

Amanda M. Jackson, Ed.D.

Newberry, Florida

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PROFESSIONAL EXPERIENCE

Heavener School of Business, University of Florida

Gainesville, FL

Academic Advisor II & Career Advisor

Jan 2022 – Present

- Coordinated strategic academic advising services, in-person or virtual for undergraduate transfer students for 5 business majors and 7 business minors in the college of business.
- Effectively utilized project management skills to develop and implement cohort specific resources for the transfer student population's needs, including facilitating orientation, planning welcome receptions, instituting first semester required academic planning meetings, and advocating for transfer student initiatives within Heavener and Warrington.
- Ideated and implemented a transfer student transition initiative that utilized the college's app for student career readiness skill development and engagement tracking.
- Effectively created and implemented mixed methods Qualtrics surveys to assess transfer student experiences and college readiness.
- Engaged in student's rehabilitative conversations regarding probation or being off track.
- Facilitated first time in college student orientations, welcome events, and tabling for recruitment and collaborated with the Office of Academic Support to serve as the Promise Scholars College Liaison to provide streamlined advising to first-year college students (Jan 2022 – Jan 2023).
- Served as the Heavener School of Business representative for UF's Student Success Collaborative
- Volunteered to strategically establish University wide onboarding and professional development on UF's Student Success' Advisor Onboarding & Training Workgroup.
- Earned GatorsTogether Supervisor (2023) & Managing at UF: The Supervisory Challenge (2022).
- Assist advising team with shared processing and responsible for general email inbox.

Undergraduate Advising Council

Fall 2022 - Present

- 2023 – 2025, University Affairs Chair
 - Nominated and elected to strategically build relationships around UF to holistically support all undergraduates, including online, transfer, international, and first-time-in-college.
 - Established site visits to various UF Student Life and campus partners (such as Honors and the University Athletic Association) for UAC members to learn more about resources to holistically support their students' success through advising.
- 2022 – Present, Professional Development Committee Member
 - Collaborate across UAC committee to execute annual UAC conference and facilitate professional development regarding best practices and resources for UF and Santa Fe College advising staff.

Staff Instructor

Fall 2023 - Present

- GEB4930: Transfer Success Seminar Lead Instructor (45 students per section, per Fall/Spring semester)
- Developed and implemented curriculum to aid the transition of transfer students to UF based on Heavener's four pillars: academic rigor, involvement & leadership, career development, and international studies, aligned with Heavener's 8 Competencies rooted in National Association of College & Employers (NACE)'s career readiness competencies: critical thinking & problem solving, communication, global & cultural intelligence, leadership, teamwork & collaboration, career & self-development, and technical acumen.
- Utilize Canvas to facilitate flipped course structure for learning, assignment submissions, and grades.
- Completed UF's EME6609: Instructional Design & EME6606: Advanced Instructional Design as professional development for accessible instructional material development.

Amanda M. Jackson, Ed.D.

Staff Instructor

Fall 2022

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

Disability Resource Center, University of Florida

Gainesville, FL

Assistant Director for Assistive Technology (AT) Services

Jan 2021 – Jan 2022

- Received the Dr. J. Michael Rollo Diversity Impact Award for Outstanding Staff Member in 2021, determined by the department of Multicultural and Diversity Affairs.
- Recruited, hired, onboarded, supervised, and assessed 3 full-time staff American Sign Language Interpreters.
- Collaborated with the Leadership Team to establish 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 employed technology, including the University-wide pilot of Otter.ai during the rapid pivot to online learning.
- Served as the campus-wide technical support for Microsoft Bookings to increase workflow due to decreased labor associated with phone scheduling, thus increasing positive student customer service through real-time 24/7 appointment 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.
- Developed an in-person course and consulted with Instructional Designers to build a fully functional Canvas course to support instruction and assessment.

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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 programs for individuals with intellectual disabilities to attend their colleges, which includes presenting at state and national conferences.

EDUCATIONAL BACKGROUND

University of Florida

Doctor of Education in Special Education

Gainesville, FL

August 2022

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

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.

Amanda M. Jackson, Ed.D.

Presentations

- Jackson, A.,** Morais, S., Kozak, C., Searcy, L., Hunter, J., & Beaupre, M. (2024, February). *Inspiring success for UF special populations through advising*. [Conference session]. 18th Annual University of Florida Advising Conference.
- Jackson, A.** (2023, September). *Doctor of Education journey: Spring 2019 – August 2022*. [Invited presentation]. EEX6936: Special Topics: Applied Research for Scholar Practitioners.
- Jackson, A.** & Jervis, L. (2023, March). *Accessible communication: Advising students with disabilities*. [Conference session]. 17th Annual University of Florida Advising Conference.
- 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.