

## **Rochelle (Shelley) Jordan**

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### **Current Position:**

Information Technology Coordinator  
Graduate School  
Virginia Commonwealth University, Richmond, Virginia

### **Education:**

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|------|---|
| 2007 | Masters of Business Administration (Concentration: Management), Strayer University, Richmond, Virginia, from 2004 to March 2007. Directed Research Project: The Value of Educational Assistance to Physical Therapists: An Analysis of Recruitment and Retention Practices. |
| 2002 | Bachelors of Science in Information Systems, School of Business, Virginia Commonwealth University, Richmond, Virginia, from 1996 to 2002.   |
| 1992 | Associate of Applied Sciences (Concentration: Biology), Southside Virginia Community College, Keysville, Virginia, from 1990 to 1992.   |

### **Significant Work Experience:**

Information Technology Coordinator  
Graduate School, Virginia Commonwealth University, Richmond, Virginia  
August 2007 to present

- Direct all aspects of technology for the Graduate School including project management, maintenance/replacement of equipment, desk-side support, inventory control, and budget management.
- Lead, supervise and train staff/student workers in current technology standards, software, and equipment operation.
- Create, maintain, and manage report distribution of sensitive University data.
- Frequently administer training sessions for faculty/staff in other departments on use of imaging software.
- Provide consultation to faculty/staff with regard to technology projects including scope, feasibility, sustainability, and implementation.

### Instructional Technology Specialist

Transitional Doctor of Physical Therapy Program, Department of Physical Therapy,  
School of Allied Health Professions, Virginia Commonwealth University, Richmond,  
Virginia

June 2004 to July 2007

- Technical design and multi-level support for web-based, distance education doctoral program.
- Technical support includes system administration, software implementation/upgrades, database management, programming, reporting, and end user support.
- Web site design and programming, content and graphics development (including streaming video, animations, illustrations and photography), editing and proofreading, and general site maintenance.
- Expertise in creating instructional media such as course cd-roms, podcasting and audio/video lectures.
- Knowledge of University technology including WebMail, SIS+ applications, Banner, and Library search engines.
- Training of program faculty in use of distance-based education applications.
- Collaborate with director regarding fiscal aspects of program.
- Management of program hardware and software (inventory, maintenance, and upgrades).
- Teaching duties include basic computer skills and internet navigational skills.

### Research Manager

Department of Physical Therapy, School of Allied Health Professions, Virginia  
Commonwealth University, Richmond, Virginia

October 2003 to March 2005

- Management of research laboratories, including administrative decisions related to all laboratory functions.
- Training of staff and students in the techniques used in these laboratories.
- Histological procedures and data collection for physiological studies related to research by the principal investigator.
- Ensure safety standards, policies and guidelines.
- Plan and manage work flow throughout labs (Oversee doctoral students, work study students).

### Research Specialist

Department of Physical Therapy, School of Allied Health Professions, Virginia  
Commonwealth University, Richmond, Virginia

October 2002 to October 2003

- Daily operation of research laboratory.
- Maintenance of inventory of chemicals, supplies, manuals and catalogs.
- Purchasing and receiving of inventory.

- Maintenance of analysis database including data entry, upgrading and enhancements.
- Complex spreadsheets for analysis tracking.
- Animal surgery, animal behavior and electrophysiology.
- Train lab assistants on proper techniques for data analysis.

#### Senior Fiscal Technician

Office of Employment Services and Special Programs, Virginia Department of Rehabilitative Services, Richmond, Virginia

March 2001 to October 2002

- Collaboration with Budget Analyst for the Office of Employment Services and Special Programs to monitor two 4 million-dollar Employment Program budgets.
- Fiscal administration of program (monthly budget reporting, accounts receivable bookkeeping).
- Create reports and presentations.
- Collaboration with Budget Analyst to train vendors and staff on Employment Programs.
- Audit preparatory procedures.
- Text editing for department's website.

#### Program Specialist III

Grants and Special Programs Division, Virginia Department of Rehabilitative Services, Richmond, Virginia

July 2000 to March 2001

- Assist visually impaired Director of Grants & Special Programs Division with daily operation of division.
- Maintenance of records (grants and contracts).
- Create reports and presentations.
- Maintenance of human resource records (time keeping, evaluation and recruitment).
- Collaboration with director for division budgets (fiscal planning).
- Division "Super User" (technical assistance to staff).

#### Office Services Specialist

Department of Physical Therapy, School of Allied Health Professions, Virginia Commonwealth University, Richmond, Virginia

April 1997 to July 2000

- Coordination of multi-line telephone system, voicemail accounts, greeting visitors and giving tours.
- Collaborate with Admissions Coordinator for proper execution of admissions process (data entry, database operation, records and information requests).
- Memos, letters, reports, and presentations for faculty.

- Creates flyers, brochures, and cover pages.
- Collaboration with Department's Computer Technician for maintenance of faculty and staff computers (upgrading, troubleshooting, and software installation).
- Support the operation of the Student Computer Lab.
- Maintenance of departmental website.

### **Technical Expertise:**

- General Software
  - Windows 98/2000/XP/Vista/W7
  - Microsoft Office Suite
  - ImageNow
  - Enterprise Guide/SAS
  - Lotus Notes/Outlook
  - Banner
- Networking
  - Remote Access
  - TCP/IP/FTP
  - Desktop Configuration
  - Active Directory
- Website Development
  - Dreamweaver
  - Adobe Photoshop
- Distance Education Content Development
  - Blackboard Learning Management System
  - Blackboard Content Management System
  - Softchalk's LessonBuilder
  - Respondus

### **Professional Organizations and Committees:**

- SunGard Higher Education Technology Association (SETA)
  - Member from 2008 to present
- SunGard Higher Education Technology Association (SETA)
  - Lead Technical Advisor, SETA Portsmouth 2010 Conference Committee Member
- VCU Banner Student Team Committee
- VCU Banner Admissions Team Committee

## **Presentations:**

- Jordan, R. H. (2008, November). At the Click of a Button: Printable Banner Web Applications. SETA Charlotte 2008, Charlotte, North Carolina.
- Schaefermeyer, M. S., Jordan R. H. Going Paperless: Using Blackboard and ImageNow for Admissions. SETA Charlotte 2008, Charlotte, North Carolina.

## **Special Projects**

- Course cd-rom development for the American Physical Therapy Association's Section on Women's Health entitled "The Anatomy & Physiology of Intra-abdominal Pressure".
- Collaboration with faculty in the School of Dentistry regarding web-based course administration.

## **Continuing Education:**

- Creating and Viewing Reports Using SAS Web Report Studio course sponsored by SAS Institute. 2011
- Introduction to Spanish for Faculty and Staff course sponsored by Virginia Commonwealth University's Division of Community Engagement. 2008
- Certified ImageNow System Administrator training course sponsored by Perceptive Software. 2007
- Basic SAS Programming courses sponsored by Virginia Commonwealth University's Technology Services Training Center. 2007
- Softchalk's LessonBuilder courses sponsored by Virginia Commonwealth University's Center for Teaching Excellence. 2007
- Dreamweaver courses sponsored by Virginia Commonwealth University's Technology Services. 2007
- Blackboard Learning Management System courses sponsored by Virginia Commonwealth University's Center for Teaching Excellence. 2006
- Blackboard Content Management System courses sponsored by Virginia Commonwealth University's Center for Teaching Excellence. 2006
- Blackboard World 2006 Conference in San Diego, California.