

FELISHA FORD, PH.D.

SUMMARY Higher education administrator with 17+ years of experience in orientation, registration, graduation, transcript processing, and providing guidance to students regarding academic achievement and personal and career development. Proven effectiveness in leading teams in executing strategic plans and student success initiatives to increase persistence, retention, and completion rates. Highly skilled in creating effective tools of measurement and examining qualitative and quantitative research to demonstrate the necessity and effectiveness of student success initiatives and programs. Committed to quality and excellence and ensures Department of Education policy compliance with all processes. 15+ years supervisory exp.

- SKILLS**
- Computer-literate performer with extensive software proficiency in a wide variety of applications, including Microsoft Suite and Google Drive Applications
 - Highly analytical thinking with demonstrated talent for identifying, scrutinizing, and improving complex processes
 - Competent in developing strategic plans and strategies to promote seamless registration, transcript processing, academic advising, and student success
 - Proven relationship-builder with unsurpassed interpersonal and communication skills
 - Results-driven achiever with exemplary team leadership and problem-solving skills
 - High degree of detail orientation, along with planning and organizational skills
 - Enthusiastic, highly adaptable, mobile, positive, and resilient
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WORK HISTORY **ASSISTANT DEAN, JAKES DIVINITY SCHOOL, DALLAS, TX**
July 2020 – Present

- Manages the JDS team and supports strategic partnerships
- Designs, implements, and assesses academic programs
- Serves on teams to facilitate learning management systems and student information systems
- Keeps student records and keeps track of students' graduation eligibility
- Plans commencement activities
- Coordinates administrative processes and committee work
- Focuses on the future of JDS as a stand-alone divinity school, independent of the start-up partners
- Leading the development and evaluation of curricula toward JDS's courses delivered in a variety of formats, including residential, hybrid, and online learning
- Oversee the JDS experience for spring and fall residencies
- Administer and maintain academic standards for all degree programs
- Work with the dean on the MOUs with partnering institutions including articulation, revision, interpretation, and implementation of academic policies in consultation with the president

- Support professional and continuing education
- Assist in supervising the administrative team, and working alongside the president, participating on the executive team at JDS
- Work with the Jakes Divinity School leadership, advisory council and the administration at the Potter's House on matters of divinity school priorities, budget strategies, long-range planning, personnel matters, and internal policies
- Participate in efforts to recruit and retain students

**DIRECTOR OF EDUCATION PROGRAMS AND REGISTRAR, JAKES DIVINITY SCHOOL,
DALLAS, TX**

April 2020 – July 2020

- Oversaw new non-degree seeking education programs
- Managed the enrollment and student services team
- Served as liaison between partnering education institutions
- Maintained academic records of all students and worked with partnering institutions to facilitate the registration process for JDS students
- Served on teams to facilitate learning management systems and student information systems
- Kept student records and kept track of students' graduation eligibility, planning commencement activities and transcripts

**DIRECTOR OF COUNSELING & STUDENT SUCCESS, ENTERPRISE STATE COMMUNITY
COLLEGE, ENTERPRISE, AL**

August 2012 – March 2020

- Coordinated and managed a comprehensive counseling/academic advising system for multiple ESCC campuses and supervised a team of 50+ academic and faculty advisors, full-time counselor, testing coordinators, and a Retention Specialist
- Supervised testing programs administered by the Counseling Department
- Assisted students with interpretation of degree plans, evaluation of transcripts and transfer credits, completion of graduation audits, and exploration of career/transfer options
- Provided academic advisement and assistance with completing the FAFSA and scholarship application processes
- Proposed and managed the departmental budget
- Represented the Department on the Student Services Council and Behavioral Intervention Team
- Handled student grievances and complaints as Chair of the Student Disciplinary Committee
- Served as ADA Coordinator for students with disabilities and Title IX Sexual Assault Coordinator for students
- Maintained accurate ADA and Title IX records and reports accordingly
- Organized and implemented new student orientation sessions
- Planned and conducted student success, mental health, and career readiness workshops

- Conducted bi-annual academic/faculty advisor trainings and plans professional development
- Chaired the Academic Advising Committee

Accomplishments

- Established student-centered hub for success advising and academic tutoring.
- Redesigned the faculty advising system to increase efficacy and advisor-student connections
- Developed a new student orientation course to promote college readiness and increase retention
- Serves as lead member for institutional transition to Banner Data Management System

ADJUNCT INSTRUCTOR, ENTERPRISE STATE COMMUNITY COLLEGE, ENTERPRISE, AL

January 2008 – Present

- Teaches assigned classes (e.g. PSY 200, 210, 230 and ORI 103/105) up to three per semester, promotes programs, and advises students in accordance with policies and mission
- Checks voicemail, mail box, and email account daily and responds promptly to messages
- Ensures the instruction in the course and the evaluation of student performance is in accordance with the student learning outcomes as stated in the course syllabus
- Participates in the assessment program as requested by the Division Chair
- Maintains accurate records of attendance and grading of students, promptly enters grades and submits final grades and semester attendance according to published deadlines and policies
- Participates in instructor development activities as recommended by Division Chair

Accomplishments

- Received excellent course evaluations from students and division chair each semester
- High course retention and completion rates due to innovative strategies and interventions used in course to meet the academic needs of students

DIRECTOR OF STUDENT SUPPORT SERVICES, ENTERPRISE COMMUNITY COLLEGE, ENTERPRISE, AL

February 2012 – August 2012

- Maintained knowledge of national Student Support Services and Department of Education policies and grant terms and conditions
- Worked directly with the College administration to ensure the grant project's policies and procedures are consistent with the mission of the College
- Supervised 5 full-time project staff and 10 part-time tutors
- Conducted annual personnel evaluations of all personnel and recommends hiring/dismissal of SSS Staff to Dean of Students

- Completed and submitted all monitoring and evaluation reports required by the Department of Education
- Reviewed student applications and/or records; identified students eligible to participate in SSS; enrolled a minimum of 275 students the program was funded to serve
- Monitored comprehensive needs assessment for each student enrolled in the program
- Maintained student records documenting personal growth and academic progress
- Provided academic advisement; interpreted Individual Education Plans (IEP), ACT/COMPASS scores, and STARS agreements; assisted with course registration; conducted graduation audits

Accomplishments

- Served as chief liaison between the College and the Department of Education to ensure the program operated within total compliance throughout the funding period
- Developed and implemented a comprehensive system of counseling and tutorial services for SSS students

**COUNSELOR/CAMPUS COORDINATOR, ENTERPRISE STATE COMMUNITY COLLEGE,
ENTERPRISE, AL**

August 2005 – February 2012

- Assisted the Director in selection of students for the program and conducted initial interviews to orient new participants to program
- Supervised 10 part-time tutors
- Conducted counseling sessions and provided academic advisement for SSS students throughout their enrollment in the program
- Assisted students in applying for financial aid and/or employment
- Scheduled, supervised, and evaluated peer tutors
- Coordinated transfer/career counseling with the Transfer/Career Coordinator
- Assisted SSS students with selection of appropriate programs/majors through advising and provided information regarding various interest inventory assessments when necessary
- Assisted the Director with grant writing, grant aid, and annual performance report processes

Accomplishments

- Received 10 year recognition award at annual state AAEOPP Conference for years of service in TRIO programs.

**EDUCATIONAL ADVISOR, SOUTHEAST ALABAMA EDUCATION OUTREACH CENTER, DOTHAN,
AL**

June 2002 – August 2005

- Established effective means for searching for, identifying, and selecting eligible program participants in the target area

- Assessed the educational needs of participants and provided career and academic guidance and assisted participants with the college admission and financial aid processes
- Coordinated and worked directly with principals, counselors, and teachers in secondary schools, community agencies, and postsecondary institutions to provide services to program participants
- Planned and coordinated field trips, workshops, and summer activities for program participants
- Promoted public awareness of program through participation in college and career fairs
- Assisted in strategic planning and assessment of program effectiveness and with grant writing and annual performance report processes

Accomplishments

- Assisted in developing and executing a new curriculum to serve the program participants in their pursuit of academic success and career exploration

PROGRAM COORDINATOR, COFFEE COUNTY FAMILY SERVICES CENTER, ENTERPRISE, AL
June 2001 – June 2002

- Coordinated and managed the Building Blocks teen parents program
- Supervised 6 parent educators/home visitors
- Assisted program participants with developing strategies to attain personal, academic, and career goals
- Served as a representative and liaison to state and local agencies

Accomplishments

- Developed and implemented recruitment strategies to access and effectively serve clients

PROFESSIONAL
AFFILIATIONS AND
COMMITTEES

- Alabama Community College Association (ACCA) Executive Planning Committee 2010-2013
- Vice-Chair of Commission on Students for ACCA 2010-2012
- Chair of Commission on Students for ACCA 2012-2013
- Enterprise Early Education Center (EEEC) Parental Advisory Committee 2011-2012
- EEEEC Title 1 Improving the Academic Achievement of the Disadvantaged Committee 2011-2012
- SACSCOC Compliance Certification Review/Edit Committee 2012-2013
- Enterprise State Community College (ESCC) Student Services Council 2012-Present
- ESCC Quality Enhancement Plan Research Team 2011-2012
- ESCC Quality Enhancement Plan Leadership Team 2012-2016
- ESCC President's Cup Committee 2009-2010
- ESCC Black History Month Committee 2011-2016
- ESCC Ozark Graduation Committee 2012-2014
- ESCC Student Disciplinary Committee Chair 2012-Present
- ESCC Enrollment Management Team 2012-2016
- All USA Academic Team Nomination Officer 2012-Present
- ESCC Honors Day Committee 2009-2013
- ESCC Instructional Council 2012-Present

- ESCC Scholarship and Financial Aid Committee 2012-2016
- Wiregrass Rehabilitation Center, Inc. Advisory Board Member – 2013-Present
- Wiregrass Emergency Pregnancy Service, Inc. Board Member 2014-2015
- ESCC Student Services Council – 2012-Present
- ESCC Academic Advising Committee Chair- 2015-Present
- Alabama Association of Colleges and Employers Member- 2015-Present
- ADA / Disability Support Services Coordinator – 2012-Present
- QEP Co-Director- 2014-2016
- Title IX Coordinator – 2015-Present
- QEP Advisory Council – 2017-Present
- Retention Committee Chair – 2017- 2019
- Ability To Benefit Test Administrator – 2017-Present
- Region 4 NACADA Mentor – 2019
- SACSCOC Off-Site Review Committee Member – 2019

EDUCATION

DOCTOR OF PHILOSOPHY, PSYCHOLOGY

Capella University
May 2010 Minneapolis, MN

MASTER OF ARTS, COUNSELING AND PSYCHOLOGY

Troy University
August 2005 Dothan, AL

BACHELOR OF ARTS, PSYCHOLOGY

Alabama A&M University
December 2000 Normal, AL

CONFERENCE PRESENTATIONS

- Troy University Leadership Conference Presenter (“You Can Do It!” - 2017)
- Student Career Readiness Conference Presenter (“You Can Do It!” / “Attitude & Accountability” / “Interview Skills”) - 2018
- LEAD Conference Presenter (“You Can Do It!” – 2017 “Focus Forward!”- 2018)
- Alabama Community College Association Annual Conference Presenter (“Personalities & Effective Teamwork” - 2018)
- ACHIEVE Conference Presenter (“Connection is the Key!” – 2019)

PUBLICATIONS

- Pearls for Everyday Life: An Inspirational Daily Devotional (2018)