

# Jamie Flanagan

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Kyser Hall | 318-357-5674 | flanagan@nsula.edu

## Professional Summary

Fifteen years of experience in Higher Education Administration; Skilled in development of programs for at risk students; Experienced administrator of Federal Aid programs and programs for disadvantaged youth. Skilled professional and academic support and student engagement. Advanced organizational skills and educational background to assist an organization in meeting their desired growth potential.

## Education

### **MASTER OF EDUCATION | MAY 2005 | NORTHWESTERN STATE UNIVERSITY**

- Major: Adult and Continuing Education

### **BACHELOR OF SCIENCE | MAY 2000 | NORTHWESTERN STATE UNIVERSITY**

- Major: Accounting

## Experience

### **ASSISTANT DIRECTOR | NORTHWESTERN STATE UNIVERSITY | JUNE 2014-PRESENT**

- Assist in training and supervising of staff & student employees
- Coordinate/facilitate training & professional development activities
- Hire, train, & manage peer tutors; facilitate tutorial services
- Develop & maintain relevancy of ACSK 1010 curriculum
- Identify & recruit students for SSS
- Supervise development & implementation of services & activities with staff
- Deliver services & programs to students & monitor participants progress
- Make necessary referrals as needed
- Schedule, plan, & conduct group workshops
- Coordinate cultural/enrichment & campus visits for students
- Assist in the SSS Faculty Advisory Board
- Assist in accuracy of SSS data to evaluate participant performance
- Assist with the preparation of the Annual Performance Report
- Serve a liaison to university departments & conduct SSS informational presentations

### **ACTING ASSISTANT DIRECTOR | NORTHWESTERN STATE UNIVERSITY | JANUARY-JUNE 2014**

- Supervise staff and student workers
- Facilitate professional development training
- Coordinate workshops
- Instruction in Academic Study Skills-Critical Thinking & Problem Solving
- Develop course curriculum
- Collaboration with administration, faculty, parents, and students to assess students' needs to provide or recommend support

**ADVISOR & INSTRUCTOR | NORTHWESTERN STATE UNIVERSITY | AUGUST 2005-DECEMBER 2013**

- Assist and advise students in developing educational and career goals
- Identify and provide services to eligible students
- Instruction in Academic Study Skills and Service Learning
- Advisor for Helping Hands, Recognized Student Organization
- Formal and Informal instruction in study skills, problem solving, communication, other University related issues, and management of interpersonal skills
- Preparation in submission of annual performance reporting for Student Support Services

**VERIFICATION COUNSELOR | NORTHWESTERN STATE UNIVERSITY | APRIL 2001-JULY 2005**

- Processed students' verification paperwork
- Collaborated with parents, students, and other entities to ensure processing of federal aid
- Executed financial aid counseling
- Presented financial aid workshops
- Committee member for students requesting federal financial aid adjustments
- Assisted in other areas of financial aid processing