

Dr. Jason E. Glenn



**Professional
Attributes**

- Agile, adaptive, proactive and focused.
- Innovative, action-oriented executive with proven results.
- Extensive experience delivering impactful student services.
- Strategic, collaborative, visionary leader.

**Higher
Education
Competencies**

*Behavior Intervention *Crisis Management *Title IX *Student Conduct *Diversity and Inclusion *Veteran Affairs *Fiscal Responsibility *Personnel Growth and Development *Student Engagement *ADA/504 Accommodations *Campus Safety and Security

Education

Northcentral University <i>D.B.A., Organizational Leadership</i> “An Exploration of the Use of Emotional Intelligence by Military Leaders In Their Decision-Making Process”	Scottsdale, AZ 2019
Embry-Riddle Aeronautical University-Worldwide <i>M.S.M. General Management</i>	Daytona Beach, FL 2011
Air University, Maxwell Air Force Base <i>United States Air Force Squadron Officer School</i>	Montgomery, AL 2007
Trident University International <i>M.B.A. Business Administration (Magna Cum Laude)</i>	Cypress, CA 2006
Faulkner University <i>B.S. Human Resource Management</i>	Montgomery, AL 1996

Glenn International Leadership Force LLC 2021-present

President

Leadership and Organizational Development consultant group with expertise in strategic planning, leadership development, team dynamics, crisis management, facility operations and diversity and inclusion initiatives for university and corporate organizations.

River Region Human Services Incorporated, Jacksonville FL 2019 -2022

Mission is to provide integrated health services that change lives, rebuild families, and restore communities.

Chief Operations Officer (COO)

The Chief Operations Officer is responsible for the oversight of the operational and financial performance of various programs for River Region. This position ensures that organizational priorities are addressed, that there are appropriate operational controls and reporting procedures in place, and that all contract and grant deliverables are achieved. This led continuous quality improvement training for systems, processes, and procedures. Ensured compliance in meeting, Department of Children and Families (DCF), Medicaid, Commission on Accreditation of Rehabilitation Facilities (CARF), and local, state, and federal grant requirements.

Higher Education Experience

- Oversaw all the clinical operations of the following programs provided by the Agency but not limited to: Court Services, Corrections, Housing and Children's Treatment Services.
- Provided training and development opportunities for all clinical operations employees, ensuring the retention of the talent needed to provide the highest quality of service to our clients.
- Monitored the Agency meets and complies with all DCF, Medicaid, CARF, licensing entity, legal, regulatory and grant/contract requirements.
- Collaborated with the CFO to create the clinical operations budget and set standards for financial performance of each clinical operations functions.
- Ensured all client services are performed to optimal levels of performance and cost effectiveness.
- Provided periodic reporting to the CEO regarding the status of all Clinical Operations initiatives, obstacles, and challenges.

Bethune-Cookman University- Daytona Beach, Florida 2016-2019

A private, 4-year HBCU, liberal arts institution; undergraduate enrollment of 3700.

Vice President Student Affairs and Operations

Served a senior member of the President's Cabinet. Provided effective leadership and oversight for 14 university departments, 93 number of employees, \$15 million in operating expenses and the management of contracted vendors to ensure the success of all students in a safe, supportive environment.

- Advised and informed the President of critical student issues, incidents, and resolutions – insightful, data-driven strategist/decision-maker.
- Directed reports include Associate Vice President & Dean of Students Office, Career Services, Health Services, Disability Services, Student Life and Activities, Campus Safety, Office of Male Development, Chaplaincy Office, Military Affairs, Facilities Management, Dining Services, Book Store, and Housing and Residence Life.
- Increased residential student retention rate by 25% in two years.
- Decreased student conduct dismissal rate by 20% in two years while retaining a 6% recidivism rate of all students who violated policies. Strategically improved communication, behavioral expectations, policies, procedures, and training and development of all conduct officers.
- Initiated immediate and necessary changes to the physical environment of campus property to improve the safety of campus stakeholders and guests.
- Raised over \$20,000 in in-kind services and scholarship dollars through partnerships and established external relationships.
- Implemented a student-centered, trust-based recruitment plan for student athletes and their parents. Directly recruited 50 student athletes.
- Restructured New Student Orientation to reflect collaboration across campus resulting in a more efficient, cross-functional program.
- Conducted student focus groups to assess students' co-curricular and educational experience. Using those results and other metrics, developed and implemented comprehensive programs, services, and policies to promote, enhance, and engage students in their college experience.

- Developed a plan for increasing retention rates by utilizing an interdisciplinary approach to helping students thrive.
- Renegotiated Sodexo Food Services contract that yielded increased in-kind services and the establishment of new eateries on campus to better meet the demands of a diverse student body.
- Provided oversight of assessment to determine what type of service and culinary options students needed and wanted. This resulted in adding Wildcat Den, Burrito Bowl, Freshens, and Starbucks to the campus dining plan.
- Assessed processes and software necessary to improve the student experience and streamline operational efficiency. Purchase Maxient, Star Rez, and Residence Life Cinema.
- Led divisional policy review and revisions. This collaborative effort eliminated redundant and conflicting policies, confusing language, and procedures, and brought the University into compliance with the Clery Act and Title IX. Best practices and SACS guidelines provided the framework for updating the codes included but not limited to: The Student Handbook, Student Honor Code, Residential Guidelines, and the Sexual Misconduct, Harassment, Stalking, and Dating Violence policy.
- Established University student Behavioral Assessment and Intervention Team.
- Served as Command for Crisis Management Team and led faculty, staff and students safely through two major hurricanes that resulted in major University property damage.
- Instituted new communication plan during and after natural disasters.
- Created a task force with faculty and students to expand inclusive practices and broaden community engagement in student life.
- Established Women's Initiative Program to facilitate the development of social, cognitive, personal, emotional, and academic development of female scholars.
- Transformed the Male Initiative into the Male Development Program to include a recruitment arm through established “youth male development” partnerships with K-12 programs within Volusia County communities.
- Established and raised funds for a need-based scholarship fund, “Lou’s Love Bucket.”
- Strategic Planning Committee
- Advisor for HSC—Honda All Star Quiz Bowl National Competition
- Chair, Campus Safety Committee
- Chair, Crisis Management Team
- Division of Student Affairs Ombudsman
- Embraced and recognized by the Daytona Beach community as a key collaborator amongst civic leaders, chamber of commerce, first responders, and key business owners/influencers.
- Provided superb balance of loyalty to the institution with low disruption to student success during crisis events impacting university.

Embry-Riddle Aeronautical University - Daytona Beach, Florida, 2012 – 2016

A private 4-year institution specializing in aviation and aerospace studies with an undergraduate enrollment of 5600 and a graduate enrollment of 230.

Dean of Students, 2013-2016

Responsible for the administration and leadership of the Division of Student Affairs. Serve as a trusted liaison to the University President and Campus Chancellor. Supervision of 8 directors and 3 Associate Deans, and management of division team of 46 employees. Provided fiscal management for \$3.2 million budget, and oversight of division budgets totaling \$6.1 million.

- Direct reporting areas included: Dean of Students Office, Residence Life, Veterans Affairs, Health Services, Counseling Services, Disability Support Services, Student Activities and Campus Events; Student Center Operations, and Student Government Association.
- Planned and implemented appropriate protocols and procedures impacting safety, health, and management of all students.
- Collaborated with First Year Programs and Academic Success to revise New Student Orientation, first year residence halls, and University 101 course curriculum.
- Principled decision maker: managed the administration of 200+ actions in student conduct, academic integrity, student grievances and behavior intervention – (CARE Team program). Served as appellate officer in student conduct adjudications and the Title IX resolution process.
- Created branding and to match new vision of division through “Students First” mission. This encompassed promoting strong advocacy for rapid resolution of issues impacting student life.
- Planned, requested, and allocated operating budget, capital funds, and personnel resources in support of all student programs and services.
- Developed comprehensive protocols and provided response and support to students, families, faculty and staff in the event of a student death.
- Liaison and primary advisor on student matters and program impacts to the University President, Campus Chancellor, Board of Trustees, Faculty; Facilities; Financial Aid; Bursars office and Campus Safety.
- Initiated refresh of New Student Orientation program, *Eagle Take-Off*.
- Provided comprehensive and inclusive professional development opportunities division wide, utilizing team members both inside and outside of the division.
- Implemented required risk management briefings prior to large scale or public events.
- Served on emergency management team – planning, executing, and coordinating with first responders to include campus safety, county and city emergency departments.
- Developed globally recognized “Partners with Parents” student support program.
- Assisted Senior University Leadership in the development and monitoring of annual multi-million-dollar budgets, recruitment of students, branding and marketing.
- Co-Chaired a division wide strategic planning session applying knowledge in systems thinking and promoting assertive organizational growth.
- Mentored and provided leadership development for Student Government Association Executive Officers and Resident Directors.
- Updated and edited policies and procedures associated with roles and responsibilities of residence advisors. Applying consistent practices that support the living and learning communities of students.
- Liaison between 200+ student athletes and University leadership. Through social activities provided an open forum to address unique challenges facing student athletes: balance of sports and academics, scholarships, and performance expectations.
- Recruited students with Admissions representatives, traveling throughout the United States.
- Served on Chancellor’s Strategic Planning Team, for Vision 2020.
- Title IX Coordinator Level One certification through ATIXA.
- Proposed, funded, and provided supervision for first University Title IX Coordinator.
- Provided motivational presentations, leadership development workshops, and professional coaching for multiple campus entities and community partners.
- Proposed, budgeted, and initiated complete renovation of Health Services facility to meet the needs of the diverse population and maintain OHSA, ADA/504 and Health Dept. standards.

- Identified changes necessary to provide better ADA accommodations for students; lead university in making the changes including mandating renovations in academic and non-academic buildings.

Associate Dean of Students, 2012 - 2013

Assisted in the overall administration of the Division of Student Affairs, reporting to the Dean of Students and Vice President of Student Affairs. Served in a trusted leadership capacity and provided guidance in the day-to-day operations of the Dean of Students Office.

- Direct reporting areas included Student Activities & Campus Events and Campus Safety and Security.
- Collaborator and facilitator of interactions with 100+ Campus Safety/Security, Student Activities/Campus Events personnel. Mediated concerns towards win-win outcomes. Promoted proactive measures to reduce risk and enhance student engagement.
- Appointed by President as key point of contact and change agent to revive campus wide diversity and cultural programs – ambassador of diversity for a global audience.
- Effectively proposed and received approval for \$350,000 expansion of Campus Safety and Security including arming members of the Campus Safety and Security.
- Authored, reviewed, disseminated, and executed lessons learned in active shooter drills. Highly regarded for effective transfer of learning to the “real world.” Audited and revised procedures accordingly.
- Researched, planned, and implemented the first campus Veterans Response Team (VRT). Provided training and guidance for volunteer faculty and staff members who served on the VRT. The VRT is a nationally recognized program and has positively impacted 1500+ veterans and wounded warriors.
- Assessment of protocols and procedures, synthesized risk management efforts for large scale events ensuring safety and security were not compromised for 30+ annual events.
- Responded to students in crisis. Provided training on PTSD and needs of Veteran students to division.
- University Conduct Officer, adjudicating policy violations up to and including expulsions.
- Audited university student conduct procedures impacting anti-hazing, sexual misconduct, and revived diversity programs promoting multi-cultural engagements.
- NaBITA certified in threat assessment.
- Adjunct faculty, instructing UNIV 101 course to new Veteran students.
- Represented Student Life on Admissions recruitment tours.

Military Experience

United States Air Force, 1986-2012

Served honorably in the United States Air Force for 26 years. Deployed to 4 combat tours Iraq/ Afghanistan. Retired at the rank of Major.

United States Air Force Reserve Officer Training Corps (AFROTC) Assistant Professor of Aerospace Science and Commandant of Cadets- Detachment 157, 2008-2012

- Instructor in Leadership and Management. Responsible for recruiting, training, and motivating 510 highly qualified men and women as prospective Air Force Officers. Directed and supervised all leadership laboratory, corps military training, and field training activities.
- Principal conduit for disciplinary actions and coaching and mentoring of cadets. Insure necessary academic support resources were available for cadets.
- Integral in decision making impacting faculty and staff.
- Liaison between University Division of Student Affairs and AFROTC, collaborating on student-cadets of concern.

	Executive Officer to the Commander, Hurlburt Field, Florida 2006-2008 Trusted leader; assisted in the execution of critical mission requirements impacting 1500+ assigned personnel covering several mission requirements via use of critical thinking. Senior Personnel Manager, Hurlburt Fields, FL, 2005-2006 Provided guidance and direction in management and execution of a diversified team of USAF personnel -8000+ active duty and 25,000+ civilians; assisted in maximizing productivity of personnel. Senior Controller, Protocol Officer and Public Relations Officer 2003-2005, Europe, Iraq & Afghanistan Assisted commanders in the effective and efficient use of military and civilian personnel in the United States Air Force's Europe, Iraq and Afghanistan. Strategic planning, communication skills, and personnel expertise critical to success. Section and Squadron Section Commander – 2001-2003 Performed all operation requirements for Air Intelligence Agency to include managing 1.1B annual operations budget, management of more than 14,000 personnel at 71 global locations.
Memberships	NASPA – National Association of Student Personnel Administrators ASCA – American School Counselor Association NaBITA – National Behavioral Intervention Team Association ATIXA – Association of Title IX Administrators ACUHO-I – Association of College and University Housing Officers – International ICUF- Independent Colleges and Universities of Florida- University Representative Mid-Eastern Athletic Conference Student Affairs Representative Alpha Phi Alpha Fraternity, Inc.
Other Skills & Knowledge	Proficient in Microsoft Office applications Exceptional public speaker and presenter Leadership development
Presentations	Mindfulness Workshop, Daytona Beach, FL 2016-2018 “Veterans Transition to Higher Education”, ERAU 2012-2016; BCU 2016-2018 Neighbors.” Daytona Beach, FL 2016-2019 “Group Dynamics and Trust within Your Team” Bethune Cookman University, 2016 “Veterans & BIT responses”, NaBITA National conference, Bonita Springs, FL, 2014 “We are all Wildcats; How Community Partners’ Involvement on Check-in Day Builds Great Food Brings Hope – Non-profit focused on feeding homeless children in Volusia County
Community Engagement	Board Member, Fayetteville State University Institute for Ethics & Leadership, 2023-present Board Member, Halifax Foundation Board, Daytona Beach FL Port Orange YMCA Board of Directors Domestic Abuse Council United Way served as a community ambassador with a voice for change Male Explorers – Empowerment program and pipeline engaging K-12 youth McKinney-Vinto – clothing acquisition program by students for homeless students Mentorship Program – Greater Daytona Beach Community Odessa Chambliss Quality of Life program <i>Motivational speaker, fundraiser and active community presence. Consistent involvement in numerous social and cultural events. Presented 25+ speeches statewide.</i>