

# JENNIFER FIELDS HUMBER, ED.D.

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## EDUCATIONAL DEGREES

May 2018 *Doctor of Education, Higher Education Administration*  
College of Education, The University of Alabama

August 2004 *Master of Arts, Higher Education*  
College of Education, The University of Alabama

May 2000 *Bachelor of Science, Business Management*  
Culverhouse College of Business, The University of Alabama

May 1998 *Associate of Science, Business Administration*  
Bevill State Community College

## PROFESSIONAL CERTIFICATIONS

August 2019 *Certificate in Consumer Conflict Management, Negotiation, and Mediation*  
College of Human Environmental Sciences, The University of Alabama

December 2015 *Certificate in College Teaching*  
College of Education, The University of Alabama

May 2015 *Online Educator Development Program*  
College of Continuing Studies, The University of Alabama

May 2013 *Certificate for Online Teaching*  
Mira Costa College

## COLLEGE TEACHING EXPERIENCE

### ***CSM 428/528: Processes of Negotiation***

***College of Human Environmental Sciences, The University of Alabama***

*Assistant Professor*

*January 2023 – present*

Taught each spring and summer semester, this course deepens students' understanding of negotiation skills that can be used across a variety of settings. Students explore best practices in negotiation and learn to identify and apply optimal strategies.

### ***CSM 427/527: Emotional Intelligence: The Personal Qualities of the Negotiator***

***College of Human Environmental Sciences, The University of Alabama***

*Assistant Professor*

*August 2022 - present*

Taught each fall, spring, and summer semester, this course teaches students to accurately identify and express emotions, and to develop and improve the emotional intelligence skills essential to managing conflict successfully. The course is offered in a traditional face-to-face classroom and in an online learning environment.

### ***CSM 486/586: Principled Negotiation***

***College of Human Environmental Sciences, The University of Alabama***

*Assistant Professor*

*January 2023 – present*

*Adjunct Instructor*

*May 2022 – August 2022*

- Taught each fall, spring, and summer semester, this three-credit hour online course provides an in-depth study of principled, interest-based negotiation, which replaces adversarial approaches with problem-solving.

***CSM 525: Conflict Resolution in the Workplace***

***College of Human Environmental Sciences, The University of Alabama***

*Assistant Professor*

*August 2022 - present*

*Adjunct Instructor*

*January 2022 – August 2022*

- Taught each fall, spring, and summer semester, this three-credit hour traditional campus course was specifically developed to provide skill-building and practical methods for handling organizational and personal conflicts. During the summer term, courses are offered in an online learning environment.

***CSM 425: Conflict Resolution in the Workplace***

***College of Human Environmental Sciences, The University of Alabama***

*Assistant Professor*

*August 2022 - present*

*Adjunct Instructor*

*August 2021 – August 2022*

- Taught each fall, spring, and summer semester, this three-credit hour traditional campus course was specifically developed to provide skill-building and practical methods for handling organizational and personal conflicts. During the summer term, courses are offered in an online learning environment.

***HES 485: Self-Managed Mentoring***

***College of Human Environmental Sciences, The University of Alabama***

*Adjunct Instructor*

*August 2019 – July 2021*

- Taught each fall, spring, and summer semester, this three-credit hour online course was specifically developed to fulfill the writing core component for students majoring in a program offered by the College of Human Environmental Sciences. This web-based course explores the self-development of the individual and mentoring as a part of leadership development. Writing proficiency within this discipline is required for a passing grade in the course.

***GBA 245: Distance Learning Seminar***

***Culverhouse College of Business, The University of Alabama***

*Adjunct Instructor*

*June 2015 – December 2016*

- Taught each fall, spring, and summer semester, this two-credit hour online course was specifically developed to introduce newly admitted distance learning students to the Culverhouse College of Commerce. Topics include: adjustment to online learning, study skills, resources available to distance learners, and program requirements for online General Business majors. This course is required of all new students in their first semester of enrollment, including freshmen, sophomores, juniors, and seniors.

***GBA 145: Orientation to C&BA***

***Culverhouse College of Business, The University of Alabama***

*Adjunct Instructor*

*August 2008 – May 2015*

- Taught each fall, spring, and summer semester, this one-credit hour online section served as an introduction to the Culverhouse College of Commerce. This section was limited to distance learners only. Lectures and assignments were developed to address the challenges of learning via distance. Topics included: adjustments to college life, study skills, career exploration, and the requirements of the general business major.

***NEW 222: Becoming a Master Student***

***College of Arts & Sciences, The University of Alabama***

Adjunct Instructor

August 2007 – December 2012

- Instructed this two-credit hour campus course, during each fall semester for the New College department, College of Arts & Sciences. Topic included: note-taking skills, listening, textbook study-reading, time management, test-taking skills, methods to reduce test anxiety, ways to improve concentration, and application of memory strategies. Campus resources and learning styles are also discussed. Course available to freshmen, sophomores, juniors, and seniors.

**GBA 145: Orientation to C&BA**

**Culverhouse College of Business, The University of Alabama**

Adjunct Instructor

August 2005 – May 2011

- Taught during each fall and occasionally spring semester, this one-credit hour campus section was required of all incoming freshman business majors. The course served as an introduction to the Culverhouse College of Business and is designed to provide the opportunity for students to learn and adopt methods for being successful in college. The course provided practical study strategies and personal attitudinal elements for college success.

**PUBLISHED RESEARCH**

Humber, J. F. (2021). In their own words: Student engagement as defined by online learners. *Journal of Higher Education Theory and Practice*, 21(2). ISSN#2858-3595

Humber, J. F. (2020). In their own words: Student engagement as defined by online learners. In S. Whalen & T. Bennett (Eds.), *Proceedings of the 16<sup>th</sup> National Symposium of Student Retention, Virtual Conference*. (pp.86 - 97). Norman, OK: The University of Oklahoma.

Humber, J. F. (2018). *Student engagement in online courses: A grounded theory case study* (Order No. 10750609). Available from ProQuest Dissertations & Theses Full Text. (2055781332). Retrieved from <https://search.proquest.com/docview/2055781332?accountid=14472>

**PROFESSIONAL PRESENTATIONS**

Humber, J. F. (2023, May). *Ready for conflict! Building confidence to resolve conflict efficiently*. Training presented at BLAST Academy Leadership Training, The University of Alabama, Tuscaloosa, AL

Humber, J. F. (2023, April). *Emotional intelligence and professionalism*. Seminar presented at LEADwell Initiative, Culverhouse College of Business, The University of Alabama, Tuscaloosa, AL.

Humber, J. F. (2023, March). *Becoming a master at conflict*. Workshop presented at West Alabama Chamber of Commerce Member Training, Tuscaloosa, AL

Bolland, A. and Humber, J. F. (2023, February). *Previously developed course takeover: Goals, objectives, and engagement*. Lecture presented at Online Learning Innovation Summit, The University of Alabama, Tuscaloosa, AL.

McDonald, E., Humber, J. F., and Henderson, J. (2023, February). *Dealing with the unexpected: Navigating student well-being in a digital world*. Lecture presented at Online Learning Innovation Summit, The University of Alabama, Tuscaloosa, AL.

- Humber, J. F. (2023, January). *The power of emotional intelligence: Enhancing awareness and best practices*. Workshop presented at Alabama Department of Rehabilitation Services Core Competencies Training. Homewood, AL.
- Humber, J. F. (2023, January). *Emotional intelligence and professionalism*. Seminar presented at LEADwell Initiative, Culverhouse College of Business, The University of Alabama, Tuscaloosa, AL.
- Humber, J. F. and Hudson, G. (2022, April). *Enhancing communication skills to resolve conflict in academic advising*. Lecture presented at 2022 NACADA Region 4 Conference.
- Humber, J. F. and Hudson, G. (2022, February). *Enhancing communication skills to resolve conflict in academic advising*. Lecture presented at 2022 NACADA Alabama/Mississippi State Drive In: Tide Together, The University of Alabama, Tuscaloosa, AL.
- Humber, J. F. (2021, October). *Soothing the dissatisfied student: Resolving conflict in an academic advising center*. Lecture presented at NACADA 2021 Annual Conference: Together, All Things are Possible, Cincinnati, Ohio.
- Humber, J. F. (2021, April). *Online learners' perceptions of student engagement*. Lecture presented at the Online Learning Innovation Showcase, The University of Alabama, Tuscaloosa, AL.
- Humber, J. F. & Hudson, G. (2021, March). *Soothing the dissatisfied student: Resolving conflict in an academic advising center*. Lecture presented at NACADA Virtual Region 4 and Region 7 Conference: Together Toward Tomorrow, Manhattan, Kansas.
- Humber, J. F. (2020, November). *In their own words: Student engagement as defined by online learners*. Paper presented at NSSR Live, The National Symposium on Student Retention, Norman, Oklahoma.
- Humber, J. F. (2015, October). *Employer perceptions of online learning in 2015*. Lecture presented at UPCEA South Region Conference, Savannah, GA.
- Humber, J. F. (2015, April). *Student perceptions of engagement in an online course*. Poster presented at 7<sup>th</sup> Annual ESPRMC Graduate Student Symposium, The University of Alabama, Tuscaloosa, AL.
- Humber, J. F. (2015, March). *Scholarship of continuing education: Generating new ideas and questions toward publication*. Roundtable discussion presented at University Professional & Continuing Education Association (UPCEA) National Conference, Washington, D.C.
- Humber, J. F. (2015, March). Brown Bag Discussion: *"What's it like being first generation in graduate school?"* Panel discussion presented at 2015 First Generation Students' Week, The University of Alabama, Tuscaloosa, AL.
- Humber, J. F. (2015, February 28). *Managing life as a graduate student parent*. Panel discussion presented at The University of Alabama LEADS Conference. Tuscaloosa, AL.
- Humber, J. F. (2015, February). *Student perceptions of engagement in an online course*. Lecture presented at The University of Alabama 2015 CIT Faculty Technology Showcase Program, Tuscaloosa, AL.

Humber, J. F. (2014, October). *Enhance the experience for distance learners by building an online community*. Lecture presented at National Academic Advising Association National Conference, Minneapolis, MN.

Humber, J. F. (2014, March). *Sharing my story*. Panel discussion presented at 2014 First Generation Students' Week. The University of Alabama. Tuscaloosa, AL.

Humber, J. F. (2014, March). *Create the perfect box of chocolates...Build an online community*. Lecture presented at National Academic Advising Association Region 4 Conference, Savannah, GA.

Humber, J. F. (2013, May). *Using technology to build an online community in distance advising*. Lecture presented at UA System 2013 Scholars Institute Conference, Huntsville, AL.

Fields, J. (2002, June). *STARS: A student's viewpoint*. Panel discussion at the Alabama Association of Collegiate Registrars and Admission Officers, Gulf Shores, AL.

Fields, J., & McDermott, R. (2002, February). *Who's my mentor: The impact of mentoring on the profession*. Lecture presented at Southern Association of Collegiate Registrars and Admissions Officers, Birmingham, AL.

### **HIGHER EDUCATION EXPERIENCE**

***Assistant Professor, Department of Consumer Sciences  
Director, Graduate Certificate Program in Conflict Resolution  
College of Human Environmental Sciences, The University of Alabama  
August 2022 – present***

- Deliver scheduled lectures to undergraduate and graduate students.
- Collect educational information and taught to students during classes.
- Convey subject matter and lecture to students in a creative and engaging way.
- Evaluate the students individually to identify areas of difficulty.
- Serve as faculty advisor for students pursuing respective minor or graduate certificate programs.
- Assess program development, along with student progress and success to meet accreditation requirements.
- Develop multiple courses for delivery in both face-to-face and online delivery.
- Serve on college and campus committees as requested.

***Director of Student Services  
College of Human Environmental Sciences, The University of Alabama  
June 2017 – August 2022***

- Coordinated student services activities, such as suspensions, late withdrawals, overrides, and petitioning Academic Affairs for student exceptions.
- Maintained confidential student files and reports to monitor student progress.
- Met with students and parents to provide one-on-one guidance, support, and direction related to various issues.
- Supervised student staff and professional advisors, including recruitment, selection, and orientation of new staff.
- Conducted annual evaluations for two Academic Advisors, one Recruitment Liaison, one College Registrar, one Office Associate II, and two student employees.
- Contributed to planning and coordinating of events, such as Bama Bound, Honors Day, and other student recognition programs.

- Articulated a vision for student programs, delegate duties as appropriate and monitor program success.
- Worked with campus partners and various programs to ensure student success.
- Coordinate faculty and staff training on new programs impacting students and administration of student programs.
- Worked with department chairs to ensure the curriculum is current in University publications both in print and electronic; including editing course catalog, curriculum, and course inventory management
- Monitored class enrollment to ensure student needs are being met.
- Oversaw recruitment activities and compile reports of student data, scores, and performance to aid in recruitment efforts.
- Provided academic advising to a diverse population of traditional campus students and non-traditional online learners.
- Maintained frequent communication with the Dean of Students office to assist students dealing with crisis situations as the appointed CHES Bama Pulse Liaison.
- Collaborated with the Title IX office to assist registered students as the appointed CHES Title IX Liaison.
- Participated in Distance Education Advisory Committee to provide recommendations, insights, and training for online faculty within the College of Human Environmental Sciences.
- Provided support to the Assistant Dean of Student Affairs and Dean on special projects as needed.
- Served on various university job search committees; chairperson of 4 committees.
- Served on college and campus committees as requested.

***Program Manager, Program Development and Marketing  
Academic Outreach, The College of Continuing Studies, The University of Alabama  
November 2015 – May 2017***

- Developed, coordinated, and managed academic programs for non-traditional students offered through the College of Education, the College of Engineering, and the Capstone College of Nursing
- Directed the strategic planning process by developing plans which included academic programming, marketing, and revenue components.
- Developed financial plans and program budgets more than \$1.5 million for more than 10 programs.
- Reviewed academic unit budget reports ensuring accuracy and tracking program viability.
- Assessed programs on a yearly basis to report accomplishments and determine areas in need of improvement, as well as establish yearly goals.
- Analyzed data on an annual basis to determine enrollment projections.
- Developed and implemented surveys as needed for evaluation purposes.
- Created copy for web pages and marketing materials to include program fact sheets and e-blasts.
- Proofed, edited and approved marketing materials.
- Directed marketing managers in the development and implementation of marketing plans.
- Facilitated online information sessions to recruit potential students and provide information about programs, admissions, and student services.
- Coordinated instructional support by working with faculty, department chairs, and program directors to develop course sequences.
- Collaborated with instructional designers to manage development and revisions to online and hybrid courses.
- Reviewed student coding and course section number information to ensure appropriate revenue flow.
- Served on job search committees.

***Online Services Director, Online Services Office  
Asa Bean Student Services Center, Culverhouse College of Business, The University of Alabama  
February 2011 – November 2015***

- Administered progress reports and distributed to the Associate Deans and Dean as requested.
- Collaborated with the College of Continuing Studies with regard to logistics and methodology pertaining to enrollment and academic standing of students in the program.
- Supervised a staff that included an Advising Specialist, Office Associate II, and Work Study Student, which included monitoring transfer evaluations, checklist reports and file maintenance, and all correspondence.
- Strategized with faculty of online courses to assist in course offerings and scheduling, issue course permits, and resolve registration issues for degree program students.
- Conducted annual luncheons creating a forum to allow online faculty the opportunity to discuss accomplishments and challenges within their online courses.
- Researched enrollment trends to address concerns of retention and matriculation.
- Processed timely and accurate information to develop academic plans for students in the online degree program.
- Designed course plans using Degree Works, as well as authorized student course changes.
- Secured records of all communication with students
- Guided students with challenges to appropriate University offices or programs for resolution
- Administered progress reports and distributed them to the Associate Deans and Dean as requested.
- Maintained budget to support program incentives to recruit, retain, and reward students.
- Contributed to the recruitment of new students.
- Created and chaired the Online Assessment Committee, which involved the collaboration of faculty and staff members involved in online education.
- Served on several university job search committees: chairperson of four committees.

***Academic Advisor/Coordinator, Asa Bean Student Services Center***

***Culverhouse College of Business, The University of Alabama***

*September 2005 – February 2011*

- Provided academic advising to students enrolled in the Culverhouse College of Business
- Coordinated advisement of the online program for students majoring in General Business
- Participated in group advising sessions, as well as the orientation of incoming freshman students.
- Informed prospective students and their parents of business majors and their course requirements.
- Collected research data and produced reports as assigned.
- Utilized computer skills using software including BANNER and WebCT
- Served on several university job search committees.

***Student Financial Aid Counselor***

***Student Financial Aid Office, The University of Alabama***

*June 2004 – September 2005*

- Provided information to parents and students regarding financing educational costs.
- Processed financial aid applications.
- Presented financial aid workshops to prospective and current UA students.
- Managed the Satisfactory Academic Progress Appeal Committee
- Collected data and produced reports as assigned.
- Participated on several university job search committees.

***Student Services Assistant***

***Office of Student Services, Bevill State Community College***

*June 2002 – June 2004*

- Handled all aspects of financial assistance including Federal Pell grants, federal work-study, Workforce Investment Act participants, Veterans' Affairs, and scholarship awards as the Financial Aid Officer for the Fayette campus.
- Performed general office duties of responding to student inquiries, maintaining organization of sensitive documents by detailed filing system, and occasionally serving as a tour guide of campus.
- Represented Bevill State Community College as the Recruiting Associate of the Fayette campus.
- Led campus Financial Assistance Committee, which made decisions varying from student appeals to scholarship selection.
- Participated in several college job search committees.

### ***Admissions Counselor***

#### ***Office of Undergraduate Admissions, The University of Alabama***

*July 2000 – June 2002*

- Managed recruitment and admission efforts for over 100 high schools across North Alabama and Chattanooga, Tennessee.
- Performed office duties such as reviewing applications for admission, responding to student inquiries and requests, and serving as hostess on University tours.
- Chaired Team II, a strategic planning committee to simplify application review processes.
- Sponsored newly reactivated Phi Theta Kappa Alumni Chapter
- Co-coordinated on Honors Day 2001.
- Coordinated and hosted numerous High School Counselor Briefings.
- Served on 4 university job search committees: chairperson of two committees.

### **PROFESSIONAL AWARDS**

*February 2022*

Concurrent Session Best of State, NACADA 2022 State Drive-In Director's Award, The National Symposium for Student Retention Excellence in Academic Advising, The University of Alabama

*November 2020*

*April 2019*

*October 2018*

Sam S. May Commitment to Service Award (HES Student Services), The University of Alabama

*April 2017*

Excellence in Academic Advising, The University of Alabama

*April 2015*

Excellence in Academic Advising, The University of Alabama

*April 2013*

2013 Academic Advisor Excellence Award, The University of Alabama

### **PROFESSIONAL AFFILIATIONS**

*August 2022 – Present*

Association for Conflict Resolution

*August 2021 – Present*

Online Learning Consortium

*September 2005 – Present*

National Academic Advising Association

- 2020-2021 Proposal Reader
- 2015-2017 Co-Chair, Distance Education Advising
- 2014-2015 Proposal Reader
- 2007-2008 Member Career Services Committee Member

*January 2014 – May 2019*

Association for Continuing Higher Education

*September 2013 – May 2017*

University Professional & Continuing Education Association

- 2016 – 2017 South Region Planning Committee Member
- 2016 – 2017 South Region Awards Committee Chair

*August 2013 – May 2018*

Graduate Student Organization, The University of Alabama

*May 2014*

Leader Shape Institute, The University of Alabama



<i>July 2004 – September 2005</i>	▪ Cluster Facilitator
<i>July 2002 – September 2005</i>	National Association of Student Financial Aid Administrators
<i>July 2002 – June 2004</i>	Alabama Association of Student Financial Aid Administrators
<i>July 2000 – June 2004</i>	Alabama Veterans Affairs Association
<i>July 2000 – June 2004</i>	Alabama Association of Collegiate Registrars and Admissions Officers
	Alabama Association of Collegiate Registrars and Admissions Officers
	▪ 2003-2004 Admissions Committee Chair-Elect
	▪ 2001-2003 Articulation Committee Member
<i>July 2000 – June 2002</i>	Southern Association of College Registrars and Admissions Officers

### UNIVERSITY SERVICE

#### **The University of Alabama**

<i>January 2023 – Present</i>	Faculty Senate
	▪ Alternate
<i>August 2022 – Present</i>	CHES Crenshaw Leadership Academy
	▪ Faculty Mentor
<i>August 2021 – Present</i>	Faculty and Staff Benefits Committee
<i>August 2021 – Present</i>	Campus Career Influencer Program
<i>November 2018 – Present</i>	A-Team Interview Process
	▪ Faculty Committee Member
<i>August 2018 – Present</i>	Camp 1831
	▪ Faculty Panel
<i>August 2017 – Present</i>	Academic Honor Council/ CHES Council for Engagement and Outreach
	▪ Advisor, College of Human Environmental Sciences
<i>August 2013 – Present</i>	Tide Together Mentoring Program
	▪ 2019 – 2021 Faculty Mentor
	▪ 2015 – 2018 Peer Mentor
	▪ 2014 – 2016 Leadership Team
	▪ 2014 – 2015 Peer Mentor
	▪ 2013 – 2014 Mentee
<i>August 2005 – Present</i>	University of Alabama – Academic Advising Association
	▪ 2020 - 2022 President
	▪ Awards Committee member
<i>May 2021 – August 2022</i>	CHES Strategic Planning Committee
	▪ Quality & Growth Subcommittee
<i>August 2018 – August 2022</i>	Tide Watch Development Committee
<i>September 2019 – May 2021</i>	Alabama Reach Champion
	▪ Mentor
<i>August 2017 – May 2020</i>	CHES Distance Education Committee
<i>June 2016 – December 2017</i>	Professional Staff Assembly
	▪ Elected Representative
<i>August 2015 – May 2018</i>	Graduate School Ambassador
<i>August 2015</i>	Camp 1831
	▪ Faculty Panel
<i>June 2015 – November 2015</i>	Culverhouse Online Business Rede Association
	▪ Faculty Advisor
<i>February 2015</i>	A-Team Interview Process

- August 2014*
  - Faculty Committee Member
- Oct. 2013 – November 2015*
  - Camp 1831
    - Faculty Panel
  - Culverhouse Strategic Implementation Committee
    - 2014 – 2015 Curriculum Subcommittee Member
    - 2013 – 2015 People Subcommittee Member
- August 2013 – May 2018*
  - Student Parent Organization
    - President
- August 2013 – May 2018*
  - Sitters for Service
    - Vice-President
- September 2013 – August 2016*
  - Undergraduate Programs & Services Committee
- August 2012 – November 2015*
  - Culverhouse Online Assessment Committee
    - Chair
- September 2005 – November 2015*
  - College of Continuing Studies Scholarship Committee
- August 2001 – May 2002*
  - Tide Guide Committee
- August 2000 – May 2002*
  - Student and Campus Life Committee
- June 2000 – June 2002*
  - UA Student Recruitment Team

**Bevill State Community College**

- June 2002 – June 2004*
  - BSCC Ambassadors, Fayette Campus
    - Advisor
- June 2002 – June 2004*
  - Campus Leadership Team
    - Advisor