Martin*, Martin, TN  
*Master of Science in Education, Higher Education Leadership*

*Alabama Agricultural and Mechanical University*, Huntsville, AL  
*Bachelor of Science, Urban and Regional Planning, minor – Political Science*

## EXPERIENCE

### EDUCATION INCLUSIVE EXCELLENCE STRATEGIES MANAGER

*University of Alabama in Huntsville, Huntsville, AL*

- ◆ Serve as the subject matter expert on Diversity, Equity, and Inclusion (DEI) matters, offering comprehensive professional services to drive forward the University's strategic objectives and fundamental principles.
- ◆ Create educational workshops tailored for faculty, staff, and students, with additional offerings designed for business and corporate clients in the Greater Huntsville area.
- ◆ Provide, advocate, and assess diverse educational initiatives, services, and events to foster an inclusive and supportive academic and professional atmosphere for all members of the UAH community.
- ◆ Instruct and lead workshops on cross-cultural awareness, diversity, and inclusion for faculty, staff, administrators, and students, aimed at fostering awareness and enhancing understanding, sensitivity, and respect towards underrepresented and marginalized communities.

### ONLINE ADJUNCT FACULTY, FIRST YEAR EXPERIENCE & CULTURAL AWARENESS

*Southern New Hampshire University, Global Campus*

- ◆ Develop and deliver engaging, learner-centered online courses to first-year students, incorporating innovative teaching methods and technology tools to enhance student engagement and participation.
- ◆ Facilitate weekly discussions, assignments, and assessments to help students acclimate to the college environment, develop academic and study skills, and build a sense of community.
- ◆ Educate and facilitate meaningful discussions and collaborative activities to encourage critical thinking, active participation, and a deeper understanding of social justice issues among students to include perspective taking and cultural competence.

- ◆ Provide timely and constructive feedback on assignments, projects, and exams to support student growth and success.
- ◆ Collaborate with academic advisors and student support services to identify at-risk students and implement interventions to promote retention and student achievement.
- ◆ Stay current with best practices in first-year experience pedagogy, regularly updating course materials and content to ensure relevance and effectiveness.

#### **DIVERSITY AND INCLUSION SPECIALIST**

##### ***University of Tennessee at Martin, Martin, TN***

- ◆ Responsible for teaching and facilitating cross-cultural, diversity and inclusion training workshops for faculty, staff, administrators, and students to bring awareness and increase understanding, sensitivity, and respect for underrepresented and marginalized communities.
- ◆ Implemented a variety of programming to improve retention and persistence among underrepresented students by collaborating with the academic and student affairs divisions to expand reach and inclusivity.
- ◆ Implemented diversity and inclusion training, educational needs, and targeted invention tools that are consistent with the university's strategic diversity plan.
- ◆ Received, investigated, prepared detailed investigative reports, and implemented procedures to respond to internal and external complaints or allegations regarding Title IX, discrimination, harassment, and/or retaliation.
- ◆ Created student organization - Women of Excellence, to support women of color on campus through mentoring, leadership development and promote identity, self-awareness, and belonging among female students of color on campus. Organization has a 95% retention rate among members.
- ◆ Engaged local community and campus to foster cultural awareness and social justice initiatives.

#### **FIRST-YEAR SEMINAR ADVISOR**

##### ***Calhoun Community College, Huntsville, AL***

- ◆ Advised and counseled prospective, transfer and returning students concerning academic programs/majors, courses, degree requirements, and enrollment processes in alignment with state policies and procedures. Maintaining a caseload of 300 students.
- ◆ Developed First-Year Seminar programs and curriculum to foster a sense of community, increase cultural competency and equip students with tools to navigate their college journey.
- ◆ Provided students with practical information, study strategies, time management techniques, and other skills necessary to thrive in their college journey.
- ◆ Created a supportive and inclusive learning environment that catered to a diverse student population, fostering a sense of belonging and respect.
- ◆ Maintained databases and information systems (Blackboard, Banner, Degree Works, STARS) to streamline information relating to college selection and academic courses.

#### **ACADEMIC ADVISOR**

##### ***J.F. Drake State Community & Technical College, Huntsville, AL***

- ◆ Instructed First-Year Orientation 101 course. Provided students with practical information and skills to become a successful college student in a fun and creative environment.
- ◆ Advised and counseled new, transfer and returning students regarding college programs that best fit their interests and career goals.
- ◆ Provided accurate and consistent information on course requirements, program guidelines and admission processes.

- ◆ Maintained databases and information systems (Banner, Canvas, STARS) to streamline information relating to college selection and the admissions process.
- ◆ Implemented comprehensive college guidance program for over 250 students in Advanced Manufacturing, Business/Computer Science and General Study programs.
- ◆ Counseled students and parents on the admissions process, financial aid/scholarship opportunities.

#### **FINANCE SPECIALIST**

*Virginia College, Huntsville, AL*

- ◆ Evaluated, verified, and assessed over 100 federal student aid applications quarterly to ensure they comply with federal guidelines to determine financial aid eligibility.
- ◆ Counseled students and parents regarding the various funding options for obtaining federal student aid, the process for requesting aid, and the eligibility requirements for receiving and maintaining aid; under the guidelines of Family Educational Rights and Privacy Act (FERPA).
- ◆ Formulated financial aid budgets quarterly for over 100 students up to \$450,000 in Pell Grant and \$950,000 in subsidized/unsubsidized loans to cover their educational expenses.
- ◆ Analyzed cost input to the annual office budget and monitored expenditure limits (over \$1 million), for scholarships, military benefits, and agency funding monthly.
- ◆ Created and administered new student workshops educating students on basic steps in becoming a successful college student.
- ◆ Maintained financial spreadsheet daily and prepared routine statistical reports and correspondence.

#### **SKILLS**

- ◆ Proficient in Microsoft Office including Excel and PowerPoint.
- ◆ Proficient in Banner 9 and KanopySIS a student information system software program.
- ◆ Proficient in Canvas, Degree Works, Blackboard, Bightspace, and Edvance360, internet-based systems for colleges to implement online academic courses.
- ◆ Miller Heiman Conceptual Selling for Colleges certificate recipient.