



Jessica Martinez-Palacios

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PROFESSIONAL SUMMARY

Highly organized and self-motivated professional with over 20 years of experience in leadership, instructional design, project management, team development, and quality assurance. Skilled in best practices, analyzing content, and executing strategies that enhance efficiency and performance in courses and programs. Dedicated to problem-solving and fostering a positive work environment.

SKILLS

- Communication
- Team Building
- Leadership
- Organizational Skills
- Time Management
- Adult Learning Principles
- Instructional Design
- Accessibility Standards
- Training and Development
- Teaching Strategies
- Curriculum Development
- Quality Assurance

LEADERSHIP EXPERIENCE

FULLY ONLINE ADJUNCT FACULTY

09/2022 to CURRENT

University of the Incarnate Word School of Professional Studies

- Prepared syllabi and curriculum for ORGD 4350: Leadership in Organizations, ORGD 3360: Teambuilding in Organizations, and LDST4380: Leadership Studies Capstone.
- Adhered strictly to institutional guidelines concerning accessibility requirements when creating course content.
- Developed strong relationships with students by maintaining open lines of communication and fostering a supportive learning environment.
- Evaluated and graded students' coursework, assignments, and presentations, and provided effective feedback to help improve their performance.

ASSOCIATE DIRECTOR OF ONLINE TEACHING AND LEARNING

12/2021 to CURRENT

University of the Incarnate Word School of Professional Studies

- Supervised training for faculty on course design, accessibility, teaching strategies, and LMS.
- Spearheaded over 60 new hires to teach online, hybrid, or face-to-face through a series of trainings.
- Supervised Course Audits and used the data to share with leadership and provide professional development opportunities.

- Developed trainings and professional developments in effective online teaching, accessibility, course design, AI, and more for our 150 faculty.
- Assisted in resolving issues that could affect faculty or students, including providing guidance to faculty, and addressing any other challenges that could hinder course development on the LMS.
- Supervised the development or revamp of doctoral courses, including support for graduate and undergraduate courses.
- Upgraded new procedures to ensure quality assurance in courses and programs, including quality checks.

ELEARNING SPECIALIST AND PROGRAM COORDINATOR

01/2020 to 12/2021

University of the Incarnate Word School of Osteopathic Medicine

- Mentored and trained 3 team members on ExamSoft, Canvas, team building, instructional design, and diverse technologies.
- Administrator to Canvas, ExamSoft, and NextGenU for Master Programs.
- Succeeded in the migration of the Master of Biomedical Sciences (MBS) courses and Master of Public Health (MPH) courses from Blackboard to Canvas.
- Tracked quality assurance and accessibility standards to over 50 various courses that included online, face-to-face, and blended.
- Supervised all MBS assessments using ExamSoft and analyzed performance data for over 100 assessments.
- Developed trainings and professional development in Quality Matters, Instructional Design, Blackboard, Canvas, Zoom, and OneDrive for 30 faculty.
- Developed resources on Blackboard, ExamSoft, Accessing Student Support Services, Time Management, and Studying Effectively for over 200 students.
- Conducted academic support for over 200 MBS students by meeting with them individually and aiding those at risk.

EDUCATION SPECIALIST

06/2018 to 12/2019

University of the Incarnate Word School of Osteopathic Medicine

- Mentored and trained 2 staff on quality matters, instructional design, and accessibility.
- Sustained support provided to faculty and students as the MBS Blackboard Administrator, ExamSoft Administrator, MBS Academic Support, and NextGenU Administrator
- Spearheaded the course design for all MBS and MPH courses, which included web-augmented, blended, and online courses.

- Supervised all MBS assessments using ExamSoft and analyzed performance data for over 50 assessments.
- Developed trainings and professional development on Course Design, Blackboard, Teaching Strategies, and ExamSoft for 20 faculty.
- Developed resources on Blackboard and ExamSoft for 80 students.
- Provided Academic support to over 80 MBS students by meeting with students individually and meeting with students who were at risk.

INSTRUCTIONAL DESIGNER

06/2017 to 06/2018

University of the Incarnate Word School of Osteopathic Medicine

- Sustained support to faculty and students as the MBS Blackboard Administrator and ExamSoft Administrator.
- Supervised the course design of the MBS course template.
- Spearheaded Blackboard course deadlines for MBS Faculty.
- Designed course materials and supported implementation to 10 faculty.
- Developed trainings and professional development on Blackboard, Office 365, ExamSoft for 10 faculty.
- Planned and monitored implementation of technology-based learning programs.

INSTRUCTIONAL DESIGNER TITLE V

05/2012 to 05/2017

University Of the Incarnate Word

- Collaborated with three departments: Instructional Technology, Center for Teaching & Learning, and Academic Advising to develop course design projects.
- Led a disciplined team of 4 in developing training materials and workshops for faculty and students.
- Designed course materials and supported implementation while managing multiple projects to meet user needs.
- Designed online modules and online student orientations to enhance student resources.
- Developed trainings on Quality Matters Course Design, ADA compliance, Blackboard, and Flipping the Classroom techniques for more than 300 faculty.
- Designed the UIW Main Campus Online and Blended Course Template using Quality Matters Rubric and best practices.
- Established the inaugural UIW Plagiarism Module exclusively for new students.
- Spearheaded the development of the UIW QM Course Checklist and the UIW Online Syllabus Template, significantly enhancing the standardization of course

quality.

- Contributed to various UIW committees, participating in strategic planning and marketing initiatives.

INSTRUCTIONAL DEVELOPER DESIGNER

06/2007 to 03/2012

University of Texas-Pan American

- Developed trainings for faculty on Blackboard, Web 2.0 applications, Respondus, StudyMate, Video Editing, Adult Learning Principles, Quality Matters for more than 500 faculty.
- Mentored 7 team members on course design, technologies, and accessibility.
- Developed orientations for students on Blackboard, Assessments, and Online Student Best Practices for more than 1,000 students.
- Spearheaded the implementation of the Online Teaching Challenge that certified 90 faculty to teach online successfully.
- Supported faculty members in designing and developing online course content and learning environments to ensure continuous improvement of quality courses.
- Conversated at various conferences on adult theory, course instruction, leadership, best practices, course design, technology, and special projects.
- Proposed innovative recommendations on appropriate technologies to support Learning-based instruction.

BOARD MEMBER

01/2006 to 08/2011

The National Coalition for Burned Churches and Community Empowerment

- Provided guidance and leadership on strategic planning initiatives and organizational development.
- Introduced new methods, practices, and systems to reduce turnaround time.
- Set, enforced, and optimized internal policies to maintain responsiveness to demands.

EDUCATION

PhD: Higher Education Administration: Educational Leadership
Liberty University, Lynchburg, VA

“in progress”

Master of Education For Adult Educators And Admin
Jones International University, Englewood, CO

01/2010

M.Ed. Higher Education Leadership and Administration (Specializing)

M.Ed. E-Learning Technology and Design (Specializing)
Magna Cum Laude

○ **Bachelor of Arts Sociology** 05/2007
University of Texas-Pan American, Edinburg, TX

○ **Associate of Arts in Elementary Education** 05/2004
South Texas College, McAllen, TX

AWARDS ○ Recipient of the 2011 Meritorious Award from the University of Texas Pan-American for implementing the Online Teaching Challenge that certified 90 faculty to teach online successfully.

- CERTIFICATIONS** ○
- Peer Reviewer, Quality Matters - May 2020
 - Connecting Learning Objectives and Assessments, Quality Matters -December 2015
 - Designing your Online Course, Quality Matters - December 2015
 - Designing your Blended Course, Quality Matters - May 2015
 - Applying the QM Rubric, Quality Matters - September 2011
 - Certificate to Teach Online, University of Texas Pan-American - June 2008

LANGUAGES ○

English	Spanish
	
Native or Bilingual	Limited Working