

Jennifer G. Jordan, Ed.D., LPC, CPCS

OBJECTIVE

Strategic and adaptable Student Affairs professional with 19+ years of experience providing solutions and removing barriers for students in a Higher Education setting. I possess a doctoral degree in Professional Counseling and Supervision. Licensed for 10+ years as a Professional Counselor (LPC) in Georgia and 4+ years as a Certified Professional Counselor Supervisor (CPCS). I aim to use my education and experience to help students succeed at your institution.

SKILLS and ABILITIES

- WOO, Communication, Positivity, Includer, Individualization – Clifton Strengths Top 5
- Empathetic Listener
- Analytical/Problem-Solver
- Cultivate Relationships
- Leader and Mentor

EDUCATION

University of West Georgia (UWG) Certificate in Data Analysis and Evaluation	2017
University of West Georgia (UWG) Doctor of Education in Professional Counseling and Supervision	2015 – 2017
University of West Georgia (UWG) Specialist of Education in Professional Counseling and Supervision	2012 – 2013
University of West Georgia (UWG) Master of Arts, Psychology	2008 – 2012
University of West Georgia (UWG) Bachelor of Arts, Psychology & Bachelor of Science, Biology	2001 – 2007

TEACHING EXPERIENCE

Part-time Instructor , College of Education, Higher Education Admin, UWG	Aug 2025 – Present
<ul style="list-style-type: none">• HEDA 6170 – Student Affairs in Higher Education<ul style="list-style-type: none">○ Designed and developed curriculum focused on the foundational theories, current trends, and practical applications in Student Affairs.○ Facilitated readings and assignments on the history of Student Affairs, leadership, mentoring, and personal philosophy.○ Integrated interviews to enhance student learning and engagement.○ Supported students in developing professional competencies aligned with CAS Standards.○ Collaborated with faculty and program leadership to align course objectives with departmental goals.	

WORK EXPERIENCE

Associate Vice President , Student Affairs, UWG	Jul 2022 – Present
<ul style="list-style-type: none">• Direct supervision of Newnan Student Services, Health Promotions, Health Services, Counseling Center, and Accessibility and Testing Services (4 FTE).	

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- Formerly supervised Career and Graduate School Connections/Career Services and the Momentum Center/Student Solutions until January 2023 (2 FTE).
- Determine goals, improvements, evaluations, and training for Student Solutions, Momentum Center, Newnan Student Services, Health Services, Counseling and Accessibility, and Career and Graduate School Connections.
- Serve as part of the President's Cabinet; serve on Student Affairs and University Committees.
- Develop partnerships that promote barrier removal, student success, and the first-choice student experience.
- Assist with campus programs (i.e., CPC Recruitment, Orientation Presentations, Wolf Experience, UWG Momentum Council, and NISS Advisory Council).
- Mentor 3-5 students and 1-3 professional staff on growth areas and leadership.
- Adjunct Professor in the College of Education Higher Education Administration program.

Associate Vice President, Student Affairs and Enrollment Management, UWG Jul 2020 – Jun 2022

- Directed supervision of the Enrollment Services Center (ESC), the Momentum Center, Newnan SAEM, and Career Services (5 FTE).
- Determined goals, improvements, evaluations, and training for ESC, Momentum Center, Newnan SAEM, and Career Services.
- Served as part of the University's Enrollment and Service Excellence Committee.
- Developed and maintained partnerships that promote barrier removal, student success, and student experience.
- Assisted with campus programs (i.e., CPC Recruitment, Orientation, and Pack Premiere).

Associate Vice President, Enrollment Management, UWG Sep 2018 – Jun 2020

- Directed supervision for Admissions, International Student Admissions and Programs, New Student Programs, Academic Advising, Center for Academic Success, Center for Adult Learners and Veterans, Enrollment Services Center, Financial Aid, and Registrar (9 FTE).
- Determined goals, improvements, evaluations, and training for the EM Directors.
- Served as part of the University President's Cabinet, President's Advisory Committee, and other University level committees.
- Developed and maintained the Strategic Enrollment Management (SEM) Plan.
- Assisted with campus programs (i.e., Orientation, Pack Premiere, and Preview Days).

Director, Enrollment Services Center (ESC), UWG May 2014 – Oct 2018

- Directed supervision for the department's Assistant Directors and Budget Manager (3 FTE).
- Planned and coordinated the student-centered activities of the Enrollment Services Center.
- Responsible for the employment of new personnel and retention of current staff.
- Determined goals, improvements, evaluations, and training for the ESC.
- Developed unit plan/goals and budget requests and monitored expenditures for the ESC, Imaging Center, and Call Center with a \$750,000 Education and General (E&G) budget.
- Provided troubleshooting and navigation for Wolf Watch, Xtender, Banner, and Banweb.
- Determined and resolved issues that affected processing, awarding, and registration that would impede Retention, Progression, and Graduation.
- Coordinated closely with campus partners regarding matters of mutual concern.

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- Adjusted procedures as needed and communicated changes in policies and procedures to staff and the university community.
- Assisted ESC Staff as needed: printing enrollment certifications, transcript processing, answering front desk phone/email, and initial point of contact for students, parents, faculty, and staff in the ESC.

Assistant Director, Enrollment Services Center (ESC), UWG

Oct 2012 – Apr 2014

- Assisted the ESC Director in managing the office and served as her representative in absentia.
- Directed Supervision for ESC Front Desk staff and Imaging Center (3 FTE and 2 PTE).
- Determined goals, improvements, evaluations, and training for ESC front desk and imaging center staff.
- Developed unit plans and budgeted and monitored expenditures for the Imaging Center.
- Provided troubleshooting and navigation for Wolf Watch, Xtender, Banner, and Banweb.
- Determined and resolved issues that affected processing, awarding, and registration that would impede Retention, Progression, and Graduation.
- Served as ESC technical representative and maintained the ESC website.
- Assisted other co-workers when needed.
- Worked at the ESC front desk when lacking coverage: printing certifications of enrollment, transcript processing, answering the front desk phone, and initial point of contact for students in the ESC.

PROFESSIONAL PRESENTATIONS, PANELS, AND PUBLICATIONS

Jordan, J., Ezeoke, B., & Devone, A. "Mind Matters: Navigating Mental Wellness in College." Kappa Delta Chapter of Delta Sigma Theta Sorority, Inc. Panel Discussion, 20 Feb 2024, University of West Georgia, Carrollton, GA, United States.

Taiwo, O., Pollard, A., & **Jordan, J.** (2023). Lending lessons of leadership: Together we rise [Conference Session]. Georgia Association for Women in Higher Education, Atlanta, GA, United States.

Jordan, J. (2017). A partial program evaluation of the Ignite summer transition program (Publication No. 10263541) [Doctoral dissertation, University of West Georgia] ProQuest Dissertations & Thesis Global.

Tarrant, M., Head, J., & **Jordan, J.** (2016, November 8). *What the public sector can learn from the private sector in a changing higher education landscape* [Conference session]. American Association of Collegiate Registrars and Admissions Officers Strategic Enrollment Management Conference, San Antonio, TX, United States.

Maxwell, J., & **Jordan, J.** (2011, October 10). *UWG ESC's impact on rpg* [Conference session]. Georgia Association of Collegiate Registrars and Admissions Officers Conference, Young Harris, GA, United States.

COMMITTEES AND INTERIM APPOINTMENTS

Committees

Jennifer G. Jordan, Ed.D., LPC, CPCS

- 2024 – Pres: Student Success Advisory Council Standing Committee member
- 2024 – Pres: Student Retention and Persistence Drop Team
- 2024 – Pres: UWG Momentum Council
- 2025: AVP for Auxiliaries in Business and Financial Services Hiring Committee Chair
- 2024 – 2025: University System of Georgia (USG) Adult Learner Taskforce Co-Lead (Retention)
- 2024: Strategic Enrollment Management Plan Committee
- 2023 – Pres: Campus Awareness Response and Evaluation (CARE) Team member
- 2022 – 2024: Joint Task Force – Mental Health and Crisis Intervention
- 2020 – Pres: Point of Contact for the USG Mental Health Initiative
- 2018 – Pres: UWG President’s Cabinet Member
- 2020 – 2023: Serve as the SAEM Deputy Title IX Coordinator
- 2021 – 2022: Intercollegiate Athletics and University Advancement Committee
- 2020 – 2022: Student Training Return to Campus and Logistics Teams
- 2022: Executive Director of IEA Search Committee Member
- 2021: Vice Provost Search Committee Member
- 2014 – 2020: Strategic Enrollment Management Plan Committee
- 2018 – 2020: UWG President’s Advisory Council Member
- 2014 – 2018: Member of the Social/Logistics LDI Team
- 2014 – 2015: Chair of the Associate Registrar Hiring Committee

Interim Appointments

- 2025 – Pres: Interim Administrative Director of Accessibility and Testing Services
- 2022 – 2023: Interim Administrative Director of Counseling and Accessibility Services
- 2022 – 2023: Interim Administrative Director of Health Services
- 2020 – 2021: Interim Director of Career Services
- 2019 – 2019: Interim Director of Advising Center
- 2017 – 2018: Interim Director of International Student Admissions and Programs
- 2016 – 2017: Interim Director of Financial Aid
- 2013 – 2014: Interim Director of Enrollment Services

PROFESSIONAL ORGANIZATIONS

Student Affairs Administrators in Higher Education (NASPA)

- Professional Member 2020 - Present

American College Counselors Association (ACCA)

- Professional Member 2022 - Present

Licensed Professional Counselors Association of GA (LPCAGA)

- Graduate Student Member 2010 – 2013
- Professional Member 2014 – Present

American Counseling Association (ACA)

- Graduate Student Member 2010 – 2013

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- Professional Member 2014 – Present

Association for Specialists in Group Work (ASGW)

- Graduate Student member 2010 – 2013
- Professional Member 2014-2023

LICENSURE AND CERTIFICATIONS

Psychological First Aid (PFA)

Counseling on Access to Lethal Means (CALM)

Trauma-Focused Cognitive Behavioral Therapy (TF-CBT)

Georgia Professional Counselor License (LPC)

- License Number: LPC009239

Certified Professional Counselor Supervisor (CPCS)

- CPCS Number: 1876

SOFTWARE/TECHNOLOGY

Banner Database, Banner Student Information System, Ellucian Workflow, Microsoft Office Suite, Reddot/CMS/OpenText, Scribe/Degree Works, Ellucian Application Xtender, Meditech Electronic Medical Records, Qualifacts/CareLogic Electronic Medical Records, ShareNote Electronic Medical Records