

Amanda M. Jackson, Ed.D.

Newberry, Florida

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EDUCATIONAL BACKGROUND

University of Florida

Doctor of Education in Special Education
Instructional Design Certificate

Gainesville, FL

August 2022
December 2023

University of North Florida

Master of Education - Special Education - Disability Services
Bachelor of Arts in Education - Special Education - Deaf Studies

Jacksonville, FL

Spring 2013
Spring 2012

PROFESSIONAL EXPERIENCE

Heavener School of Business, University of Florida

Academic & Career Advisor

Gainesville, FL

Jan 2022 – Present

- Provided in-person/virtual academic and career advising for undergraduate students within business; Majors: finance, marketing, management, information systems or general studies; Minors: business, entrepreneurship, information system, professional selling, real estate, retailing, or wealth management
- Engaged in rehabilitative conversations with students on academic probation or off track for their major to develop plans for their future academics
- Facilitated freshmen and transfer student orientations, welcome events, and tabling for recruitment
- Collaborated with the Office of Academic Support to serve as the Promise Scholars College Liaison to provide streamlined advising to first-year college students
- Analyzed scholarship applications and Hall of Fame / Distinguished Student awards to support and celebrate business students
- Earned the Managing at UF: The Supervisory Challenge certificate

Staff Instructor

Fall 2022

- GEB2015 Introduction to Business: Warrington Welcome (2 sections, 25 students per section)
- Co-facilitated with peer leader weekly class discussions, activities, and lectures regarding personal development, student engagement, success skills, career development, technical acumen, and diversity
- Utilized Canvas to foster learning, assignment submissions, grades, and announcements

Disability Resource Center, University of Florida

Assistant Director for Assistive Technology (AT) Services

Gainesville, FL

Jan 2021 – Jan 2022

- Received the Dr. J. Michael Rollo Diversity Impact Award for Outstanding Staff Member in 2021 which was determined by the department of Multicultural and Diversity Affairs
- Recruited, hired, onboarded, supervised, and assessed 3 full-time staff employees
- Collaborated with the Leadership Team to establish the strategic plans to improve practices to support students with disabilities and staff workflow and wellness
- Consulted and collaborated with UF Information Technology, eLearning, and Center for Instructional Technology & Training, and Libraries regarding AT and accessibility of technology already employed at the university
- Served as the campus-wide technical support for Microsoft Bookings to increase workflow due to decreased labor associated with phone scheduling
- Continued all duties of a Learning Specialist listed below

Learning Specialist

June 2018 – Dec 2020

- Consulted, campus-wide, to promote physical and technological accessibility for all learners through Universal Design principles and facilitated academic accommodations in Student Life activities, in-person courses, online courses via Canvas, and experiential learning opportunities
- Fostered a safe and confidential environment for students with disabilities to share the barriers they experience within their educational journeys to determine reasonable academic accommodations
- Coordinated academic accommodations and documented interactions via Salesforce for approximately 600 students with disabilities
- Managed and scheduled contracted live captioning and interpreting services
- Collaborated with UFIT's Video Collaboration Services to facilitate closed captioning
- Facilitated AT trainings for students and faculty (Kurzweil, Dragon, JAWS, MAGic, Otter.ai, Zoom's Live Transcription, Live scribe pens, FM systems, Revolab microphones, etc.)
- Created and maintained student equipment loans for AT and recommended AT to purchase or replace
- Facilitated success appointment regarding time management, note taking strategies, and study skills
- Advocated for student veteran success and access to disability services by participating in Veterans Preview sessions, Student Veteran Society, attending events, etc.

Instructor

Fall 2019

- IDH2930 (Un)Common Reads: *Fantastic Beasts and Where to Find Them*
- Independently developed an in-person course and consulted with Instructional Designers to build a fully functional Canvas course to support instruction and assessment

Workforce Education, St. Johns River State College

Palatka, FL

Workforce Advisor – Technical Education

Nov 2017 – June 2018

- Established recruitment, orientation, and advising for the new Licensed Practical Nurse and Certified Nursing Assistant Workforce certificate programs
- Fostered local high school students' and currently enrolled college students' educational, vocational, professional, social, and personal development through individual and group advising
- Facilitated *Girls Can* and *Boys Can Too* events for tenth grade students to be exposed to science, technology, mechanics, and educational pathways to these careers

Putnam County School District

Palatka, FL

Teacher

Oct 2016 – Oct 2017

- 2017 – 2nd Grade Teacher, James A. Long Elementary School
- 2016 – 6th – 12th Grade Teacher, Solutions Center (School for students in lieu of expulsion)

Disability Resource Center, University of North Florida

Jacksonville, FL

FL Consortium on Postsecondary Education and Intellectual Disabilities Consultant

June 2012 – Aug 2013

- Managed the grant objectives and completed annual reports for UNF's portion of the 3-year Transition and Postsecondary Programs for Students with Intellectual Disabilities grant funded by the US DOE to USF St. Pete, UNF, and Lynn which collectively was approximately \$420,000 annually
- Planned, hosted, coordinated, and solicited local business donations for the annual symposium for students with intellectual disabilities and professionals within the field
- Persuaded higher education administrators in Northern Florida to establish inclusive programs for individuals with intellectual disabilities to attend their colleges, which includes presenting at state and national conferences

RESEARCH AND SCHOLARY ACTIVITY

Publications

- Jackson, A. (2022). *Barriers student veterans with disabilities experience accessing disability services in higher education: A qualitative interview study* [Unpublished doctoral dissertation]. University of Florida.
- Chapman, L. A., & Jackson, A. (2021). Accessibility matters: Universal design and the online professional practice doctorate. *Impacting Education: Journal on Transforming Professional Practice*, 6(3), 1-6. <https://doi.org/10.5195/ie.2021.184>
- Roland, B. & Jackson, A. (2020). Assistive Tech: Pivoting to Online Learning: Strategic Partnership to Further Accessibility. *The Hub*, 6. <https://www.ahead.org/professional-resources/publications/hub/june-2020>
- Jackson, A. & Perez, K. (2019). Create a physical accessibility partnership with your Registrar's Office. *Disability Compliance for Higher Education*, 24(12), 1-6. <https://doi.org/10.1002/dhe.30667>
- Jackson, A. & Perez, K. (2019). Create a physical accessibility partnership to support students with disabilities. *The Successful Registrar*, 19(4), 1-8. <https://doi.org/10.1002/tsr.30594>
- Webb, K.W., Jackson, A., & Hawk, J. (2014). Inclusion. In G. Williams, Thomas, C., L. Roberson, & J. Seabrooks (Eds.), *Special education: Case by case*. Kendall/Hunt.

Presentations

- Chapman, L. A., McCray, E., & Jackson, A. (2022, April). *Accessibility matters: Universal Design for Learning in online doctoral programs*. [Invited webinar]. Carnegie Project for the Education Dissertation.
- Chapman, L. A. & Jackson, A. (2021, November). *Accessibility matters: Universal Design and the online professional practice doctorate*. [Conference session]. 2021 Annual Convening of the Carnegie Project for the Education Doctorate.
- Jackson, A., Cobb, M., & Culley, L. (2021, April 22). *Direction in Disability* [Conference session]. EduAll Virtual Summit Making Higher Education Work for All Learners.
- Jackson, A. (2021, February 19). *High impact digital accessibility tips* [Conference session]. 15th Annual Undergraduate Advising Council Conference on Inclusive Advising: Building Bridges in a Diverse Learning Environment, Gainesville, FL, United States.
- Jackson, A., Smith, G., & Joslin, M. (2020, December 10). *The State of Accessibility: A Global Perspective* [Webinar]. Verbit.
- Abadi, M., Cobb, M., & Jackson, A. (2020, June 25). *A to Zoom: Acing Online Learning* [Webinar]. Verbit.
- Jackson, A. (2019, June 16-18). *Dismantling roadblocks: A transition program for students with disabilities* [Conference session]. NASPA Conferences on Student Success in Higher Education, Orlando, FL, United States.
- Jackson, A. & Metzler, A. (2018, November 29-30). *Disability within diversity: Supporting students with disabilities campus-wide* [Conference session]. NASPA Florida Drive-in, Orlando, FL, United States.