

JACOB WHEELER

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SUMMARY OF SKILLS AND QUALIFICATIONS

Student-centered higher education professional with 10+ years of experience supporting diverse students through enrollment management, holistic advising, teaching, student development, and programming, including work with STEM majors and large academic advising caseloads. Known for blending inclusive, data-informed, and technology-driven approaches to personalize support, improve access and retention, and streamline operations.

- Experience across 4 U.S. regions, including public, private, community college, and minority-serving campuses.
- Expertise with non-traditional, traditional, transfer, residential, and commuter students (undergrad and grad).
- Trusted with confidential data for 10+ years, ensuring strict compliance with FERPA, HIPAA, NDAs, and other policies.
- Technical Competencies: Banner; ISRS; EAB Navigate; DegreeWorks; DARS (uAchieve); Transferology; Laserfiche (Document Management); Smartsheet; Salesforce (CRM); Qualtrics; Google Workspace; D2L; Microsoft Office Suite.

EDUCATION

Master of Science Higher Education Administration, *New England College, NH*

Bachelor of Arts Individual Studies: College Student Development, Diversity, and Wellness, *Metro State University, MN*

HIGHER EDUCATION EXPERIENCE

East Texas A&M University, TX

May 2024 – Aug 2025

GRADUATE ENROLLMENT SPECIALIST, College of Science & Engineering / Innovation & Design

Relocation back to MN

- **Advised a diverse caseload** of newly admitted students, comprising ≈70% international students and many domestic students from rural, urban, and low-income backgrounds; promoted 140+ programs across 6 colleges with a focus on STEM majors and supported students through registration, campus navigation, and connections to faculty and staff.
- **Strengthened student retention** through culturally responsive resources, targeted outreach, personalized support, and holistic academic and career planning using DegreeWorks, Banner, EAB Navigate, and other tools; remote and face-to-face.
- **Implemented systems** for tracking, reporting, and managing outreach, registration, student communications, and event ROI using project management strategies and tools such as Smartsheet, Excel, Calendly, Outlook, and Salesforce; introduced and championed new tools, services, and processes to enhance departmental efficiency, better support diverse student needs, and expand outreach to underserved communities.

Dallas College, TX

Aug 2023 – Dec 2023

ADJUNCT INSTRUCTOR, Interactive Simulation & Game Technology

Registered Adjunct if needed

- **Taught college-level STEM courses** to diverse and historically underserved student populations, remote learners, and face-to-face dual credit students with high percentages of bilingual learners, economically disadvantaged students, students with learning challenges, and those at risk of dropping out.
- **Facilitated inclusive, student-centered instruction** both in person and remotely using D2L for high school dual credit students and other community college learners across diverse racial, generational, and socioeconomic backgrounds.
- **Advanced student success** through individualized academic support, timely feedback, and confidence-building engagement with special focus on first-generation and younger students.

East Texas A&M University, TX

Nov 2018 – Aug 2020

ACADEMIC ADVISOR, College of Education & Human Services

Left to further education (pandemic)

- **Delivered academic advising and career guidance** to undergraduate students in face-to-face and remote settings; guided students through major exploration, degree progress planning, and personal or financial challenges; supported at-risk students through suspension meetings, ongoing check-ins, and proactive referrals to campus resources; used DegreeWorks extensively.
- **Fostered a welcoming, high touch advising environment** by maintaining an open-door policy, participating in campus events and orientation programs, and becoming a trusted presence across campus; used EAB Navigate and Banner to identify and reach at-risk students through targeted email and text campaigns to support student retention.
- **Optimized academic advising workflows** through a custom Excel tool, managed web content, and utilized EAB Navigate for student tracking and outreach; logged over 2,400 student contacts in Salesforce adhering to policies and procedures.

Plymouth State University, NH

Aug 2017 – Jan 2018

COMMUNITY DIRECTOR, Residential Life & Dining Services

Relocation

- **Directed programming, planning, and oversight of 30+ student activities** focused on retention and community building, utilizing a community development model, assessment techniques, and systematic budgeting practices; encouraged community building in the residence halls, autonomous problem-solving, goal setting, and exploration of skills and interests to support residents' holistic growth.
- **Led crisis response and residence hall operations** on a daily basis; held conduct hearings using Maxient; resolved emergencies with calm leadership, advised the LGBT Living Learning Community, and chaired the Diversity Committee.
- **Assisted residents in navigating academic, emotional, and interpersonal challenges** through holistic advising and support; referred students to tutoring, counseling, and campus resources as needed to support student success.

HIGHER EDUCATION EXPERIENCE CONT'D

New England College, NH

Aug 2016 – Jul 2017

INTERN, Diversity & Inclusion

Short contract alongside Hall Director role

- **Designed diversity-focused materials** for interactive orientation presentations using student development theory and tools including PowerPoint.
- **Prepared a comprehensive budget proposal** to support the addition of an LGBT Resource Center, aligning with departmental mission.

HALL DIRECTOR, Residential Life & Housing

Contract ended

- **Developed and coordinated 25+ campus-wide programs** for student success, retention, and engagement, including initiatives for first-year students; managed programming budgets and contributed to documentation and assessment.
- **Managed daily operations and crisis response** during on-call duty rotations across multiple residence halls; co-supervised 10 Resident Assistants (supporting 23 total), facilitated conduct hearings and mediations with Advocate, chaired staff meetings, and upheld policies with empathy and cultural awareness.
- **Supported the academic success and personal growth of 600+ students** by building strong relationships, offering individualized guidance, and referring students to academic advisors, counseling, and other campus resources; followed up regularly with those at risk of failure or withdrawal.

Northwestern Health Sciences University, MN

Oct 2015 – Aug 2016

ACADEMIC RECORDS & SCHEDULING SPECIALIST, Student Registrar & Financial Services

Relocation for graduate school

- **Oversaw and coordinated academic scheduling logistics** by entering 850+ course offerings and 1,700+ student registrations into the student information system; collaborated with faculty and the Registrar to align class times, room assignments, and instructor availability using complex Excel spreadsheets and custom scheduling tools.
- **Provided frontline student support** on registration, financial aid, and graduation by assisting walk-ins, phone inquiries, and online requests; supervised 1–3 student workers in the absence of their direct manager and ensured inclusive service by serving on the Chosen Name and Pronoun Committee.

Metro State University, MN

Sep 2013 – Oct 2015

OFFICE ADMINISTRATIVE SPECIALIST, College of Health, Community, & Professional Studies

Relocation

- **Executed academic and departmental operations** under the Dean's direction by maintaining advising records, processing academic appeals, completing faculty documentation, creating budget reports, and submitting travel records; indirectly supervised 2–5 student workers, served on climate, intercultural collaboration, and engagement committees, and acted as the college's technology point-person and web content coordinator.
- **Coordinated student engagement programming** for the Psychology Department; managed logistics, collaborated with faculty, and promoted college-wide events to support academic success and professional development
- **Expanded academic advising support and student access** by assisting students with registration, major changes, and university procedures when academic advisors were unavailable; mailed advising materials to incarcerated students in the Prison Education Program and attended NACADA webinars to expand knowledge of best practices for supporting diverse student populations.

REGISTRY SPECIALIST, Psychology Department

Restructure

- **Reviewed and updated departmental policies and procedures** to ensure compliance with grant-funded requirements; supervised and trained 2 student employees to support program efficiency.
- **Processed program applications and evaluated transcripts for a caseload** of 200+ practitioners, maintaining accurate records and contributing to effective program management.
- **Enhanced program awareness and increased engagement** by promoting the Minnesota Center for Professional Development through tabling efforts at targeted events.

Columbus State Community College, OH

Oct 2011 – Aug 2013

STUDENT SUCCESS SPECIALIST, Upward Bound (TRiO)

Summer contract ended

- **Instructed a cohort of 8 first-generation, low-income students** in supplemental instruction lessons (Intro to Psychology), building academic skill development and confidence in a summer bridge setting.
- **Tracked academic and behavioral progress for 60+ students** in Access; maintained detailed records and proactively communicated concerns with instructors, counselors, and families to enable early intervention and support.
- **Planned and promoted 7 educational and community-building events** as part of the Upward Bound summer bridge program; guided students through scholarship searches, wellness strategies, and college exploration.

STUDENT OFFICE ASSISTANT, Diversity & Study Abroad

Accepted professional staff position

- **Contributed to the creation and execution of 20+ campus-wide and community outreach** programs focused on diversity and inclusion.
- **Produced marketing materials and managed outreach efforts** by creating and distributing materials for all programs in Photoshop; maintained social media marketing initiatives across four platforms to engage and recruit participants.

TRAININGS, CONFERENCES, AND MEMBERSHIPS

Foundations of Project Management, Google Certificate [Coursera]

2025

Foundations of User Experience Design, Google Certificate [Coursera]

2025

TxGAP Chapter Annual Conference National Association for Graduate Enrollment Management (NAGAP)

2024

Graduate, Guildhall (Professional Cert: Digital Game Development, 40 Grad ACH), Southern Methodist University

2020-2023

Member, National Academic Advising Association (NACADA)

2018-2020

Member, American College Personnel Association (ACPA)

2016-2017

Member, Student Affairs Administrators in Higher Education (NASPA)

2016-2017