

**LANA W. JACKMAN, PH.D.**  
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### **PROFESSIONAL PROFILE**

- High performing executive with diverse management and leadership experience in a variety of academic and non-profit environments.
- Versatile and seasoned professional who adapts well to rapidly changing environments.
- Skilled strategist and team builder who employs a participative and collaborative management style with both internal and external constituencies.
- A proactive, strong interpersonal, verbal, and written communicator who brings a cultural competence perspective in delivering effective presentations on behalf of organizational mission, goals and objectives.

### **AREAS OF EXPERTISE**

- Strategic Planning and Leadership
- Program Development, Assessment, and Evaluation
- Operations Management
- Project Planning/Execution
- Cultural Competence Training
- Fiscal Management
- Problem Solving
- Decision Making
- Grant Development and Fundraising
- Health Literacy and Community Based Participatory Research
- ICT Literacy
- Training and Leadership Development

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### **PROFESSIONAL EXPERIENCE**

#### ***Mélange Information Services, Inc.***

##### ***Principal 2000-Present***

- Extensive training in workforce development programs for non-profit organizations.
- Provides technical assistance and training for non-profit board leadership and development.
- Specializes in Information Literacy/Knowledge Management Practices/Health Communication Strategies & Practices.
- Expertise and demonstrated skills in the creation of cultural competence protocols for organizational leadership and line staff development initiatives.
- Provides strategic planning, fiscal mgt, program development, intra/interagency community based collaborative projects, social service program development/

evaluation protocols, and volunteer management practices. Grant writing and fund development expertise.

- Community Based Participatory Research (CBPR) Development Projects.

***University of Massachusetts, Boston, Boston, MA***

***Senior Academic Program Director 1990-2002***

- Developed and supervised the implementation of technological programs and applications related to student retention, new student orientation, and academic advising.
- Managed an orientation, academic, and career advising program for 500+ students in the College of Management and the College of Arts and Sciences
- Coordinated the joint Boston Globe Foundation/UMass Boston Taylor Scholars Scholarship and Retention Program as well as created the Benjamin S. Carson Scholarship Program.
- Developed and maintained Taylor Scholars website.
- Produced a Globe Foundation sponsored information literacy training multi-media CD-ROM product.

***Associate Dean - Enrollment Services 1980 – 1990***

- Created the Office of Graduate Admissions and Records and managed the development of supporting administrative objectives, policies, procedures, and publications for 25 graduate programs.
- Administered several university wide academic scholarship programs.
- Adjudicated student concerns/complaints.

***Director of Student Financial Aid 1974 – 1980***

- Managed \$8 million dollar federal, state, and institutional financial aid program.
- Supervised a staff of twenty-nine including eight professional staff members.
- Served as a consultant for the Massachusetts State Student Training Program
- Conducted federal program reviews for both public and private institutions.

***Simmons College***

***Assistant Director - Office of Student Financial Aid 1970 - 1974***

- Assisting with the overall development of policies and procedures for the administration of federal, state, and institutional financial aid programs
- Direct administrative responsibility for the College Work Study Program including placement and agency recruitment.

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**TEACHING EXPERIENCE**

- Adjunct faculty at Lesley University's Graduate School of Education
- Integrating Social Studies into the Elementary Classroom
- Interdisciplinary Approach to Content Areas
- University of Massachusetts, Boston - College of Arts and Sciences.
- First Year Freshmen Seminar

### **EDUCATION & CERTIFICATION**

- Ph.D., Educational Studies, Lesley University, 1999
- Ed.M., Education and Social Policy, Harvard University, 1974
- B.A., Political Science, University of Massachusetts Boston, 1969
- Preliminary Superintendent/Assistant Superintendent Certification, 2007

### **SUMMARY OF PROFESSIONAL AFFILIATIONS /COMMUNITY ORGANIZATIONS/HONORS**

- Research Associate, Center for Community Health Education Research and Services, Inc. (CCHERS) 2007
- Chair, National Information and Communication Technology (ICT) Literacy Policy Council, 2006
- Co Chair, National Forum of Information Literacy, 2005
- Member, American Association of Diabetes Educators 2004
- Evaluator, Indiana Children's Trust Fund, 2003
- Reviewer, U.S. Dept. of Commerce, Technology Opportunities Program, 2001
- Co-sponsor, United States Telecommunications Training Institute – Information Literacy and Knowledge Management, 2001
- Technology Fellow, The Learning Institute, University of Massachusetts, Boston, 2001

### **SUMMARY OF PROFESSIONAL PRESENTATIONS**

- Host, Information Literacy Summit: American Competitiveness in the Information Age, Washington, D.C. 2006
- Presenter, First International Information Literacy Experts Conference, Prague, 2003
- Co-Host, United States Telecommunications Training Institute –2001, 2003
- Lesley University - Knowledge Management Training Institute 2001, 2003
- Keynote, Annual Meeting of the Iowa Library Association 2001
- Presenter, National Forum on Information Literacy, 2001
- Presenter, Curry College, Faculty Information Literacy Training, 2000
- Presenter, Babson College, Media Literacy Group, 2000