

# Melissa K. Mahan, Ph.D.

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## EDUCATION

**Ph. D. Education** - Oklahoma State University, Tulsa, OK, 2009  
Adult Education and Human Relations

**M.S. Business Management** – Southern Nazarene University, Bethany, OK, 2003  
Business Management

**B.S. Business Administration** – Northeastern State University, Tahlequah, OK, 1992  
Accounting

**CliftonStrengths® Certified Coach**, 2018

**International Coaching Federation Certified Wellness and Life Coach**, 2018

## PROFESSIONAL EXPERIENCE

*Texas A&M University-San Antonio, San Antonio, TX,* April 2013-Present

Established in 2009 Texas A&M University-San Antonio was created to address an educational need in South San Antonio. This regional comprehensive university in an area that has been historically underserved in terms of higher education. The university offers 37 undergraduate and graduate degree programs. A&M-San Antonio is a residential and commuter campus which serves over 6,500 students.

### **VICE PRESIDENT FOR STUDENT AFFAIRS EXECUTIVE DIRECTOR, CISNEROS INTITUTE FOR EMERGING LEADERS**

#### Responsibilities:

- Provide visionary leadership and strategic direction in the administration of a comprehensive range of services, policies, and procedures related to student services programming and planning.
- Serve as a senior advisor to the President as an executive level member of the President's Cabinet.
- Serve as the executive director of the Henry G. Cisneros Institute for Emerging Leaders.
- Development and execution of division strategic plan. Provide metrics data for university strategic plan.
- Participate in aspects of institutional-wide planning in support of the mission and goals of the University by implementing and assessing Student Services planning strategies, allocation of resources, and administration of a variety of comprehensive student programs and services related to student growth and development.
- Supervise and motivate staff in the following units (2013-2018) Enrollment Management, Financial Aid, Student Academic Success, Advising, Admissions, Recruitment, Early College High School Program, Registrar, (2013-2020) Foster Youth Programs, Student Veteran Certification Services, Student Activities, Recreational Sports, Jaguar Leadership

Institute, President's Leadership Class, Orientation, Family Programs, Jaguar Experience, Housing, Student Health Services, Disability Services, Counseling Services, Mays Center for Experiential Learning and Community Engagement, Career Services, Dean of Students office and Student Rights and Responsibilities.

- Oversee division multi-million-dollar budgeting processes.
- Manage support services for multiple program locations.
- Foster a campus culture, which is student-focused and mentor's students through engagement and holistic learning.
- Oversees development and submission of internal and external reports, assessment and evaluation of programs, and initiation of enhancements as appropriate.
- Build partnerships with business/industry and community colleges.
- Participate on system-wide committees.

Selected Accomplishments:

- Secured a \$1.4M grant from the Greater Texas Foundation to support and enhance our early college high school program.
- Established the Mays Center for Experiential Learning and Community Engagement with a \$5M gift for the Mays Family Foundation.
- A&M-SA lead and co-author of \$3.5M legislative appropriation for Bexar County Fostering Youth Pilot Program.
- Established the Henry G. Cisneros Institute for Emerging Leaders with an initial \$1M gift from the Cisneros Family.
- University Transfer Compact member supporting regional two-year colleges to provide a seamless transition for students graduating and wish to complete their baccalaureate degrees.
- Developed an Enrollment Strategic Plan designed to achieve enrollment growth, seamless transfer degree pathways, and student retention. Enrollment has increased 180% during my oversight of enrollment management.
- University Strategic Plan Co-Chair responsible for implementation of and continued evaluation of metrics toward the university 4 goals. Awarded the Jaguar Excellence Award 2017 for the work accomplished on the strategic plan.
- Comprehensive Expansion Co-Chair responsible for the \$11 M appropriation for comprehensive expansion from an upper division university to a comprehensive 4-year university, accepting our first freshman class Fall 2016. Awarded the Jaguar Excellence Award 2016 for the work accomplished on the expansion.
- Established the Academic Student Success Center and Foster Youth Center.
- Facilitated and opened the first residence hall in August 2017. Esperanza Hall is a 104,805-square-foot facility costing \$20M dollars and includes 382 beds. This is a partnership with American Campus Communities.
- Established Women @ Work, a professional development program for faculty and staff.
- Diverse Issues in Higher Education named A&M-SA Division of Student Affairs one of the most promising places to work in student affairs for 2020.

*Northeastern State University (NSU), Tahlequah, OK,*

With roots in the Cherokee Nation, NSU serves more Native American students than any other university in Oklahoma. This regional university employs over 1,200 full and part-time faculty and staff and offers 56 undergraduate majors, 21 Master's programs, and a Professional Doctorate in Optometry. With nearly 10,000 students on three campuses, NSU serves a culturally diverse student population. The Tahlequah campus provides a traditional college experience while the Muskogee and Broken Arrow campuses serve upper-division students with a large adult learner and non-traditional population.

## **ASSOCIATE DEAN STUDENT AFFAIRS**

### Responsibilities:

- Provide campus-wide leadership, advocacy, direction and general oversight for student affairs divisional functions and operations of the Muskogee and Broken Arrow campuses.
- Supervise and motivate staff/graduate assistants/student workers in the following units including Student Activities and Engagement, Student Health Services, Disability Services, Counseling Services, Leadership and Civic Engagement, Veterans Services, Adult Learner Resource Center, Student Rights and Responsibilities as well as provide support to Enrollment Management and Financial Aid.
- Oversee division budgeting processes totaling in excess of \$5 million.
- Direct efforts, which promote the innovative delivery of services by leveraging resources from all three campuses.
- Build partnerships with business/industry, community and technical colleges.
- Provide on and off-campus access and services for adult non-traditional students.
- Coordinate the revision of policies and procedures to maintain compliance with federal policies including the Clery Act, Title IX and Sexual Assault Prevention.

### Selected Accomplishments:

- Establishment of student affairs division on the branch campuses.
- Advocated for resource allocations for faculty and staff on the branch campuses.
- Co-Chair responsible for implementation of the Enrollment Strategic Plan designed to achieve enrollment growth and student retention through the university-wide Student Success Team. Enrollment has increased 150% during my tenure at the Broken Arrow campus.
- Facilitated Re-thinking the First-Year task force focusing efforts of faculty and staff from enrollment management, library, developmental education, and general education, which enhanced the \$1.7M Title IIIA grant to develop a Student Success Center.
- Implemented Quality Matters for my online courses and trainings.
- Secured transfer of National Clearinghouse for Commuter Programs to Northeastern State University.
- Initiated student services partnership with CIBT program, a private company with worldwide higher education centers and campuses.
- Secured 900-acre land donation from City of Broken Arrow to Northeastern State University.
- Smart Choice team member, an alliance with regional community colleges provides a seamless transition for students graduating from the community partner who wish to complete their baccalaureate degrees.

- Multiple partnership initiatives begun with regional businesses, agencies, and the Cherokee Nation for service/engagement of faculty, staff, and students.
- Division team member for competency-based approach to comprehensive student outcomes-based assessment, “NSU Degrees of Excellence” (AASCU Red Balloon project).
- Facilitator of DELTA Leadership Academy. This leadership program is designed to be the training ground for adult learners who wish to explore personal leadership. DELTA has been and continues to be tremendously successful with the students and staff at the Broken Arrow Campus as documented in my research.
- Implemented the Adult Learner Study Groups Program.
- Implemented the Volunteer Incentive Program for Adult Learners.
- Serve as the campus Ombudsman.
- Implemented and facilitate student awards and recognition programs for branch campuses.
- Development of Service Excellence Program for training faculty and staff in customer service.
- Established a Student Advisory Board.
- Participate on the Presidents extended cabinet, NSU’s Master Plan initiatives and Residence Life Master Plan.

*Performance Food Group, Tulsa, OK*

2002-2005

PFG is one of the nation's largest foodservice distributors. Distribution facilities process, package and distribute the finest quality food and food-related products to our customers.

**TERRITORY SALES MANAGER**

- Sell and promote branded products.
- Provide customer service and sales support.
- Increase sales from zero to over 1 million in first year.
- Handle multiple customer bases in Tulsa/Wagoner County.
- Work as liaison between customer and company.

*Oklahoma Collision Center, Inc., Tulsa, OK*

2000-2002

One-stop shop for collision repair and services. Served the Tulsa metro area in partnerships with most insurance carriers for complete restoration of vehicle collision repairs.

**CONTROLLER / OPERATIONS MANAGER**

- Oversee all day to day operations.
- Resolve customer service issues.
- Handle marketing projects.
- Manage all accounting functions.
- Analyze and forecast financial reports.
- Prepare financial statements monthly.
- Recruit and hire staff.

*Tax and Accounting Software Corp., Tulsa, OK*

TAASC offers a fully integrated suite of software tools for accounting and tax professionals. Acquired by Intuit in 2001.

**SALES SPECIALIST/TECHNICAL WRITER**

- Provide customer service and sales for accounting and tax software.
- “Rookie of the Year” in sales.
- Resolve problem customer service issues.
- Train employees on accounting software applications.
- Test accounting and tax software for accuracy.
- Write technical manuals for accounting software.
- Develop training manuals and procedures.

*Kenco Plastics, Inc., Poteau, OK*

1995-1998

Kenco has grown to become one of the best and most versatile custom injection molders in the region.

**ACCOUNTANT**

- Maintain all collections.
- Oversee accounts payable.
- Maintain all accounts receivable.
- Train & Supervise office staff.
- Prepare monthly reports for controller.
- Provide cost accounting reports for managers.

*First City Finance Corp., Pocola, OK*

1993-1995

Personal and business financing company. Specializing in business management and personal finance company.

**ACCOUNTANT**

- Oversee accounts payable.
- Maintain all accounts receivable.
- Prepare monthly financial statements.
- Prepare monthly and quarterly tax reports.
- Analyze and forecast financial reports.
- Prepare all 1099, 1098 and 1096 forms.
- Reconcile and maintain (4) bank accounts.

## SELECTED PUBLICATIONS

- International Leadership Association. (2015). *The Asilomar Declaration And Call To Action On Women And Leadership* (2nd. Ed.). Silver Spring, MD: ILA Women and Leadership Affinity Group.
- Mahan, M. (2012). Importance of CAS standards in higher education. *Commuter Perspectives*, National Clearinghouse for Commuter Programs, 32(1), 3-4.
- Mahan, M. (2011). *Serving commuter students: Resources within reach*. Northeastern State University, National Clearinghouse for Commuter Programs.
- Mahan, M. (2010). More than a place to park. *Commuter Perspectives*, National Clearinghouse for Commuter Programs, 31(1), 11.
- Mahan, M. (2009). *The delta model of personal leadership: leadership for adult learners*. Saarbrucken, Germany: VDM Verlag.
- Ausburn, L. J., Fries, C. H., Mahan, M., Martens, J., Sayman, D., Steele, D., Washburn, E., Washington, A. (2009). Gender issues in desktop virtual reality learning environments. Washington, D.C.: Published in Proceeding of the 2009 Academy of Human Resource Development International Conference in the Americas, Washington D. C.
- Ausburn, L.J., Fries, C., Mahan, M., Martens, J., Sayman, D., Steele, D., Washburn, E., & Washington, A. (2009). Gender and desktop virtual environments: Considerations for teaching and learning. In Proceedings of the 7th Annual Hawaii International Conference on Education (pp. 3294-3313). Honolulu, HI.

## GRADUATE AND UNDERGRADUATE TEACHING

- BUID 4101: Business Ethics – Texas A&M University-San Antonio  
Fall 2019
- UNIV 2101: Jaguar Tracks II – Texas A&M University-San Antonio  
Fall 2019
- UNIV 1101: Jaguar Tracks I – Texas A&M University-San Antonio  
*Fall 2017, Fall 2016*
- EDUC 5643: Program Development, Assessment and Evaluation – Northeastern State University  
*Fall 2012*
- EDUC 4811: Special Topics in Leadership – Northeastern State University,  
*Fall 2012*  
*Spring 2012, 2011*

EDUC 5731: Special Topics in Leadership – Northeastern State University,  
*Spring 2012, 2011*

HIED 5413: Foundations of Student Affairs – Northeastern State University,  
*Spring 2011*

HIED 5623: Characteristics of Adult Learners - Northeastern State University,  
*Spring 2010*

EDUC 4811: DELTA Leadership – Northeastern State University,  
*Fall 2009, 2010, 2011, 2012*  
*Spring 2009, 2010, 2011*

### SELECTED ACADEMIC PRESENTATIONS

Mahan, M., & Young Hyatt, R (2018, February). “*BossLady: Career Advancement is More than Serendipity*” national webinar through NASPA. (Peer reviewed)

Mahan, M. (2018, January). “*NASPA Alice Manicur Symposium: For Women Aspiring to Become VP’s*”, faculty member for symposium, San Diego, CA. (Peer reviewed)

Lambert, J., Mahan, M., & Doman, D. (2017, March). “*Navigating the Politics on Campus*” presented at NASPA National Conference, San Antonio, TX. (Peer reviewed)

Sanchez, T., Propst, B., & Mahan, M. (2017, March). “*Understanding Women's Leadership: Lenses on Mid-Management*”, presented at NASPA National Conference, San Antonio, TX. (Peer reviewed)

Storberg-Walker, J., Robinson, T., Madsen, S., & Mahan, M. & Egan, C., (2017, June). “*From Grief to Grit-The Asilomar Declaration and Call to Action: Personal, Political, Policy*” presented at the International Leadership Association (ILA) Women and Leadership Conference, Rhineback, NY. (Peer reviewed)

Verhasselt, H., Spicer-Runnels, A., & Mahan, M. (2016, October). “*Champions of Collaboration: A Holistic Approach to Hispanic Student Success*” presented at HACU Conference, San Antonio, TX. (Peer reviewed)

Mahan, M. (2006-2013). “*More Than A Place To Park*” presented at ACPA National Conference presented 8 years consecutively. (Peer reviewed)

Mahan, M. (2005-2012) “*DELTA Leadership Academy,*” NSU Broken Arrow Campus.

Mahan, M. (2011, October). “*Volunteer Leadership: Exploring the Oxymoron*” presented at the International Leadership Association Conference, London, England, (Peer reviewed)

- Mahan, M. (2011, March). “*Reaching Out to Distance Learners from Student Affairs*” presented at ACPA National Conference, Boston, MA. (Peer reviewed)
- Williams, B., & Mahan, M. (2008-2009). “*Service Excellence*” multiple presentations to NSU staff and faculty.
- Mahan, M. (2009, March). “*Moral Courage: Leadership From the Inside Out*” presented at ACPA National Conference, Washington, DC. (Peer reviewed)
- Mahan, M. (2009, March). “*Creating Adult Learner Study Groups: Getting Commuter Students Involved*” presented at NASPA National Conference, Seattle, WA. (Peer reviewed)
- Mahan, M. (2009, February). “*Using Moral Courage in Leadership Development*” presented at AHRD Conference, Washington, DC. (Peer reviewed)
- Ausburn, L. J., Fries, C. H., Mahan, M., Martens, J., Sayman, D., Steele, D., Washburn, E., Washington, A (2009, February). “*Gender Issues in Desktop Virtual Reality Learning Environments*” presented at AHRD Conference, Washington, DC. (Peer reviewed)
- Mahan, M. (2008, October). “*Connect Four: Lessons on Engaging Computer Students and Adult Learners*” presented at NASPA Regional Conference, Tulsa, OK. (Peer reviewed)
- Mahan, M. (2008, March). “*Personal Leadership Training: The Impact in Higher Education*” presented at ACPA-College Educators International Conference, Atlanta, GA. (Peer reviewed)
- Mahan, M. (2008, January). “*Student Leadership Training: The Impact of Personal Leadership Training in Higher Education*” presented at the Hawaii International Conference on Education. (Peer reviewed)
- Washburn, E., Sayman, D., Steele, D., & Mahan, M. (2007, November). “*Aspects of Virtual Reality in Higher Education*” presented at OATE/OCTP/OKACTE Fall Conference in Stillwater, OK. (Awarded “Outstanding Presentation”). (Peer reviewed)
- Mahan, M. (2007, April). “*Reaching Your Potential*” Breakout Session at Margaret Hudson Program Conference, Broken Arrow, OK.
- Mahan, M. (2007, August). “*Starting a Student Organization*” Workshop at NSU-BA Campus, Broken Arrow, OK.
- Mahan, M (2007, July). “*Pushing Forward*” NSU BA Campus NSGA Retreat, Broken Bow, OK.
- Mahan, M. (2006, July). “*Staying Connected*” Workshop at NSU NSGA Retreat, Branson, MO.



- Mahan, M. (2006, September). “*Student Organizations 101*” Workshop at NSU-BA Campus, Broken Arrow, OK.
- Mahan, M. (2005, August). “*Where Do I Start: Student Organization Workshop*” at NSU-BA Campus, Broken Arrow, OK.

## **PROFESSIONAL & UNIVERSITY SERVICE**

- NASPA Center for Women Board of Directors (2017-Present)
- San Antonio Education Partnership Board of Directors (2016-Present)
- San Antonio Municipal Leadership Institute (2016)
- University Transfer Compact member (2016-present)
- A&M-SA Strategic Planning Committee Co-Chair (2016-Present)
- A&M-SA Master Planning Committee (2016-Present)
- A&M-SA Enrollment Management Committee Co-Chair (2013-2016)
- A&M-SA Downward Expansion Committee Co-Chair (2014-2016)
- A&M-SA Commencement Committee (2013-2018)
- A&M-SA SECC Campaign Chair (2014)
- International Leadership Association (ILA) Women and Leadership Affinity Group (WLAG) founding member & Chair (2010-Present)
- WLAG Asilomar Conference Co-Chair (2013 & 2015)
- ACPA Commission for Commuter Students and Adult Learners National Directorate Commission Member (2008 – 2016)
- Council for the Advancement of Standards in Higher Education (CAS) Board Member (2010- 2017)
- CAS Board Review of National Standard for Adult Learners and Commuter Students Chair, (2011)
- NSU University Administrative Policy Committee (2011-2013)
- NSU Affirmative Action Committee (2011-2013)
- NSU Financial Aid Appeals Committee (2011-2013)
- NSU Student Learning and Assessment Committee (2011-2013)
- NSU Civic Engagement Council – Chair (2011-2013)
- Youth Services of Tulsa Board Member (2011-2013)
- Re-thinking the First Year Experience Task Force, (2011 – 2013)
- Oklahoma Diversity Officers/Practitioners Consortium (ODOPC) Board Member (2009 – 2013)
- Union Collegiate Academy (2009 – 2012)
- NSU Service Excellence Program (2008 – 2013)
- Broken Arrow Chamber Beautification Committee (2007 –2013)
- Margret Hudson Program Board Member (2007 – 2009)
- Wagoner County Health Coalition (2007 – 2013)
- NSU Commencement Committee (2007 – 2013)
- NSU Student Success Committee (2007 – 2013)
- NSU Employee Giving Campaign Volunteer (2006 – 2013)
- Universities Wellness Coalition (2006 – 2013)
- Broken Arrow Public Schools Title VII Board Member (2005-2008)

- Campus Sustainability Committee at NSU (2005 – 2013)
- National Center for Fathering-Summit Leadership Team Member (2005-2013)
- Broken Arrow Public Schools Partners In Education Member (2005-2007)
- Broken Arrow Chamber of Commerce Board Member (2005-2006)
- Broken Arrow City Council Member (2003-2006)
- Broken Arrow Golf Authority Member (2003-2006)

## PROFESSIONAL ASSOCIATION MEMBERSHIPS

- WLAG – Women and Leadership Affinity Group for the International Leadership Association.
- ILA – International Leadership Association
- ACPA - American College Personnel Association -College Student Educators Int.
- ACPA - Commission for Commuter Students and Adult Learners
- AAC&U- Association of American Colleges and Universities
- CAS – Council for the Advancement of Standards in Higher Education
- NASPA - National Association of Student Personnel Administrators
- HACU – Hispanic Association of Colleges and Universities
- ASJA - Association for Student Judicial Affairs
- ISSDL – International Society for Self-Directed Learning
- CAEL – The Council for Adult & Experiential Learning
- ANTSHE – Association for Non-Traditional Students in Higher Education
- OCSA - Oklahoma College Student Personnel Association
- AHEAD – Association on Higher Education and Disability
- ODOPC- Oklahoma Diversity Officers/Practitioners Consortium
- TCCSAO- Texas Council of Chief Student Affairs Officers
- TACUSPA – Texas Association of College and University Student Personnel Administrators

## AWARDS

*Diverse Issues in Higher Education* named A&M-SA Division of Student Affairs one of the most promising places to work in student affairs for 2020.

“Jaguar Excellence Award” – For modeling courage and leading the way for our faculty, staff and students, August 2017

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“Excellence in Service to Students Award” – The National Society for Leadership and Success, November 2013

“Mesquite Administrator Award” – For an administrator who takes time for student reporters, May 2013 & May 2014.

“OCSPA Impact Award” – Recognition of Routinely Going “Above and Beyond” Making Significant Differences in the Lives of Others, May 2009.

“Northeastern State University Centurion” - Leaders of this Century, March 2009.

“Outstanding Presentation Award” - OATE/OATCP/ Fall 2007 Conference, November 2007.

“2007 Big K-ah-udo” Award - Northeastern State University (Peer nominations for outstanding service), March 2007.

“Recognition of Dedication and Commitment to the City of Broken Arrow,” September 2006.

“Proclamation from the City of Broken Arrow for Dedication and Service to the City of Broken Arrow Golf Authority,” July 2006.

“2006 Big K-ah-udo” Award - Northeastern State University (Peer nominations for outstanding service), September 2006.

TAASC Rookie of the Year Nomination, November 1998.