

# **NORMA FAYE JONES-JOHNSON**

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## **EDUCATION:**

**DOCTORATE OF EDUCATION, HIGHER EDUCATION ADMINISTRATION, BAYLOR UNIVERSITY, Waco, Texas, 2001.**

**DISSERTATION Title:** *The Relationship Between Spirituality and Leadership Practices of Female Administrators in Higher Education.*

**MASTER OF ARTS, COUNSELING AND PERSONNEL SERVICES, TEXAS WOMAN'S UNIVERSITY, Denton, Texas, 1983.**

**THESIS:** *Birth Order-Differences in Marital Satisfaction Between Homogamous and Complementary Couples.*

**BACHELOR OF SCIENCE, SPEECH PATHOLOGY & AUDIOLOGY (MINOR IN ENGLISH), SOUTHERN UNIVERSITY, Baton Rouge, Louisiana, 1973.**

## **Professional Experience:**

**COLLIN COUNTY COMMUNITY COLLEGE DISTRICT (CCCCD) - Plano, TX**

A two-year college serving 40,000 students each year. The college offers more than 100 degrees and certificates in a wide range of disciplines.

### **DIRECTOR OF ACADEMIC ADVISING**

**1993-Present**

Duties included: developing and managing academic advising program for the college district. Serving as an essential representative to students, faculty, community groups, businesses, agencies, and public schools within the district's service areas; supervising and providing leadership for the administrative functions and operations of the Academic Advising office, including planning, evaluating program and staff, budgeting, scheduling of staff and the ongoing improvement of advising services; preparing, reviewing department information for submission to college catalog and schedule; facilitating advising role in college's registration process; serving on deans' council and student development council; managing departmental budget of \$600k; serving on various college search committees; chairing program assessments; and serving on internal self-study task forces for the advising department.

## **Key accomplishments:**

- Created **Intensive Advising Plan** for Fall 2002 – Emphasis: Student Success and Retention.
- **Secured Carl Perkins funding** for part-time advising assistants, 2002. Set precedent in the awarding of such funds for the purpose of advising undecided and vocational students.

- **Served as Acting Provost and/or Vice President of Student Development** at Spring Creek Campus in absence of these administrators (on-going).
- **Developed and implemented current District centralized advising plan.**  
Awarded NACADA Certificate of Merit for Outstanding Advising Program, 1994.
- **Oversight of International Students Program**, over 500 participants. Authored, presented and secured funding from college's Council for Planning and Institutional Effectiveness for International Students Orientation for Success and Retention.
- **Developed and implemented ACCESS (Accommodation at Collin County for Equal Support Services)** – program for students with learning and physical disabilities.

#### GENERALIST ADVISOR

1988 – 1993

##### **Central Park Campus**

**Duties included:** interviewing, advising and counseling students regarding policies, procedures and academic requirements of a specific program or major; assisting with general student development; serving as representative for Dean of Students office to handle emotional and/or discipline problems; serving as liaison to dean of students, division deans and faculty on issues involving student academic placement and progress; developing, coordinating and facilitating training for faculty and part time advising staff.

**Key accomplishments:** Established and improved lines of communication between deans, faculty and the advising department. Promoted to Lead Advisor, after 3 years in the position, based on breadth of responsibilities and accomplishments. Served in acting director capacity in absence of director of Advising.

#### **Teaching Experience:**

#### ASSOCIATE FACULTY

1987 - 1989

##### **DEPARTMENT OF DEVELOPMENTAL EDUCATION**

Organized and presented instruction for writing skills improvement to assist students in writing well developed essays. Instruction included: basic grammar, paragraph construction, punctuation and sentence construction. Introduced and employed various rhetorical modes and strategies to motivate students. Employed the Pentad, based on reporter's questions, as one of the writing strategies. Facilitated group writing experiences in order to promote a sense of community within classes.

**Key accomplishments:** Received excellent evaluations from supervisor for course development and classroom presentation. Maintained excellent student retention for courses; students were successful in passing the writing assessment to enter English 1301. Established a stronger working relationship between dean, faculty of the division and the advising department. Co-authored a text for developmental writing.

#### ASSOCIATE FACULTY

1991 - 1994

##### **DEPARTMENT OF SOCIAL SCIENCES**

##### **PSYC2301**

Organized and presented instruction in General Psychology (3 credit hour course). Introductory course designed to provide an overview of the field of psychology and human behavior. Topics included: philosophical perspectives, history, biology, learning, personality, behavioral biology, development, motivation, emotion, abnormal behavior, theories, and therapies. Provided experiential learning activities (included group activities) during class meetings and upon

completion of course showed students how the semester-long course process could be viewed as an experiential one. Included lab.

**Key accomplishments:** Accepted (on short notice) and successfully taught course due to shortage of instructors. Received excellent evaluation from supervisor. Maintained excellent student retention for evening course. Students reported that they continued to work in groups on their own for other courses they had in common. Strengthened working relations between dean, faculty of the division and the advising department.

## **PSYC2302**

Organized and presented instruction in Applied Psychology (3 credit hour course). Application of psychological principles and organization theory to human relations issues in organizational settings. Emphasis on self-understanding, inter-personal relations and career development. Included lab.

**Key accomplishments:** Successfully taught the course after semester had begun (due to relocation of instructor). Received excellent evaluation from supervisor. Incorporated the administration and interpretation of career assessments and interest inventories in the class for each student. Highlighted the importance of “making a difference” in business by using the Saturn (Japanese manufacturing) model that was the hot, current news topic. Created excitement and sense of creativity among students by having them create their own businesses including all facets – the idea, purpose and vision, a business plan, financing, etc. Projects were presented at end of course with props, models and samples of business products or services.

## **LEWISVILLE INDEPENDENT SCHOOL DISTRICT – Lewisville, TX**

**Progressive school district in Denton County with 43,000+ student enrollment.**

### **COUNSELOR**

**1984 – 1988**

Counseled Elementary students in both group and individual setting to minimize and eliminate anxiety suffered through school and home-related stress. Presented guidance lessons and counseling sessions on a daily basis. Devised and implemented self-concept and self-motivation classes. Managed State mandated testing and served as a resource for principals, teachers and parents.

**Key accomplishments:** Received excellent evaluations from principal(s). Worked effectively with all instructors on multiple campuses in the district. Established good community relations through presentation of counseling and parenting programs for PTAs.

### **INSTRUCTOR FOR HOMEBOUND STUDENTS**

**1978 - 1984**

Directed, implemented and devised individualized methods of instruction for students confined to home or hospital due to illness or pregnancy. Conducted all entrance and exit interviews to insure smooth transition from the homebound program to regular classroom and vice-versa. Interacted with individual parents and students on a wide variety of topics related to educational programs.

**Key accomplishments:** Received excellent evaluations from supervisor. Successful in keeping students on-track with courses so that re-entry to classes was less stressful. Established good working relationships between principals, faculty and special education office. Student and parental interactions encouraged the pursuit and subsequent earning of Master of Arts degree in Counseling and Personnel Guidance.

### **Committee & Project Experience**

- Developmental Education NCBTD Program Assessment Chair, 2002-2003
- Deans Council, 2001 – Present
- President's Task Force of the Future, 2001 – 2002
- North Texas Community Colleges Consortium Participant, 2001 – Present
- Sabbatical Task Force, 1994 – 1995
- Advising Task Force Chair, 1993 – 1997
- All College Council, 1992 – 1994
- Business Administration Advisory Committee, UNT, 1995 – 1998
- UT Arlington Student Transfer Advisory Committee, 2002
- Student Selection Committee for Concurrent Enrollment, UTD 2001 – 2002  
SMU 2002 – Present
- Special Task Force on Appropriation, 2003 – Present
- Women's Leadership Symposium Planning Committee, 2001 –2002
- Student Development Retreat Planning Committee Chair, 2001 – 2003
- College Quality Enhancement Plan Committee, 2003
- Student Development 3-Year Plan Committee, 2002 – Present
- Core Curriculum Guide for Advisors, Director, 2002
- Fall Conference North Texas Community Colleges Consortium, Co-Chair, Title: Strategies in Successful Student Retention, 2002
- Advising Planning Committee and Presenter, North Texas Community Colleges Consortium, One Day Conference on Advising, 2002
- Region 7 – NACADA Community College Liaison, 2000 – 2001
- NACADA Presenter, 1990, 1993, 2003
- Student Development Council, 1999 – Present
- American Red Cross of North Texas
  - Vice-Chair of Operations, 2002 – 2003
  - Chair of Human Resources Committee, 2002 - 2003
  - Board of Directors, 1989-1995, 1996-1999, 2001-Present
  - State Strategic Planning Committee, 1992-1995
  - State Service Council Greater Houston Chapter, 1995-1998
  - Presenter at State Conference, 1996

### **Presentations**

- "So You Want to Go to College", CCCCD Enterprise 1990
- "Transition from High School to College", CCCCD Orientation 1998-1999, 2000-2001
- "Advisor Training Seminars", CCCCD 1989-1993
- "Future Shop: A Career Planning Adventure", NACADA 1990
- "Preparing Community College Students for Transfer", co-presenter, Institute for the Study of Transfer Students, Ft. Worth, Texas, January 2004
- "Collaboration: Community College and University Concurrent Agreements", co-presenter NACADA, Dallas, Texas, 2003

- “Planning a Conference on Retention”, presenter, North Texas Community Colleges Consortium, CCCCD, 2001
- “Walk a Day in Their Shoes”, Scholars of Practice Program, Baylor University, 2000
- “Portfolio Presentation” Scholars of Practice Program, Baylor University, 2000
- “Teaching for Inclusion”, CCCCD Faculty Development Week, co-presenter, Spring 2003
- “Spirituality and College Culture”, co-presenter CCCCD All College Day, Fall 2002
- “Spirituality in the Workplace”, co-presenter JCCSPAT (Junior & Community College Student Personnel Association of Texas), Plano, Texas 2000
- New/Undecided Students Seminar, CCCCD, 2000-2002

### **Publications**

*Chadwick-Joshua, J., & Johnson, N. (1990) A Rhetoric for the Evolving Writer. Texas: University of North Texas Press.*

Swanson, K., & Johnson, N. (2004). Preparing the community college student for transfer. In B. Jacobs (Ed.) *The Transfer Student in America: the forgotten student* (pp. 131- 135). Washington D. C.: AACRAO

### **PROFESSIONAL AFFILIATIONS**

**NORTH TEXAS COMMUNITY COLLEGES CONSORTIUM**  
Denton, TX, participate 2001-present

**TEXANN – TEXAS ACADEMIC ADVISING NETWORK**  
Dallas, TX  
Member, 1998-2001

**NATIONAL ACADEMIC ADVISING ASSOCIATION (NACADA)**  
Member, 1988- present

**AMERICAN RED CROSS OF NORTH TEXAS**  
**COLLIN COUNTY CHAPTER, 1989-2003**

**LEADERSHIP MCKINNEY GRADUATE, 1990**

**NATIONAL INSTITUTE FOR LEADERSHIP DEVELOPMENT**  
Phoenix, AZ  
Participant, 1998-1999  
Leadership Conference, 1999 – Oak Brook, Illinois

